

## **BTTMN-604**

**Course Name:** Tour Guiding and Escorting Skills

**Programme Name and Code:** Bachelor in Tourism & Travel Management (BTTM-23)

**Year/Semester:** 3<sup>rd</sup> Year/6<sup>th</sup> Semester

**Objectives:** To acquire an in-depth knowledge about the profession of tour guiding and escorting

<b>Unit-1</b>	Tourist Guide: Meaning, Duties and Responsibilities, Training, Sources of Earnings.
<b>Unit-2</b>	Different Types of Guides
<b>Unit 3</b>	Registration Procedure of Tour Guides
<b>Unit-4</b>	Understanding Traveller's Needs and Wants: Customer Care; Feedback Assessment and Analysis
<b>Unit-5</b>	Seeking Site Knowledge; Sources of Information
<b>Unit-6</b>	Visitor Facilitations: Caring for Customers and Meeting assistance and transfers
<b>Unit-7</b>	Guiding Skills: Personality and Knowledge Role of Body Language, Skills of Different Guides
<b>Unit-8</b>	Understanding Rules & Regulations: Forest Guides, Govt. Rules, Challans and FIR etc.
<b>Unit-9</b>	Managing Special Situations: Dealing with Late Coming Passengers, Loss of Passport, Loss of Money, Missing Members, Difficult Questions etc.
<b>Unit-10</b>	Handling Complaints, Sickness and Disabled Passengers; Working in Difficult Situation (Political Strikes, Road Blocks and Terrorism etc.): Safety and Security: Basic First Aid
<b>Unit-11</b>	Personality Development and Communication Skills: Relevance in Tourism
<b>Unit-12</b>	Understating the Cultural Gaps Between Tourist and Hosts in Linguistic Attitudes

<b>Unit-13</b>	Uses and Misuse of History in Guiding
<b>Unit-14</b>	Tour Escort: Meaning, Responsibilities, Educational Qualification, Sources of Earning
<b>Unit-15</b>	Problems and Challenges Faced by Tour Escorts, Differences between Tour Guide and Tour Escort, Who can become Tour Escort
<b>Unit-16</b>	Tour Escorting Skills