

DTS-107

Essential Skills for Tour Guides and Escorts

Programme Name and Code: Diploma in Tourism Studies (DTS-24)

Course Name and Code: Essential Skills for Tour Guides and Escorts (DTS-107)

Semester: 2nd

Objectives: To explore India's tourism, develop themed itineraries, cultivate emerging destinations, and gain expertise in tour guiding and escorting.

| Block-1 | |
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| Tourist Guiding Essentials | |
| Unit-1 | Tourist Guide: Meaning, Duties and Responsibilities, Training, Sources of Earnings. |
| Unit-2 | Different Types of Guides |
| Unit 3 | Registration Procedure of Tour Guides |
| Unit-4 | Understanding Traveller's Needs and Wants: Customer Care; Feedback Assessment and Analysis |
| Block-2 | |
| Site Knowledge; Visitor Care; Guiding Skills; Rules Compliance | |
| Unit-5 | Seeking Site Knowledge; Sources of Information |
| Unit-6 | Visitor Facilitations: Caring for Customers and Meeting assistance and transfers |
| Unit-7 | Guiding Skills: Personality and Knowledge Role of Body Language, Skills of Different Guides |
| Unit-8 | Understanding Rules & Regulations: Forest Guides, Govt. Rules, Challans and FIR etc. |
| Block-3 | |
| Crisis Management | |
| Unit-9 | Managing Special Situations: Dealing with Late Coming Passengers, Loss of Passport, Loss of Money, Missing Members, Difficult Questions, etc. |
| Unit-10 | Handling Complaints, Sickness and Disabled Passengers; Working in Difficult Situations (Political Strikes, Road Blocks and Terrorism, etc.): Safety and Security: Basic First Aid. |
| Unit-11 | Personality Development and Communication Skills: Relevance in Tourism |
| Unit-12 | Understating the Cultural Gaps Between Tourists and Hosts in Linguistic Attitudes |
| Unit-13 | Uses and Misuse of History in Guiding |
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| Block-4 | |
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| Overview of Tour Escorts: Roles and Earnings | |
| Unit-14 | Tour Escort: Meaning, Definition and Characteristics |
| Unit-15 | Responsibilities of a Tour Escort |
| Unit-16 | Educational Qualifications for Tour Escorts |
| Unit-17 | Sources of Earnings for Tour Escorts |
| Block-5 | |
| Tour Escorting Skills: Essentials and Development | |
| Unit-18 | Problems and Challenges Faced by Tour Escorts: Common Issues in Tour Escorting and Solutions and Coping Strategies |
| Unit-19 | Differences between Tour Guides and Tour Escorts: Role Comparisons Skill Set Distinctions and Responsibilities and Duties |
| Unit-20 | Who Can Become a Tour Escort: Eligibility Criteria and Required Attributes |
| Unit-21 | Tour Escorting Skills: Essential Skills for Tour Escorts, Advanced Escorting Techniques and Continuous Professional Development |

Suggested Readings:

- Hatfield, L., & Fallon, K. (2016). *The Tour Guide: Walking and Talking New York*. Princeton Architectural Press.
- Tourtellotte, S. (2019). *The Complete Guide to Becoming a Professional Tour Guide*. Rowman & Littlefield.
- Richards, G. (2019). *The Routledge Handbook of Cultural Tourism*. Routledge.
- Ruitenberg, C. W. (2018). *Teaching for Aesthetic Experience: The Art of Learning*. Routledge.
- Gartner, W. C. (2016). *Tourism Development: Principles, Processes, and Policies*. Routledge.