

Department of Ancient History, Culture and Archaeology
(Prof. Rajendra Singh (Rajju Bhaiya) University, Prayagraj)

Vocational/skill Development Course:
(TOUR GUIDE)

Credits:03

MM=100

Course Code: I010015T

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

Unit	Topic	No. of Hours
I	The Tour Guide- Meaning and classification, qualities of an ideal tour guide, various role of Tour guide, the business of guiding, Organizing a guiding business. The guiding techniques leadership and social skills, presentation and speaking skills.	15
II	The guide's personality, Moments of truth, the seven sins of guide, the service cycle, Working With different age groups, working under difficult circumstances	10
III	Conducting tours: Pre-tour planning, modes of transportation, types of tours, traveler with Special needs, guidelines for working with disabled people, relationship with fellow guides.	10
IV	Motor / car operators and companies Dealing with emergencies- Accidents, Law and order, Theft, Loss of documents; First Aid importance, General procedures, evaluation of situation; Complaint handling.	10

REFERENCE BOOKS:

1. Jagmohan Negi – Travel Agency and Tour Operations.
2. Mohinder Chand - Travel Agency and Tour Operations: An Introductory Text
3. Dennis L Foster – Introduction to Travel Agency Management
4. Pat Yale – Business of Tour Operations

1. This course can be opted as an elective by the students of All subjects: Open for all

2. Evaluation Methods: (Internal Evaluation)

- **Practical (Training) = 60 Marks**
- **Theoretical Exam = 40 Marks**
- **Minimum Passing Marks = 40%**

3. Suggested equivalent online courses:

IGNOU & Other centrally/state operated Universities / MOOC platforms such as “SWAYAM” in India and Abroad.