SYLLABUS OF

TOURISM GUIDANCE

AS PART OF
SKILL DEVELOPMENT COURSES
UNDER CBCS FRAMEWORK WITH EFFECT FROM 2020-21

PROGRAMME: THREE-YEAR UG PROGRAMME
A.P. State Council of Higher Education  
B.A., B. Com & B. Sc Programmes

Revised CBCS w.e.f. 2020-21

**SKILL DEVELOPMENT COURSES**

**Arts Stream**

**Tourism Guidance**

Total 30 hrs (02 h/wk, 02 Cr & Max 50 Marks)

**Learning Outcomes:**
By successful completion of the course, students will be able to:

1. Understand the basic tourism aspects
2. Comprehend the requirements, role and responsibilities of profession of a Tourist Guide
3. Apply the knowledge acquired in managing different groups and guiding in a tour
4. Explain basic values related to tourism and heritage

**Syllabus:**

**Unit I:** (06 hrs)

**Unit II:** (10 hrs)

**Unit III:** (10 hrs)
Guest Relationship Management- Personal and Official - Arrangements to Tourists – Coordinating transport - VISA/Passport -Accident/Death -Handling Guests with Special Needs/ Different Abilities –Additional skills required for Special/Adventure Tours - Knowledge of Local Security and Route Chart – PersonalHygiene and Grooming - Checklist - Code of Conduct

**Co-curricular Activities Suggested:** (04 hrs)
1. Assignments, Group discussion, Quiz etc.
2. Invited lecture/training by local tourism operators/expert-guides
3. Visit to local Tourism Department office and a tourist service office
4. Organisation of college level short-duration tours to local tourist sites.
**Reference Books:**

1. Jagmohan Negi (2006); Travel Agency and Tour Operations, Kanishka Publishers, New Delhi
4. Websites on Tourism guidance.
# MODEL QUESTION PAPER FORMAT

Max Marks: 50  
Time: 1 ½ hr (90 Min)

**SECTION A**  (Total: 4x5=20 Marks)

(Answer any four questions. Each answer carries 5 marks  
(At least 1 question should be given from each Unit)

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**SECTION B**  (Total: 3x10 = 30 Marks)

(Answer any three questions. Each answer carries 10 marks  
(At least 1 question should be given from each Unit)

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