Travel & Tour Assistant

NSQF LEVEL - 3

TRADE PRACTICAL

SECTOR: Tourism and Hospitality

(As per revised syllabus July 2022 - 1200 Hrs)

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Directorate General of Training

DIRECTORATE GENERAL OF TRAINING
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
GOVERNMENT OF INDIA

NATIONAL INSTRUCTIONAL MEDIA INSTITUTE, CHENNAI

Post Box No. 3142, CTI Campus, Guindy, Chennai - 600 032

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Duration : **1 - Year**

Trades : **Travel & Tour Assistant - 1 Year Trade Practical - NSQF Level - 3 (Revised 2022)**

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FOREWORD

The Government of India has set an ambitious target of imparting skills to 30 crores people, one out of every four Indians, by to help them secure jobs as part of the National Skills Development Policy. Industrial Training Institutes (ITIs) play a vital role in this process especially in terms of providing skilled manpower. Keeping this in mind, and for providing the current industry relevant skill training to Trainees, ITI syllabus has been recently updated with the help of Media Development Committee members of various stakeholders viz. Industries, Entrepreneurs, Academicians and representatives from ITIs.

The National Instructional Media Institute (NIMI), Chennai, has now come up with instructional material to suit the revised curriculum for **Travel & Tour Assistant Trade Practical 1 Year** in **Tourism and Hospitality Sector under Yearly Pattern.** The NSQF Level - 3 (Revised 2022) Trade Practical will help the trainees to get an international equivalency standard where their skill proficiency and competency will be duly recognized across the globe and this will also increase the scope of recognition of prior learning. NSQF Level - 3 (Revised 2022) trainees will also get the opportunities to promote life long learning and skill development. I have no doubt that with NSQF Level - 3 (Revised 2022) the trainers and trainees of ITIs, and all stakeholders will derive maximum benefits from these Instructional Media Packages IMPs and that NIMI's effort will go a long way in improving the quality of Vocational training in the country.

The Executive Director & Staff of NIMI and members of Media Development Committee deserve appreciation for their contribution in bringing out this publication.

Jai Hind

Directorate General of Training
Ministry of Skill Development & Entrepreneruship
Government of India.

New Delhi - 110 001

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PREFACE

The National Instructional Media Institute (NIMI) was established in 1986 at Chennai by then Directorate General of Employment and Training (D.G.E & T), Ministry of Labour and Employment, (now under Directorate General of Training, Ministry of Skill Development and Entrepreneurship) Government of India, with technical assistance from the Govt. of Federal Republic of Germany. The prime objective of this Institute is to develop and provide instructional materials for various trades as per the prescribed syllabi under the Craftsman and Apprenticeship Training Schemes.

The instructional materials are created keeping in mind, the main objective of Vocational Training under NCVT/NAC in India, which is to help an individual to master skills to do a job. The instructional materials are generated in the form of Instructional Media Packages (IMPs). An IMP consists of Theory book, Practical book, Test and Assignment book, Instructor Guide, Audio Visual Aid (Wall charts and Transparencies) and other support materials.

The trade practical book consists of series of exercises to be completed by the trainees in the workshop. These exercises are designed to ensure that all the skills in the prescribed syllabus are covered. The trade theory book provides related theoretical knowledge required to enable the trainee to do a job. The test and assignments will enable the instructor to give assignments for the evaluation of the performance of a trainee. The wall charts and transparencies are unique, as they not only help the instructor to effectively present a topic but also help him to assess the trainee's understanding. The instructor guide enables the instructor to plan his schedule of instruction, plan the raw material requirements, day to day lessons and demonstrations.

IMPs also deals with the complex skills required to be developed for effective team work. Necessary care has also been taken to include important skill areas of allied trades as prescribed in the syllabus.

The availability of a complete Instructional Media Package in an institute helps both the trainer and management to impart effective training.

The IMPs are the outcome of collective efforts of the staff members of NIMI and the members of the Media Development Committees specially drawn from Public and Private sector industries, various training institutes under the Directorate General of Training (DGT), Government and Private ITIs.

NIMI would like to take this opportunity to convey sincere thanks to the Directors of Employment & Training of various State Governments, Training Departments of Industries both in the Public and Private sectors, Officers of DGT and DGT field institutes, proof readers, individual media developers and coordinators, but for whose active support NIMI would not have been able to bring out this materials.

Chennai - 600 032 **EXECUTIVE DIRECTOR**

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ACKNOWLEDGEMENT

National Instructional Media Institute (NIMI) sincerely acknowledges with thanks for the co-operation and contribution extended by the following Media Developers and their sponsoring organisation to bring out this IMP for the trade of **Travel & Tour Assistant 1 Year Trade Practical - NSQF LEVEL - 3 (Revised 2022)** under the **Tourism and Hospitality** Sector for ITIs.

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NIMI records its appreciation of the Data Entry, CAD, DTP Operators for their excellent and devoted services in the process of development of this Instructional Material.

NIMI also acknowledges with thanks, the invaluable efforts rendered by all other staff who have contributed for the development of this Instructional Material.

NIMI is grateful to all others who have directly or indirectly helped in developing this IMP.

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INTRODUCTION

TRADE PRACTICAL

The trade practical manual is intented to be used in workshop . It consists of a series of practical exercises to be completed by the trainees during the one year course of the **Travel & Tour assistant** under **Tourism and Hospitality** sector. Trade supplemented and supported by instructions/ informations to assist in performing the exercises. These exercises are designed to ensure that all the skills in compliance with NSQF LEVEL - 3 (Revised 2022) . The manual is divided into Five modules.

Module 1 - Introduction to Tourism and Transport and Accomodation Aspects

Module 2 - Travel and Tourism Destination

Module 3 - Heritage and Cultural Tourism of India

Module 4 - Tourism Promotion Activities and Travel Circuits of India

Module 5 - Marketing, Computer Application in Tourism

The skill training in the shop floor is planned through a series of practical exercises centred around ome practical project. However, there are few instances where the individual exercise does not form a part of project.

While developing the practical manual a sincere effort was made to prepare each exercise which will be easy to understand and carry out even by below average trainee. However the development team accept that there is a scope for further improvement. NIMI, looks forward to the suggestions from the experienced training faculty for improving the manual.

TRADE THEORY

The manual of trade theory consists of theoretical information for the one year course of the Travel & Tour Assistant Trade. The contents are sequenced according to the practical exercise contained in the manual on Trade Theoryl. Attempt has been made to relate the theoretical aspects with the skill covered in each exercise to the extent possible. This co-relation is maintained to help the trainees to develop the perceptional capabilities for performing the skills.

The Trade theory has to be taught and learnt along with the corresponding exercise contained in the manual on trade practical. The indicating about the corresponding practical exercise are given in every sheet of this manual.

It will be preferable to teach/learn the trade theory connected to each exercise atleast one class before performing the related skills in the shop floor. The trade theory is to be treated as an integrated part of each exercise.

The material is not the purpose of self learning and should be considered as supplementary to class room instruction.

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LEARNING / ASSESSABLE OUTCOME

On completion of this book you shall be able to

S.No.	Learning Outcome	Ref. Ex.No.
1	Perform duties and responsibilities of Travel & Tour service personnel. (Mapped NOS: THC/Q4404)	1.1.01 - 1.1.02
2	Work with different hotels & Travel agencies at different tourist Zones in National & International levels.(Mapped NOS: THC/N4410)	1.1.03 - 1.1.04
3	Communicate with the guests; collect information on tourist places, different types of accommodation & different modes of Transport available for the tourists. (Mapped NOS: THC/N4410)	1.1.05 - 1.1.08
4	Exhibit right attitude, politeness & body language during interaction with the guest. (Mapped NOS: THC/N4410)	1.1.09 -1.1.10
5	Arrange & setup linkages with hotels, transport agencies & other segments of tourism Industries. (Mapped NOS: THC/N4419)	1.1.11 - 1.1.13
6	Collect information from the concerned tourism authorities and perform travel formalities. (Mapped NOS: THC/N9401)	1.2.14 - 1.2.18
7	Plan and arrange Tour programmes. (Mapped NOS: THC/N4421)	1.2.19 - 1.2.25
8	Promote Tourism in India. (Mapped NOS: THC/N4421)	1.3.26 - 1.3.27
9	Collect information regarding heritage, classical, religious & other attractive tourism resources & facilities available for tourists. (Mapped NOS: THC/N4421)	1.3.28 - 1.4.35
10	Prepare calendars, maps etc. on tourism festivals, Museum & art galleries, Important Tourism circuits etc. by collecting information. (Mapped NOS: THC/N9402)	1.4.36 - 1.5.43
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SYLLABUS

Duration	Reference Learning Outcome	Professional Skills (Trade Practical) with Indicative hours	Professional Knowledge (Trade Theory)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Perform duties and responsibilities of Travel & Tour service personnel.(Mapped NOS: THC/Q4404)	1 Familiarization with the Significance of Training in the travel & tour assistant field. (22 hrs.) 2 Setting up of tables-handling of service equipment. (20 hrs.)	a Introduction to Travel & Tourism Industry. b Career opportunities in Travel & Tourism Industry. c Different types of Travel & Tourism Establishments. d Organizational hierarchy of Travel &Tourism Department. e Attributes of Travel & Tour services personnel. f Duties and responsibilities of Travel & Tour service personnel. (12 hrs.)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Work with different hotels & Travel agencies at different tourist Zones in National & International levels.(Mapped NOS: THC/N4410)	3 Video show of the different hotels & Travel agencies to understand their working. (22 hrs.) 4 Study the Arts & Maps of different tourist Zone in National & International levels. (20 hrs.)	a Tourism: Definition, Meaning, Nature &Scope. b Definition & differentiation of Tourist, Travelers, Visitor and excursionist. c Inter relation between Leisure, recreation and Tourism. d Components and element of Tourism. e Type & Typologies of Tourism. (12 hrs.)
Professional Skill 84 Hrs; Professional Knowledge 24 Hrs	Communicate with the guests; collect information on tourist places, different types of accommodation & different modes of Transport available for the tourists. (Mapped NOS: THC/N4410)	5 Practice on communication skills specifically on how to interact with the guest. (12 hrs.) 6 Prepare a small questionnaire for the tourist to understand the motivation of their travel. (12 hrs.) 7 Collect the pictures & information on popular tourist places. (20 hrs.)	a Understanding Tourism motivation. b Factors affecting growth and development of International a national Tourism. c Impact of Industrialization & Technological advancement on Tourism Industry. (12 hrs.)
		8 Collect the information on different categories of accommodation & modes of Transport available for the tourists. (40 hrs.)	a Tourism Infrastructure: Types, forms &Significance. b Accommodation: Forms and Types. c Transport Sector: Modes & relative significance. d Other supporting Infrastructure required for Tourism. (12 hrs.)
Professional Skill 84 Hrs; Professional Knowledge 24 Hrs	Exhibit right attitude, politeness & body language during interaction with the guest. (Mapped NOS: THC/N4410)	9 Visit hotels & travel agencies to understand the employees' interaction with the guest with special reference to their attitude, politeness & body language. (20 hrs.)	a Economic Impact of Tourism: Income and employment multipliers of Tourism, balance of payment foreign exchange etc. b ocio cultural Impacts of Tourism. c Impacts of Tourism on ecology & environment.(12 hrs.)

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Duration	Reference Learning Outcome	Professional Skills (Trade Practical) with Indicative hours	Professional Knowledge (Trade Theory)
	Arrange & setup linkages with hotels, transport agencies & other segments of tourism Industries. (Mapped NOS: THC/ N4419)	10 Organizational setup linkages and arrangements with hotels, Airline, transport agencies & other segments of tourism Industries. (20hrs.)	
		11 Interact with different transportation agency like airline, railways, taxies etc. to find out their routes, timings of flights and trains, fares of airlines, Trains &rental taxis including radio cabs. (15 hrs.) 12 Visit the surrounding areas to find alternative accommodation available (other than hotel), holiday homes, guest houses and motels' etc. (15 hrs.) 13 Enquire about their tariff, types of rooms available & other facilities. (14hrs)	a Organization and functions of NWIO, TAAI, IATO, IATA AND PATA. (12 hrs.)
Professional Skill 84 Hrs; Professional Knowledge 24 Hrs	Collect information from the concerned tourism authorities and perform travel formalities. (Mapped NOS: THC/ N9401)	14 Collect the information from the State Tourism board regarding the policy of state Govt. for the development of Tourism in the State and upcoming projects. (15 hrs.) 15 Collect the information from the foreign regional registration offices regarding the stay formalities for the foreign nationals of different nationalities. (15 hrs.) 16 Make a case study of Thomas cook as well as develop a case study of any successful travel agency of your city. (15 hrs.)	a Travel formalities - Passport, Visa, Visa formalities, Health requirements, taxes, customs, currency, travel Insurance, baggage and airport Information. (12 hrs.)
		17 Develop Questionnaires for the tourist & try to find out the impact of Tourism on the environments. (14 hrs.) 18 Collect the different forms a formats a learn to fill those forms a formats regarding registration with hotel, "C" Form, Booking of baggage with Airlines / Railways & taxes applicable. (25 hrs.)	a Linkages and arrangement with Hotels airlines &transport agencies & other segments of Tourism Sector. b Case study of Travel agency Tour operators e.g. Thomas cook SITA, TCI etc. (12 hrs.)
Professional Skill 63 Hrs; Professional Knowledge 18 Hrs	Plan and arrange Tour programmes. (Mapped NOS: THC/N4421)	19 Make a report on the capitals of the countries, their currencies, National Airlines & their Airports. (9 hrs.) 20 Make the survey of a particular tourist destination with total arrangement of local tourist guide. (9 hrs.)	a Travel Information & cancellation of the Tourism reservation. b Ticketing preparation & marking of tour package,handing business corporate Clint including conference and conventions. (06 hrs.)

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Duration	Reference Learning Outcome	Professional Skills (Trade Practical) with Indicative hours	Professional Knowledge (Trade Theory)
		21 Tour planning & programming for Inbound & Outbound for national & international, taking into consideration factors such as food habit,'sensitivity, interpreter, caterer etc. (9 hrs.)	
		22 Procedure for booking Cancellation /changing of Concession given in different respects. (9 hrs.) 23 Follow-up terms of conditions to become travel & Tour assistant of sub agents/ agents of IATA approval agencies, capital investment & risk market potential. (9 hrs.)	a Source of Income - commission service charge, Travel terminology - Current a popular travel trade abbreviations; Itinerary preparation & other terms used in preparing itinerary. b Basic of Amadeus or Galileo CRS system. c E-ticketing solutions and Meta search option. (06 hrs.)
		24`Visit to passport office and procedures to get passport for a tourist, explaining the features of Visa & embassy guide. (9 hrs.) 25`To visit the Office of regional transport office to learn registration procedure of different types of vehicles and the formalities involved for registration of the vehicle. (9 hrs.)	a Market research & tour package formulation, assembling, processing & disseminating information in destination. Preparation of Itinerary & post tour managements. (06 hrs.)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Promote Tourism in India. (Mapped NOS: THC/N4421)	26 Make a project report on the development of Travel from ancient, medieval & modern time. (20 hrs.) 27 Collect the information regarding places of Art & architecture of tourism significant& also find out how to reach that places & other facilities available there for the tourists. (22 hrs.)	a Brief outline of Indian History in ancient, medieval and modern time. b Growth and development of travel related activity. c British rule & genesis of modern Tourism in India.(12 hrs.)
Professional Skill 147 Hrs; Professional Knowledge 42 Hrs	Collect information regarding heritage, classical, religious & other attractive tourism resources & facilities available for tourists. (Mapped NOS: THC/ N4421)	28 Collect the information regarding world heritage monuments & other prominent monument of India, how to reach & other facilities available for a tourist. (20 hrs.) 29 Collect the Information regarding Indian classical dance, folk dances, Music & musical instruments, art and handicraft, fairs & festivals in one calendar year & their Significance in the promotion of tourism. (20 hrs.) 30 Collect the detailed information regarding religious tourism resource such as important shrines & centers of the major religions of India & what is the best time to travel & other facilities available for the tourism. (25 hrs.)	a Art & architecture of Tourism Significance. b World heritage monuments & other prominent monuments of India. c Cultural Tourism resources: Indian classical and folk dance, Music & Musical Instruments, art & handicraft, fair & festivals. d Religious Tourism Recourses – Major religions of India: Hinduism, Islam, Christian, Buddhism, Sikhism & Jainism & Study of the famous shrine /centres of the major religion of India. (18 hrs.)

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Duration	Reference Learning Outcome	Professional Skills (Trade Practical) with Indicative hours	Professional Knowledge (Trade Theory)
		31 Collect the detailed information about national Parks, Wildlife sanctuaries, Bird Sanctuaries, Tiger a Crocodile projects in India, Best time to travel mode of travel &other facilities available for the tourism. (17 hrs.) 32 Collect the detailed information regarding major hill stations, Islands, Rivers & river Islands of India, Mode of travel and other facilities 33 Collect the detailed information on sea beaches of India mode of travel & other facilities available for the Tourism. (15 hrs.)	a Brief study of national Parks & wildlife sanctuaries, Bird Sanctuaries, Tiger & crocodile project sites of India. b Major Hill Stations, Islands, rivers & river Islands of India. c Important Sea Beaches of India-Mumbai, Puri, Goa, Chennai, Trivandrum & Kerala. (12 hrs.)
		34 Collect the detailed information on aero sports,water based sports, land based sports. (15 hrs.) 35 Best time to visit such places & also learn about the companies organizing such sports activities. (15 hrs.) available for the Tourism. (20 hrs.)	a Adventure Sportsˆ Existing trends & places of Importance for Land based, water based & aero based adventure sports of India. (12 hrs.)
Professional Skill 105 Hrs; Professional Knowledge 30 Hrs	Prepare calendars, maps etc. on tourism festivals, Museum & art galleries, Important Tourism circuits etc. by collecting information. (Mapped NOS: THC/N9402)	36 Make a calendar of tourism promotional festivals of India Significance of festivals, time to visit such festivals, mode of transportation and staying facilities. (12 hrs.) 37 Collect the detailed information of museum and art galleries of India& their significance in the promotion of tourism. (13 hrs.) 38 Do a map work & find out the train routes, especially for palace on wheel, Heritage on wheel and Royal ancient express, Deccan odyssey fairy queen, Metro trains and hill trains of India. (15 hrs.) 39 Learn reading of railway time table, Eˆreservation & cancelation and package tours organized by Indian Railway. (13 hrs.) 40 Plan on Itineraries for important circuits specially for golden Triangle, Buddhist circuit, Southern Triangle & Green triangle etc. (13 hrs.)	a Tourism promotional festivals of India. b Museum & art galleries of India. c Tourist Trains in India: Place on wheels, Heritage on wheels, Royal Orient Express, Deccan. Odyssey, fairy Queen, Metro trains & Hill trains of India. d Important Tourism circuits: Golden Triangle, Southern triangle, Buddhist Circuit & Green Triangle. e Important Hotels Chains in India. f Regional festive Cuisines of India. (24 hrs.)
		41 Try to fetch information regarding chain hotels of India and facilities available for tourist, Tariff etc. (13 hrs.) 42 Make a Project on Regional festive cuisines of India. (13 hrs.)	a Fundamental of Geography, b Importance of geography in Tourism. c Climate Variations, climatic regions of world, study of maps,

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Duration	Reference Learning Outcome	Professional Skills (Trade Practical) with Indicative hours	Professional Knowledge (Trade Theory)
		43 Study of maps, longitude & latitude, International date time, variations, time difference. (13 hrs.)	longitude and latitude, time international date line difference. (06 hrs.)
Professional Skill 63 Hrs; Professional Knowledge 18 Hrs	Promote tourism marketing and sales activities by applying STP (Segmentation,Targeting & Positioning). (Mapped NOS: THC/N9403)	44 Study & prepare of brochures for the different tourist destinations to draw chart on tourism systems interacting tourism markets, transportation destination & their marketing. (15 hrs.) 45 Basis of segmentationˆidentifying target market, types of tourism project of tourism, establishing a product, creating a position statement. (15 hrs.) 46 Collection of advertisement from newspapers, magazines & making an analysis of the some. (15 hrs.) 47 Collection of brochures from tourist office & hotels etc. to understand tour promotion of tourist activities to being done. (18 hrs.)	a Political & Physical feature of world geography. Destination in USA, Europe, UK, France,Spain, Italy, Russia, German, Austria, Greece & Switzerland. (18 hrs.)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Manage travel office, sell the packages by explaining the features & facilities. (Mapped NOS: THC/N9404)	48 Maintaining & compilation of different records used in travel office. (06 hrs.) 49 Procedure of travel office management. (06 hrs.) 50 Procedure of opening a travel office. (15 hrs.) 51 Demonstration on selling the package by explaining the features facilities in polite way Accommodation budget, site & preparation of budget & currency exchange. (15 hrs.)	a Aviation Geographyˆ Time differences, Flight time, elapse time, Booking Familiarization, Important Airlines, Airport of India, coding & decoding of country domestic ticketing. (12 hrs.)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Plan tour programmes using costing concept, software packages, websites related to the tourism. (Mapped NOS: THC/N9405) Handle different safety equipment, identify different sources of accidents & take necessary precautions on tour. (Mapped NOS: THC/N9406)	52 Practice in computer using MS office, Internet & other software packages related to the tourism. (10 hrs.) 53 Accessing websites, eˆmail, sending &receiving mails, search engines, Access to sites, online message etc. (12 hrs.) 54 Planning & Programming tour for Inbound & outbound in India & abroad- costing concept, various tour suppliers & also estimate the different tour packages. (10 hrs.) 55 Identify different sources of accidents & precaution to be considered on tour, handling the different safety equipment; practice the use of first aid specially in reference to heart attacks, strokes, Major loss of blood etc. (10 hrs.)	a Introduction of Computer, Definition &generation of Computers. b Basic Understanding of Hardware &Software devices including Input devices, Output device operating systems, database, word Processor spread, Sheet etc. c Introduction to Internet - Accessing Web- sites, eˆmail sending & Receiving emails, search engines, Searching through various, Search engines chatting, Access to sites, online message etc. (12 hrs.)

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Familiarization with the significance of training in the travel and tour assistant field

Objective: At the end of this exercise you shall be able to
- **identify the tourism importance and practice training.**

Requirements

Tools/Instruments

- Indian tourism map
- Indian political map
- Local map
- Computer with net connection
- Hand wash - 1 No.
- Towel - 1 No.
- Cleaning cloths - 5 No.
- Broom - 1 No.
- Table cleaning Brush - 1 No.
- Floor cleaner - 1 No.
- Field visit to nearest hotel or restaurant
- Kitchen
- Meeting or Guest lecture by an tour operator

Materials and equipments:

- Group of Students
- Small cloth like Kerchief
- Old news papers - 4 Nos.
- Note books - 4 Nos.

Instructor may organise various tourist attraction places with importance of tourism for the student.

PROCEDURE

TASK 1: **Identify the tourism spots and brief them**

1 Refer tourist map

2 With atlas map spot the places.

3 Educate the tourist importance by classifying the tourist places.

4 Educate them for the revenue generation, economy growth and job creation.

5 Practice them to gain professionalism and practical skill development.

6 Practice them for better communication.

7 Practice them with computer for easy understanding of the job.

8 Practice them with eco-friendly activities for better tourism promotion.

9 Educate them for clean and green tourism places.

10 Brief them our countries nature, culture heritage and treasure left by ancestor which is unique in one country.

11 Educate them with our various climatic condition prevailing in our country which suits for travel in all season of the year.

— — — — — — — —

TASK 2: **Practice them by taking them to the nearest travel agency, railway station and airport about the travel operation**

— — — — — — — —

TASK 3: **Create a database**

1 Visit to the nearest tourist place of interest and brief them the characteristic of the place and store the data in the computer.

— — — — — — — —

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Practice the techniques of hygiene & social skills

Objectives: At the end of this exercise you shall be able to
- **practice personal hygiene**
- **practice hygiene in kitchen and dinning**
- **practice social skills**
- **evaluate and maintain the personal hygiene.**

TASK 1: **Follow Personal Hygiene**

1 Take Bath frequently.

2 Wear clean clothes and polished shoes all the times.

3 Wash the Hands properly frequently and always after using toilet. (Fig 1)

4 Keep your circumstances neat and clean.

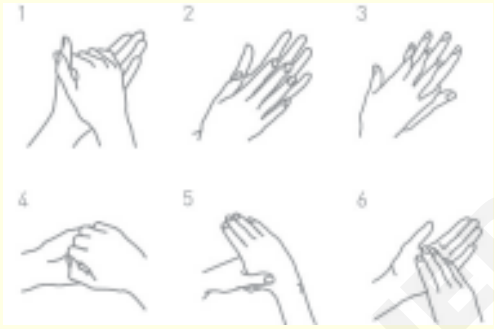
Demonstration on

i Washing clothes, drying and folding it

ii Shoe polish

iii Hand wash to be given by instructor.

Fig 1



— — — — — — — —

TASK 2: **Follow hygiene at kitchen and dinning**

1 Keep clean and covered hair.

Should not be combed or handled near the kitchen.

Should not touch Nose and mouth with the hands.

Use handkerchief while Cough and sneeze and do not over food;

Avoid people with colds contact with food.

Should not be worn Jewellery, rings, and watches.

Do not Smoke and spit near the food.

2 Cover the Cuts and burns with water proof dressing.

Wear clean clothes all the times.

3 Taste the food with a clean teaspoon.

Do not sit on the working table.

Allow only healthy people to Handle the food.

4 Keep kitchen neat and clean. (Fig 2)

Fig 2



— — — — — — — —

TASK 3: **Evaluate personal hygiene and maintenance**

1 Assign each your friend to check your grooming and personal hygiene everyday for a week.

2 Mark the rating from 1-10.

3 Do the same grooming check to your friend and compare your points.

4 Follow every week, compare and evaluate the improvement.

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TASK 4: **Practice social skills (Role play to be conducted in class room)**

1 Look people in the eye.

2 Smile at anyone providing any service to you.

3 Address them by name (whenever possible) while greeting.

4 Wish the guest according to the time.

5 Ask questions, allows them to feel welcomed into a conversation and break down any potential barriers.

6 Accept your mistakes.

7 Keep the mistakes small and real.

Observe tour operators.

Note down their communication styles and social skills.

Follow and practice all the above and observed social skills.

Develop organizing & implementation skills

Objectives: At the end of this exercise you shall be able to
- **organize a task**
- **implement an exercise.**

TASK 1: **Organize a Task**

1 Make the students into group of 4 members.

2 Provide them enough news papers.

3 Ask them to select a topic.

4 Ask any one of them in the group to act as a model.

5 Ask other members to do make up by using only the news paper provided.

6 Give them time limit.

7 Put mark to all the models, Topics and related explanations.

— — — — — — — —

TASK 2: **Implement an exercise**

1 Make the students into Group of 3 members.

2 Close the eye of one member in each group. (4 Group at a time).

3 Keep the 4 notebooks each one for each group and show them to one person in each group.

4 Position the students like in the Box 1 and start the exercise.

5 Ask the difficulties faces by everyone and find the solution.

Group I	Group II	Group III	Group IV
Person 1 (Facing each other 1 and 2)	1	1	1
Person 2	2	2	2
Person 3 (Eye closed)	3	3	3
Target notebook for group iii (It may be changed)	i	iv	ii

Student 1 only knows the position of the target and can see the student 3 but he has to communicate with only 2 by non verbal (only hand signal not verbal)

Student 2 can see student 1 only not 3 but can communicate verbally with no.3 to reach the target by getting the signals from no.1

Student 3 Eyes closed he has to reach the target with the direction of no.2. He has to very careful because 4 groups no.2 students will sauté their partner to reach the target. Everybody has to identify his mates voice. It needs more concentration, carefulness and accuracy.

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Setting up of tables - Handling of service equipment

Objectives: At the end of this exercise you shall be able to
- **arrange tour and travel office**
- **maintain tour data.**

Requirements

Materials and equipments:

• Office room	- 10 x 10	• Scanner	- 1 No.
• Voucher book	- 1 No.	• Brochures	- 10 Nos.
• Table	- 1 No.	• Phone connection/Smart phones	- 1 No.
• Receipt book	- 1 No.	• Flyers	- 10 Nos.
• Chair	- 4 Nos.	• Fax Machine	- 1 No.
• Seal	- 1 No.	• Notices	- 10 Nos.
• Sofa	- 1 No.	• Xerox machine	- 1 No.
• Stamp pad	- 1 No.	• Almara	- 1 No.
• Computer with internet connection	- 1 No.	• Files	- 10 Nos.
• Different rout maps	- 10 Nos.	• Planner	- 1 No.
• Printer	- 1 No.	• Account note books	- 5 Nos.
• Different tourist maps	- 10 Nos.	• Map (posters)	- 2 Nos.

PROCEDURE

TASK 1: **Arrange tour and travel office (practice various setup)**

1 Keep the table at the center of the room.

2 Put a chair and sofa either side of the table (Fig 1).

3 Put the computer table right to the center table.

4 Keep the computer, Printer, Scanner and modem on the computer table.

5 Keep the phone at the left hand side of the table.

6 Keep the fax machine near the phone.

Fig 1



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7 Keep notepad and pen near the phone.

8 Stick the maps on the both sides of the wall (Fig 2).

9 Arrange all the records like Account book, Voucher

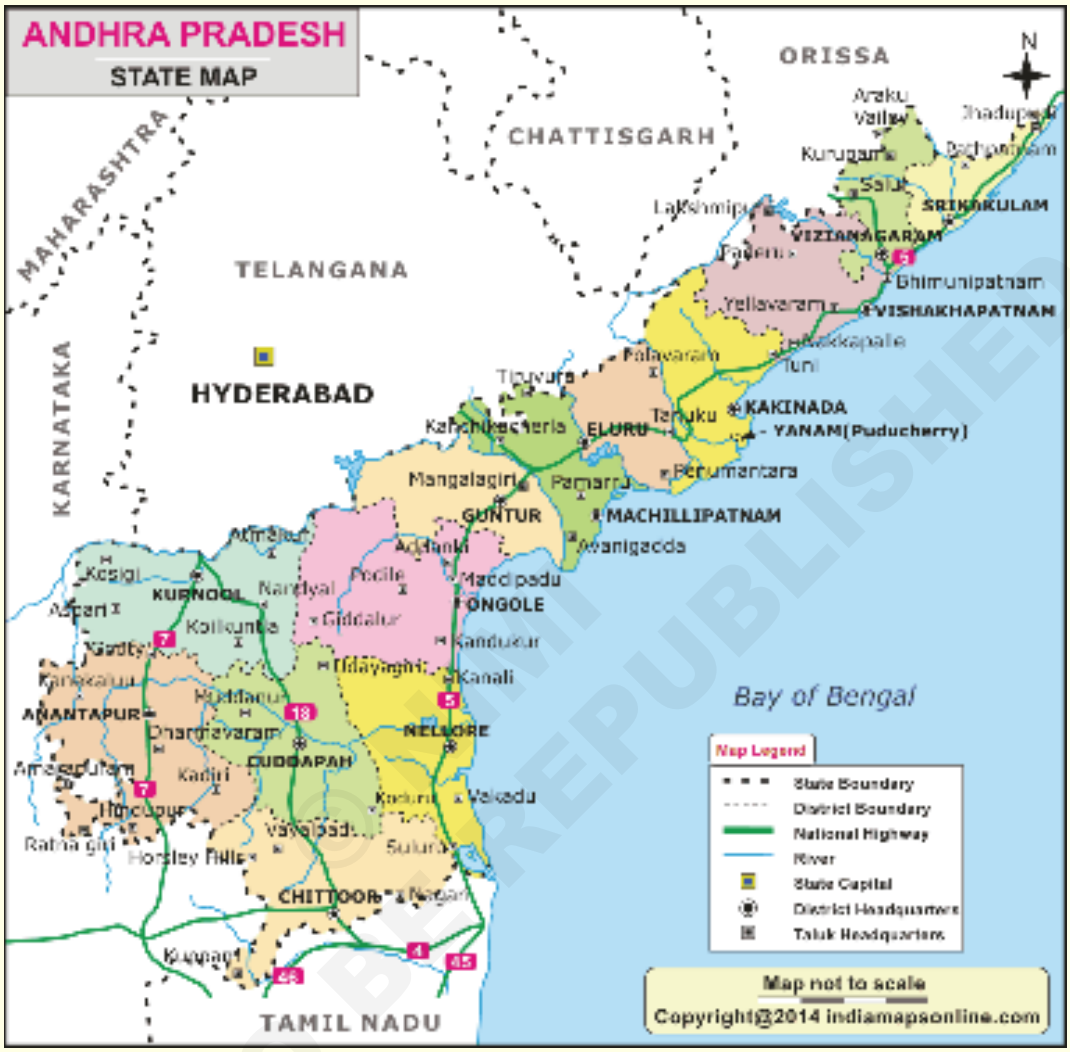
10 Keep flyers, notices and brochures in the folder file.

11 Arrange them in order of different packages.

12 Keep stamp pad and Seal inside the table drawer.

13 Keep bill desk well set.

Fig 2



— — — — — — — —

TASK 2: **Maintenance of tour data**

1 Maintain each tour data in each file.

2 Update the account book daily.

3 File the vouchers and copy of receipt in the respective files.

4 Computerize all the data with different folders and files.

5 Maintain the visitor note book.

6 Pass the information immediately to the tour operators from the customer.

7 Pass the information immediately to the customer from the tour operator.

8 Check all the information and prepare monthly, weekly and daily planner.

9 Coordinate with all the tour operators and other executives with customers.

— — — — — — — —

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Video show of the different hotels and travel agencies

Objectives: At the end of this exercise you shall be able to
- **get familiarise yourself with housekeeping department of hotel**
- **familiarise yourself with front office department**
- **practice activities of kitchen department**
- **practice the duty of F and B service department**
- **familiarise yourself with other department of hotels**

Requirements

Materials and equipments:

- Video of hotels having coverage of all the major departments and its activities - 1 No.
- LED TV with DVD player / Laptop/ LCD projector with screen (with sound system) - 1 No.
- Scribbling pad - 1 No.
- Remote - 1 No.
- Pen/pencil - 1 No.
- Smart phone - 1 No.
- Audio visual system - 1 No.
- Chairs - around 30 Nos.
- Laptop/computer - 1 No.
- Player - 1 No.
- Screen - 1 No.
- Video shows - 3 to 4 Nos. (different travel agents)
- Instructor - 1 No.
- Notepad - 1 No.
- Pen for each - 1 No.

PROCEDURE

TASK 1: **Familiarise with housekeeping department of hotel**

1 Arrange the TV along with DVD player or LCD Projector with proper sound system and a laptop/computer.

2 Switch on the main power switch after connecting these machines.

3 Check the connectivity.

4 Adjust the brightness, contrast and volume settings.

5 Get-ready with pen/pencil and scribbling pad.

6 Play the video (when all the students are ready).

7 Observe the following.

Guest Room

i Different types of guest room (single, Double, twin, inter-connected).

Placement of Item

i Placement of guest room linen in rooms (towels, bed sheets, pillow cover etc.).

ii Placement of stationary on the writing table.

iii Placement of tea/coffee maker.

iv Placement of minibar items.

v Placement in wardrobe/TV and Telephone etc.,

vi Arrangement of furniture and fixtures in the guest room/Carpet etc.

vii Arrangement of fixtures in bathroom (water closet, Tap etc.

viii Placement of bathroom supplies in the bathroom.

Guest Corridors

i Guest corridors and its floor covering.

ii Location of guest elevator.

iii Location of service lift.

iv Location of floor pantry.

v All the Signage fitted in guest corridor/emergency exit.

Swimming pool

i See location of swimming pool.

ii Cleaning of swimming pool.

iii Norms/rules and regulations for using swimming pool.

iv Use of cabana room (located beside swimming pool or changing.

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Spa

i Activities of Spa

Sections of housekeeping depot

i Activities of laundry

ii Activities of Linen room

iii Activities of sewing room

iv Activities of floral room

v Activities of horticulture (garden)

vi Activities of control desk

vii Cabin of executive housekeeper

viii Activities of uniform room

The instructor may modify the section / observation as per availability of the video.

— — — — — — — —

TASK 2: **Familiarisation with front office department of hotel.**

1 Arrange the TV along with DVD player or LCD Projector with proper sound system and a laptop/computer

2 Switch on the main power switch after connecting these machines and connectivity.

3 Currency exchange notice board.

4 Adjust the brightness, contrast and volume settings

5 Get-ready with pen/pencil and scribbling pad

6 Play the video (when all the students are ready)

Entrance

i Activities of the security at the main gate.

ii Activities of the gate-man at the entrance of main door before entering lobby.

iii Procedure of the security check of the guests.

iv Security check of the luggage belongingness of the guest.

Lobby

i Activities of bell desk.

ii Activities of travel desk

iii Functions of front desk

- Reception
- Information
- Cash

Back Office

i Activities of Reservation.

ii Activities of Telephone operator.

iii Activities of night auditor

iv Activities of front office system.

The instructor may modify the section / observation as per availability of the video.

— — — — — — — —

TASK 3: **Familiarization with food production (kitchen department)**

1 Arrange the TV along with DVD player or LCD Projector with proper sound system and a laptop/computer.

2 Switch on the main power switch after connecting these machines and connectivity.

3 Adjust the brightness, contrast and volume settings.

4 Get-ready with pen/pencil and scribbling pad.

5 Play the video (when all the students are ready).

6 Set up of kitchen/Chef cabin.

7 Function of continental kitchen.

8 Activities of Pantry.

9 Activities of Tandoor section.

10 Activities of Grade Manger section/cold kitchen etc.

11 Indian (North Indian/South Indian) section.

12 Activities of chinese section etc.,

13 Functioning of bakery.

The instructor may modify the section / observation as per availability of the video.

— — — — — — — —

TASK 4: **Familiarization with food and beverage department**

1 Arrange the TV along with DVD player or LCD Projector with proper sound system and a laptop/computer.

2 Switch on the main power switch after connecting these machines and connectivity.

3 Adjust the brightness, contrast and volume settings.

4 Get-ready with pen/pencil and scribbling pad.

5 Play the video (when all the students are ready).

6 Menu of the repetitive outlet.

7 Observe the following in Food and Beverage.

- Activities of coffee shop
- Activities of restaurant
- Activities of bar

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- Guredon trolley service
- Procedure of room service

The instructor may modify the section / observation as per availability of the video.

— — — — — — — —

TASK 5: **Familiarisation with other allied department of the hotels**

1 Arrange the TV along with DVD player or LCD Projector with proper sound system and a laptop/computer.

2 Switch on the main power switch after connecting these machines and connectivity.

3 Adjust the brightness, contrast and volume settings.

4 Get-ready with pen/pencil and scribbling pad.

5 Play the video (when all the students are ready).

6 Observe the following in:

i Personal department

ii Maintenance department

iii Human Resource department

iv Training department

v Security department

vi Purchase department

vii Stores

viii Finance department

ix Sale/Marketing department

— — — — — — — —

TASK 6: **Familiarize yourself with all the department of different hotels.**

1 Arrange the TV along with DVD player or LCD Projector with proper sound system and a laptop/computer/

2 Switch on the main power switch after connecting these machines and connectivity.

3 Adjust the brightness, contrast and volume settings/

4 Cut-ready with pen/pencil and scribbling pad/

5 Play the video (when all the students are ready) with CD of different hotels.

6 Observe activities of various department operations as mentioned in Task 1 - 5 of hotels.

The instructor may modify the section / observation as per availability of the video.

7 Instruct the trainee to keep their notepad and pen ready/

8 Brief the trainee about the show that they are going to watch/

9 identify the following points and note down in the notepad, while watching the video show of a travel agency.

i Interiors of the travel agency

ii Travel agent counter

iii Equipment present in the office

iv Staff discipline

v Grooming of the staff

vi Office arrangement

vii Placement of the computers

viii Information boards if any

ix Conversation among the staff

x Briefing down by the manager

xi Recurring the customers

xii Body language and gestures while dealing with customers

xiii Procedure while taking writing

xiv Procedure while handling foreign exchange

xv Records maintained

xvi Reports generated

xvii Situation handling

xviii End of day activities

10 Watch another video to be familiar with the functions.

11 Write down various points that you have noticed on the video without using any aid.

12 Practice several times until you are familiar.

— — — — — — — —

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Study the arts and maps of different tourist zone in national and international levels

Objectives: At the end of this exercise you shall be able to
- **use the map to give directions**
- **locate the place by using latitude and longitude**
- **calculate the travel distance**
- **identify the nature of the place by using index.**

Requirements

Materials/Equipments

- Orient Longman School Atlas - 1 No.
- Mumbai, Chennai city map - 1 No.
- Thread 50cm - 1 No.
- World map - 1 No.
- Laptop with net - 1 No.
- Scale with cm and inch - 1 No.
- Calculator - 1 No.
- Smart phone - 1 No.

PROCEDURE

TASK 1: **Identify Direction of a place**

1 Open the Atlas and open the world political map.

2 Find the North arrow at the top right corner of the map.

3 Locate the North always facing the Top of the Map.

4 Locate the South, East and West are bottom, right and left side of the map.

5 Locate Delhi and find the direction of the London from Delhi.

— — — — — — — —

TASK 2: **Locate the place**

1 Open the Index page at the back of the Atlas

2 Find the London in the alphabetic order of the places

3 Note down the Latitude, Longitude and page number of the London in the Index

4 Go to the page number and locate the latitude at the left or right side of the map

5 Locate the longitude at the top or bottom of the map

6 Find the intersection of the latitude and longitude to locate the London

7 Repeat the same to find the location of the New Delhi

— — — — — — — —

TASK 3: **Calculate the Travel Distance**

1 Open the World map.

2 Find the Scale given at the bottom right corner of the map.

3 Convert the scale in Centimeter to Kilometer. (Box.1)

4 Keep one end of the thread on the Mumbai and extend up to New Delhi.

5 Mark the New Delhi on the thread by pen.

6 Find the total measured length by measuring the thread with scale.

7 Multiply the distance measured and scale kilometer converter.

Conversion of Scale in Centimeter to Kilometer

Example: Scale 1:1,000,000

Put Cm on both sides 1 Cm=1,000,000Cm

Convert into Meters 1 Cm=1,000,000/ 100=10,000m (i.e 100Cm=1 m)

Convert into Kilometer 1Cm=10,000/ 1000=10km (i.e 1000m=1km)

Finally 1Cm on the map represents 10km on the real world

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TASK 4: **Identify the nature of the place**

1 Open India Physical and Political map

2 Locate the Legend box at the bottom right and left side of the map.

3 Find the different symbols with their explanations

4 Find the ports, Airports, Peaks and passes by using the symbols in the legend.

— — — — — — — —

TASK 5: **Use city maps**

1 Take Kolkata and Chennai city maps

2 Follow the instructions given in the TASK 1 to 4.

— — — — — — — —

TASK 6: **From the world map find and mark the international date line. located at abt 180° east or west. It runs through Greenwich, UK.**

— — — — — — — —

TASK 7: **Practice the time difference in clock time between two or more time zones**

1 Students may be marked to find time difference of various control and practice.

2 Time moves forward (or) Back way one hour for every 15° of longitude.

— — — — — — — —

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Practice on communication skills

Objectives: At the end of this exercise you shall be able to

- **communicate effectively**
- **observe and react for the message from customer**
- **practice and express the conversation**
- **construct a conversation.**

Requirements

Materials and equipments:

• Persons	- 2 Members	• Cell phone	- 2 Nos.
• Voice recorder	- 1 Nos.	• Note pad	- 2 Nos.
• Telephone	- 2 Nos.	• Pen/Pencil	- 1 No.

PROCEDURE

TASK 1: **Practice communicating effectively (Conversation between tourist and guide Given below)**

1 Be polite and helpful.

2 Modulate your voice.

3 Speak clearly, slowly and distinctly.

Be briefed not rushed.

Do not sound mechanical, indifferent or impatient.

Do not use technical or unfamiliar terms.

Use friendly tone.

Show your interest to do help.

Be cheerful and concerned.

Understand the great need.

Tour Guide (TG): good morning may I assist you

Tourist (T): Yes, I want to go on a tour to Agra

TG: Yes sir, I will show you certain packages that we have to Agra

T: Is there any family package for the month of April.

TG: Yes sir, there is a package for 3 nights and 4 days, that includes stay in a 5 star hotel, travel expenses, visit to major tourist spots.

T: That sounds good. How much does it cost?

TG: It costs Rs 35,000 for a family of four.

T: That is perfect. Can I pay by credit card?

TG: Yes surely sir.

T: Well thank you.

TG: Thank you, sir.

— — — — — — — —

TASK 2: **Practice to observe and react for the message from customer (Mock drill to be organised)**

1 Look at the face of the customer.

2 Keep your body straight to him.

3 Be patient.

4 Show your interest to listen.

5 Let them complete their talk.

Don't interrupt between their talk.

Don't give attention to any other person or activities

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8 Say Pardon to get it repeated again.

Don't make them repeat more than once.

10 Try to understand at the first incidence.

11 Appreciate them in between conversation/Be practical.

12 Try to understand tourist nature like native, religion, mother tongue and education.

— — — — — — — —

TASK 3: **Practice and express the conversation**

1 Practice a conversation with a friend acting as a tourist and guide.

2 Discuss about the various tour packages to Historical monuments.

— — — — — — — —

TASK 4: **Construct a conversation**

1 Record your conversation with a tourist talking about a specific tour to Taj Mahal and Other historical important places.

2 Listen to the conversation and check your grammar and accent.

Practice telephone manners & etiquette

Objectives: At the end of this exercise you shall be able to
- **practice handle telephone**
- **practice of mock conversation**
- **practice follow telephone etiquette.**

TASK 1: **Practice handling telephone**

1 Get organized-keep pencil and paper ready.

Answer pleasantly and with greeting.

2 Answer all calls courteously.

3 Identify your establishment.

4 Identify your department.

5 Identify yourself.

6 Ask caller's identity.

7 Ask caller's need.

8 Keep the phone in easy accessible position.

9 Place the handset in right position.

10 Keep notepad and pen near the phone.

11 Keep the instrument clean and disinfected.

12 Read the Telephone Handling book and operate the instrument.

13 Find the special attachments on the telephone instrument like Paging, Call transfer, Hold with music Call.

Do's and Don'ts of telephonic communication

Do's

Know how to operate the system.

Use good telephone techniques.

Use hotel procedures when dealing with an external call.

Look after the equipment.

Familiarize yourself with all the features of the system.

Don'ts

Don't consider the telephone as a toy.

Don't be wasteful, time on telephone cost money.

Don't transfer the call just to get rid of the caller.

Don't forget that the caller may become impatient if you don't attend him properly.

Do before telephone rings

This must be done between two students as mock drill

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TASK 2: **Practice Follow Telephone Etiquette**

If you made the call (Especially International Calls)

1 Introduce yourself to the person who answers the phone.

2 Use appropriate language and remember you could be on speaker phone.

Do not leave mission critical messages on answering machines. You never know who will hear them.

Be careful about leaving intimate messages on answering machines.

Do not leave messages that are confidential, potentially damaging or subject to incorrect interpretation on a voice mail system.

3 Leave concise short messages with the time and the date.

4 Be careful of rude messages or messages in jest.

Do not interrupt in a conference call - wait for your chance to contribute.

Be sure to tell the participants that you are leaving a conference call.

Don't just hang up or worse slam the phone down.

Don't make conference call or any calls for that matter from noisy places like factories, workshops or TV rooms.

5 Say goodbye!

If you are receiving the phone call (Especially International Calls)

Be sure to somehow identify where you are answering from. For example "Hello, this is Ralph Jones!"

Don't just say "yes" or "yeah".

6 Be circumspect with greeting messages on answering machines.

7 Repeat and forward phone numbers can be a help.

8 Use a short clear message.

People making international calls are not interested in a lengthy speech on "the state of the nation."

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TASK 3: **Practice of mock conversation (as per your imagination)**

1 Practice Telephone Manners and Etiquette.

2 Make a conversation between 2 people over the phone.

3 Keep you as a Tour sales man and a Tourist looking for an Adventure trip to Avalanchi forest, Ooty.

4 Follow the basic points mentioned above.

5 Record the conversation and check your mistakes.

6 Repeat practice for fluent execution.

— — — — — — — —

Prepare a small questionnaire for the tourist to underst and the motivation of their travel

Objectives: At the end of this exercise you shall be able to

- **gather information about the tourism attraction and types of tourist visit near by**
- **state out the information to be gathered from tourist about their motivation to travel**
- **make a questionnaire for tourist**
- **file the details gathered for future reference.**

Requirements

Materials/Equipments

• Computer with internet	- 1 No.	• Stationery items	- 1 Set.
• File Folder	- 1 No.	• Smart phone	- 1 No.
• A-4 papers /Forms	- 12 Nos.		

PROCEDURE

TASK 1: **Gather information about the tourism attraction and types of tourist visit near by**

1 Collect information regarding the domestic and foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call and also using the Internet in website of the Indian Tourism department /state tourism Department.

2 Gather information about the type of Tourist visit the place of interest nearby, the type of visit, their nationality or places where residing , interest in visiting the place and duration of stay etc.

— — — — — — — —

TASK 2: **List out the information gathered from tourist about their motivation to travel**

1 Sort out the information gathered from the above task like places of interest , accommodation arrangements preferred , mode of travel, food preferences , local site seeing , shopping etc.

2 Arrange information gathered according to the various category.

3 List out various options available in each category inorder to make the questionnaire easy for the responders like objective type.

— — — — — — — — —

TASK 3: **Make a questionnaire for tourist**

1 Frame Questionnaire using information above and the information to be collected from tourist about their motivation to travel.

2 Make the questionnaire short and not too lengthy making the tourist tiresome in answering.

3 Form questions in such a manner that makes the respondent answer easy like giving options for just ticking their preference.

4 Make use of simple language in framing the questions.

5 Use the sample format given below and frame the Questionnaire.

6 Make short questions.

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Sample Format 1: Questionnaire for Domestic & Foreign Tourists

Name :

Tourist Spot :

Duration of visit :

Please tick in the appropriate box

How did you get to know about this place?

a. Through Friends ❑ b. Tourist Office ❑ c. Media ❑ d. Internet ❑ e. Other

other(Please Specify) _____

2. How often you tour?

a. Yearly ❑ b. Monthly ❑ c. other(Please Specify) _____

3. What kind of tour you wish to go for?

a. Leisure ❑ b. Adventurous ❑ c. Religion ❑

d. other(Please Specify) _____

4. What is the major attraction that made you to choose this place?

_____

5. How is the lodging facility available in the tourist spots?

a. Very Satisfactory ❑ b. Good ❑ c. Need to be improved ❑ d. Bad ❑

6. How is the transport facility and approaching roads?

a. Good ❑ b. Average ❑ c. to be improved ❑ d. No Good at all ❑

7. Is the service provided at lodge facilities satisfactory?

a. Excellent ❑ b. Good ❑ c. Not Good ❑

8. What is the state of maintenance of the tourist spots?

a. Very Good ❑ b. Good ❑ c. Average ❑ d. Poorly Maintained ❑

9. Guide facility at the places of attraction is

a. Very Good & Friendly ❑ b. Not to the mark ❑ c. Not applicable ❑

10. Will you suggest this tourist spot to your friends & Why?

a. Yes ❑ b. No ❑ c. Reason _____

11. How secure is this place for visit

a. People are friendly ❑ b. Average ❑ c. to D improved ❑ d. Not a friendly Neighborhood ❑

12.On what do you wish to spend your money at the tourist places?

a. Shopping ❑ b. Food ❑ c. Entertainments ❑

d. other (Please Specify) _____

13 Any other specific comments for improvement.

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Sample Format 2: Questionnaire for Collecting Tourist Information

1 Name:.....Type; Domestic/International country/place Duration of visit.....

2 Type of places of importance preferred: physical/cultural/Religious/heritage/other (pls specify).....

3 Type of accommodation preferred.....

4 Mode of transportation preferred.....

5 Food habits/preference.....

6 Custom/cultural valves.....

7 Frequency of travel.....

8 Places visited/ to be visited.....

9 Places liked the most while visit.....

10 Ratings on tour experience (1 to 10):.....

11 Suggestion /remarks (if any).....

Signature.....

— — — — — — — —

TASK 4: **File the information**

1 Collect all the information gathered.

2 Do filling of the information gathered from task -2 and the Questionnaire prepared.

3 Pin all the information and File them for future reference.

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Collect the pictures and information on popular tourist places

Objectives: At the end of this exercise you shall be able to

- **prepare the documentation of domestic and international tour**
- **prepare the travel brochure.**

Requirements

Materials and equipments:

- Visit to destination
- Computer with internet connection - 1No.
- Printer - 1No.
- Camera- 1/Cell prime - 1No.

PROCEDURE

TASK 1: **Preparation of Travel brochure**

Collecting the information regarding sites

1 Visit the place directly and collect the information.

2 Get the information from the seniors.

3 Collect the data from the internet.

4 Verify the same with tourism department.

Collecting Photos of the Site, Hotels and Travel Vehicles

4 Visit the place directly and take the photo.

5 Get the photo from the album.

6 Collect photo from the internet.

7 Visit near by places of importance to create new tourist spot.

Preparing the route map of the destinations

8 Create the route map by using the paper map.

9 Find the route map by using the Digital map.

10 Prepare the route map by traveling to the destination.

11 Find the route with the help of locals.

12 Prepare travel brochure with the help of your instructor

13 Linkage of transport for the place of visit.

— — — — — — — —

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TASK 2: **Prepare the travel prochure as per the Fig**



Whispering Palms Beach Resort in Goa, India

Hotels and Transportation

Best Hotels:

- Leela Palace Chennai ($120/night)
- JW Marriott New Delhi ($176/night)
- Whispering Palms Beach Resort ($155/night)
- Taj Palace Hotel ($346/night)
- Le Meridien New Delhi ($138/night)

Transportation:

- Metro Trains
- Taxis
- Rickshaws
- Bicycles
- Public Busses
- Boats



Budget

One-Day Budget

Food: 5,500 rupees (about $80)

Transportation: 2,000 rupees (about $30)

Hotel: 10,300 rupees (about $150)

Activities: 6,000 rupees (about $90)

Other: 1,400 rupees (about $20)

Trip Budget

Food: 55,000 rupees (about $800)

Transportation: 20,000 rupees (about $300)

Hotel: 100,400 rupees (about $1,500)

Activities: 60,000 rupees (about $900)

Other: 10,000 rupees (about $200)

Total Budget: $3250 (218235 rupees)



Trip to India

Madison Schlaff, Romeo Flores, Alan Reynaga, Eddie Martinez, Luke Mai, and Jackayla Handy

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Collect the information on different categories of accommodation and modes of Transport available for the tourists

Objectives: At the end of this exercise you shall be able to
- **identify hotels**
- **create data base.**

Requirements
Materials/Equipments • Visit to your city hotels (nearest one) • Visit to nearest travel Agency • Smart phone • Notepad/Pen • Visit to state transport bus reservation centre

PROCEDURE

TASK 1: **Identify Hotels**

1 Visit nearest city and find hotels of various category.

2 Collect the following information and complete the manual.

Information	Observed / Location
Tourist Site	
Hotels	
Total no. of Hotels	
Category	
1 star	
2 star	
3 star	
4 star	
5 star	
Hotel inside the main city	
Hotels outside the city (sub urbans)	
Foreigners Option	
Hotels without restaurants	

Information	Observed / Location
Restaurants	
Chinese	
Continental	
North Indian	
South Indian	
Multi cuisine	
Coffee shop 24 Hrs	
Moon light	
Fresh up facilities	
Availability of Accessories	

— — — — — — — —

TASK 2: **Create database**

1 Visit Other tourist spots like Ooty, Madurai and collect the information.

2 Store the data in the computer to help the customer.

3 Practice filling up the manuals.

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Collect information on modes of transport available to tourists

Objectives: At the end of this exercise you shall be able to
- **arrange different types transport**
- **prepare the data base for bus and car transport.**

TASK 1**: Prepare database for different types of transport**

1 Visit all types of travel offices

2 Collect the information about different types of transport

3 Store all information in the computer with different names like Road, Rail, Air and water transport

4 Create a folder called Transport.

— — — — — — — —

TASK 2: **Survey of Bus Transport**

1 Visit Bus travel agency, collect the given information and complete the manual.

2 Store the information in the database.

Information	**Collected**			
Name of the Travel agency Year of establishment Name of the proprietor location of head office List of branch offices Address of the branch with pincode and phone no.				
Places the service offered	1.	2.	3.	4.
Frequency: Daily				
Weekly				
Bi-weekly				
Monthly				
Bi-Monthly				
Yearly (Special Yatras)				
Types buses: Rate of Service Per Km Ordinary Deluxe(AC) Deluxe (Non AC) Ultra deluxe(AC) Ultra deluxe (Non AC) Semi Sleeper (AC) Semi Sleeper (Non AC) Sleeper (AC) Sleeper (Non AC)	Per Day	Extra Hour	Driver Bata	Other Charges

Check if the charges are inclusive of parking

Caravans(AC) **Rotels(AC)**	
Discounts offered Mode of Payment Advance Payment (% of total) Full payment(Duration) Cancellation Charges Commission offered	

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3 Collect the contact details and mode of payments.

— — — — — — — —

TASK 3: **Arrange Car Transport**

1 Visit to nearest travel agency and collect the information given below

2 Collect the contact details and mode of payments

Information	Collected					
Name of the travel agency Year of establishment name of the proprietor location of head office list of branch offices Address of the branch with pin code and phone no.						
Types cars / rate of service	**Per KM**	**Per KM**	**Waiting**	**Driver**	**Tax**	**Other**
Km day charge data Charges Tata sumo AC Non AC Tata safari AC Non AC Bolero AC Non AC honda city AC Non AC maruti SX4AC Non AC Hyundai Santro AC Non AC Hyundai accent AC NOn AC						

— — — — — — — —

TASK 4: **Prepare Car Booking Form**

1 Prepare a car reservation form to get customer information (see model)

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RENTAL CAR RESERVATION FORM

Name:_____Organisation / Company:_____

Date:_____Name of Office Assistant:_____

Reservation information:

DateAime of pickup:_____ Date/time of return:_____

Drive dates (if different from above):_____

Type and number of vehicles needed:

Number of people:._____

Destination:_____

Purposeoftrip:_____

For Office Use:

Organisation /Ctompany:._____Date:_____

Name of Office Assistant:_____

Reservation information:

Date of pickup:_____Date of return:_____

Type and numberof vehicles:_____

Destination:_____

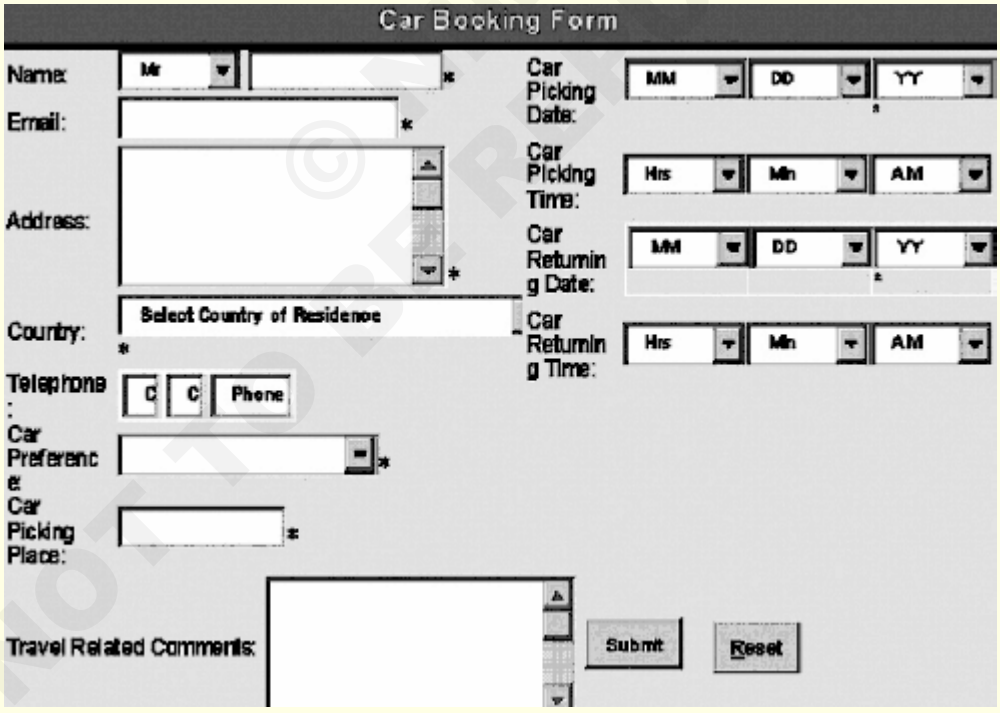
Date reservation was made:_____

Confirmation number:_____

Additional information:

2) Prepare a car reservation in the website(see model)

Fig 1



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— — — — — — — —

TASK 5: **Create Database**

1 Visit various travel agencies in Chennai and collect the information of bus and car service

2 Visit various travel agencies in the important tourist places and collect the information of bus and car service

3 Visit Koyambedu bus terminus at Chennai and collect the information of bus services from the various state transport corporations

4 Store all information in the Computer database to offer the service to the tourist.

Visit hotels and travel agencies to understand & their works

Objectives: At the end of this exercise you shall be able to

- **evaluate the hotels and restaurants**
- **practice to fill up hotel field visit observation manual**
- **Practice conversation with food and beverage outlet manager of a hotel.**

Requirements

Materials/Equipments:

- Field visit to Star hotels and Restaurants
- Note pad/Pen
- Smart phone
- Visit to nearest travel agents (min 5) IATA recognized and non recognized
- Computer with Internet connection

PROCEDURE

TASK 1: **Evaluate the hotels and restaurants**

1 Collect the information and complete the following the manual.

HOTEL FIELD VISIT OBSERVATION MANUAL

FEATURES	OBSERVED
Name of the hotel	
Category	
Age	
Name of the Proprietor	
Star classification of hotel	
Other Significance	
No. of guest per day	
Domestic	
Foreigners	
Total no. of rooms	
Types of rooms and tariff	
1 Standard	
2 Deluxe	
3 Twin Bed room	
4 Double Bed room	
5 Suite	
6 Others	
Types of Room Plans:	
1 European plan	
2 Continental plan	
3 American Plan	
4 Modified American Plan	
5 Bed and Breakfast plan (Barmuda Plan)	
Rooms occupied per day	
Check in and out timings	
Facilities offered to all	
Special facilities	
Gym/Spa	
Bar	
Shopping mall	
Swimming pool	
Entertainment park	
Play station	
Dishes available in the restaurants	
Name of the executive chef	
Hotel receptionists	
Room service availability	
Services available to the rooms	
Availability of Medical facilities	
Doctor on call	
Medical Shop	
Ambulance	

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i Table d' hote (Fixed Menu)

ii A' La Carte (From the Card)

Approximate waiting time for dishes on A' La Carte menu.

Soup	:	5 minutes
Egg	:	10 minutes
Grilled fish	:	10 minutes
Fried fish	:	10 minutes
Roast chicken	:	25 minutes

2 Note down the menus from the menu card There are basically two types of menu

Table d' Hote Menu

LUNCHEON MENU

Thursday 21 st April, 1994

Lentil and Ham soup Chicken liver Parfait with warm Brioche

Quenelles of smoked salmon mouse with'a spring onion dressing

Scottish smoked salmon carved at the table (£ 7.50 suppliment, per person)

* * *

Breast of chicken with forest mushrooms

Fillet of brill with a mustard and drill sauce

Mille-feuille of vegetables flavoured with basil

Complemented with fresh seasonal vegetables

* * *

Fresh figs served with vanilla ice cream and a red fruit coulis

Iced coconut parfait with a light chocolate sauce

Chocolate bavarois with vanilla sauce

* * *

Filter or decaffeinated coffee served with petits fours

* * *

2 courses inclusive of coffee - £16.50

3 courses inclusive of coffee - £20.50

Inclusive of VAT

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Goldies

All day diner

Sweets

1. Hot bread and butter pudding £3.25

   Bread, raisins, marmalade, scented with whiskey and presented with a vanilla sauce

2. Goldies Vs Goldsmiths £3.25

   Select from our goldsmiths homemade sweet presentation or cheese selection.

Afternoon Tea

Served between 3 pm and 5 pm

Giant Home made cookies	£0.75
Two Home made fruit scones	£1.30
Pot of house tea or coffee	£1.70
Pot of speciality tea	£1.70
Cup of coffee or cappuccino	£1.25

Sandwiches

(Round and a half)

Sirloin of beef with grain mustard	£3.35
Roasted breast of chicken	£3.60
Honey baked ham with Cheddar cheese	£3.10
North sea prawns with Mayonnaise	£4.50
Scottish smoked salmon	£5.00
Cheddarcheese	£2.85
Honey baked Ham	£2.85

A la Carte menu

WALLOW HOTEL Birmingham

THE SIR EDWARD ELGAR RESTURANT

Starters

White bean soup with a confit of rabbit

£5.95

Resotto of forest mushrooms with pancetta

£5.95

Mille Feuille of Scallops with parsley and garlic cream

£6.95

Mosaic of game with foie gras

£6.95

Spaghetti of vegetables and truffles

£7.95

Warm langoustine salad with marinated crispy vegetables

£9.95

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Sevrugacabiar with warm blinis

£50.00 per 50 gm portion

Fish Dishes

Dover sole roasted and served with a lobster and pepper sauce, scented with the flavours of the province

Fish course	£10.00	Maon Course	£21.50

Fillet of Sea bass With a nerb caus-caus and a basil and olive tapenade

Fish course	£10.50	Maon Course	£22.50

Whole braised red mullet with a Mediterranean farsi 2 persons as fish course or main course

£21.00

Main Course

Fillet of Pork wrapped in prama ham with parmesan, Marconi and roasted peppers

£19.95

Grilled maize fed chicken on a bed of foie gras spatzle

£20.00

Lamb with spring vegetables and a potato gnocchi

£20.00

Rib of beef larded with truffles and belly pork

£22.00

Cushion of veal with woodland mushrooms cooked in the style of the farmhouse

£46.00 for 2 persons

All main courses are complemented with fresh seasonal vegetables

Dishes on this menu can be altered to suit any diet or special request Please discuss your requirements with Andrew morgan or his assistants.

Chef De Cuisine Restaurant manager

Desserts

Savarin of warm fruits with dotted cream

£5.50

Iced coconut parfait with Maiibu grenade and marinated red fruits

£60.00

Terrine of chocolate and praline served with soup of fresh strawberries

£6.50

Chocolate Dessert Louis XV

£7.00

A fine selection of English and French cheeses

£7.00

Filter or decaffeinated coffee

£2.75

Cappuccino coffee,

£2.75

Expresso Coffee

£2.75

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Table d' hote (Fixed menu /Thali system)

A The menu has a fixed number of courses.

- **There is a limited choice within each course.**
- **The selling price of the menu is fixed.**
- **The dishes provided will all be ready at a set of time.**
- **Service of food is very fast.**

B A' La Carte (from the card)

- **It gives a full list of all the dishes that may be prepared by the establishment.**
- **Each dish is priced separately.**
- **A certain waiting time has to be allowed for many of the dishes/chart no.1**
- **Some dishes are cooked to order.**

Example:

Coffee shop menu or popular catering menus.

This may be regarded as a limited form of a' la carte menu, all the dishes listed being such that they are prepared and available with the minimum of delay, which in turn allows for a higher seat turnover. It allows the client to have either a snack with a beverage, athree course meal with coffee, or even just a beverage.

European plan (EP):

It includes only the room tariff.

Contientialplan (CP):

This plan includes room rent and continental breakfast.
American plan (AP):

This plan includes bed, continental breakfast, lunch and dinner.

Modified American plan (MAP):

It includes room rent, continental breakfast, lunch or dinner (mostly dinner).

Barmudaplan(BP):

This plan includes bed and English breakfast.

— — — — — — — —

TASK 2: **Practice to fill up hotel field visit observation manual**

Accommodation Assistant:	:	Good moming/afternoon/evening
To the receptionist in the hotel)	:	I am Mr./Ms. from SITATravel Agency, New Delhi.
Receptionist	:	Good morning
Accommodation Assistant	:	Sir/Madam, this hotel is popularly called as Taj Hotel, but i believe full name of this hotel is Taj Mount Road.
Receptionist	:	Yes, Sir you are right.
Accommodation Assistant	:	Sir/Madam, this hotel falls under which category of hotels?
Receptionist	:	Sir, this is a downtown hotel.
Accommodation Assistant	:	I believe this hotel is very old one.
Receptionist	:	Yes, this hotel is approximately 23 yrs old.
Accommodation Assistant	:	Who is the proprietor of this hotel?
Receptionist	:	This hotel is owned by Taj Group of Hotels lead by Mr.'J R D Tata".
Accommodation Assistant	:	Sir/Madam, What is the star classification of this hotel?
Receptionist	:	This is a five star deluxe hotel.
Accommodation Assistant	:	Is there any speciality in this hotel?
Receptionist	:	Yes, the bar in this hotel follows the modern technique of Europe, which is liked by most of European guests.
Accommodation Assistant	:	Oh! Great! And how many guests you receive in this hotel every day on an average
Receptionist	:	Mostly, we get foreigners, Approximately Domestic Guests -17 Foreign Guests - 78

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Accommodation Assistant	:	How many rooms do you have in this hotel?
Receptionist	:	Putting together all type rooms, we have 176 rooms.
Accommodation Assistant	:	What are the different types of rooms and theirtariff?
Receptionist:		We have four types of rooms with the following tariff. a Standard Room - Rs. 9,335 per day b Executive Room - Rs. 14,000 per day c Suite Room - Rs. 35,000 per day d Presidential Suite - Rs. 50,000 per day (All tariff are inclusive of tax)
Accommodation Assistant	:	What are the different types of rooms plan that is practised in this hotel?
Receptionist	:	We practise the following three plans. • Barmuda Plan (Bed and Breakfast) • American Plan (Bed + Breakfast + Lunch + Dinner) • Modified American Plan (Bed + Breakfast + Lunch/Dinner)
Accommodation Assistant	:	May I know the average occupancy percentage of your hotel?
Receptionist	:	Sorry Sir, this information lies with the Front Office Manager. (Generally hotels must never try to reveal occupancy percentage)
Accommodation Assistant	:	What is the check-in and check-out timings of this hotel?
Receptionist	:	We practise 24hrs check-out time pattern.
Accommodation Assistant	:	What are the facilities offered to the guest in this hotel?
Receptionist	:	Wehave • Gymnasium • Swimming Pool • Bar • Shopping Mall • Kids Play Station • Entertainment Park
Accommodation Assistant	:	Do you have medical facilities?
Receptionist	:	Yes, all the staff of this hotel is a certiif ed First Aider. We have facilities of Doctor on call.
Accommodation Assistant	:	What are the dishes available in your hotel?
Receptionist	:	For this phase, contact Mr X, the Food and Beverage Manager of this hotel. He can provide you detailed information on this. However, we have starters, soups, fish/ chicken/beef/pork/egg dishes, vegetable dishes, snacks, fast foods, rice items, bread items, etc..
Accommodation Assistant	:	Thank you very much Sir/Madam Have a nice day.

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- **Be polite and helpful**
- **Speak clearly and slowly**
- **Do not use unfamiliarwords**
- **Listen attentively**
- **Ascertain the name of the person to whom you are speaking**

— — — — — — — —

TASK 3: **Practice conversation with food and beverage outlet manager of a hotel**

Accommodation Assistant	:	Good morning Madam, I am (name) from (name of the organ isation) and I have come for (purpose)
Food and Beverage Manager	:	Yes, we have got following Food and Beverage outlets in our hotel - one coffee shop, one Indian restaurant and one multicuisine restaurant.
Accommodation Assistant	:	Oh! Thats great and who is the Executive Chef here?
Food and Beverage Manager	:	Chef Sanjeev Kapoor is the Executive Chef of this hotel.
Accommodation Assistant	:	Wow! The Indian Celebrity. He is Chef Of this hotel?
Food and Beverage Manager	:	Yes
Accommodation Assistant	:	Do you have room service facilities?
Food and Beverage Manager	:	Yes, of course. We have 24hr room service facilities

Name of the dishes served with

1 Hors - D'oeuvre (pronounced as odove)
   - I Potato Salad
   - II Egg Mayonnaise
   - III Anchovies
   - IV Bismarck Herring etc.

2 SOUP
   - I Tomato Soup
   - II Onion Soup
   - III Mushroom Soup
   - IV Shrimp Soup
   - V Tomato Shorba

3 EGG DISHES
   - I Boiled Egg (Hard/Soft)
   - II Masala Omelette / Spanish Omelette
   - III Mushroom Omelette
   - IV Fried Egg
   - V Scrambled Egg

4 PASTA/RICE DISHES
   - I Fried Rice
   - II Steamed Rice
   - III Chicken Biriyani
   - IV Chow mein

5 FISH
   - I Sole Merchandise
   - II Grilled Fish
   - III FishKalia
   - IV FishMasala
   - V Fish Curry

6 Meat/ Beef/ pork
   - I Sated Moans
   - II Italian Musaka
   - III BeefStrogrout
   - IV Stirred Fried Pork

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7 Chicken
   I Tandoori Chicken
   II Chicken ala King HI. Poulet Maryland
   III Chicken Tikka Masala
   IV Kadai Chicken
8 Vegetables
   I Pommes Persillees
   II Pommes Lyonnaise
   III Epinardalacreme
   IV Mixed Vegetable
   V Alu Gobi Masala
   VI Veg. Manchurian
   VII Paneertaka tak

Practice Visiting travel agencies to understand the setup

Objectives: At the end of this exercise you shall be able to
- **prepare the operations of travel agent**
- **create data base.**

TASK 1: **Observe and prepare the operations of travel agent**

1 Visit nearest travel agent and complete the following manual (Box 1 and Box 2).
2 Store the data in the computer to help the customer.
3 Get it checked by the instructor

Box 1: Travel agent field visit observational manual

Operation	Observed
Name of the travel agent	
Established year	
Name of the proprietor.	
Location of Head office	
Location of branch offices	
No. of office staffs	
Season period	
Types of customers	
Domestic	
International	
Types of Travel services offered	
Bus	
Car.	
Air	
Water	
Concessions	
Types Accommodation Offered	
Star Hotels	
Motels	
Boat houses	
Others	
Areas Served	

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Operation	Observed
Domestic	
1	
2	
3	
4	
International	
1.	
2.	
3.	
4.	
Linkage with Tour Operators	
1.	
2.	
3.	
4.	
5.	
Special packages	
Membership facilities	
Welfare of travelers	
New modifications	
Future prospectus	

Box 2 : Travel agent's Organisational Setup Manual

1 The organisational setup (Hirearchy) with duties and responsibilities
2 Various machineries/Equipments used and function.
3 Layout of the organisation with sections.
4 Duty timings/schedule.
5 Tie-up with other agencies.
6 Various functions of different sections.

— — — — — — — —

TASK 2: **Create Data Base**

1 Visit IATA recognized travel agent and identify the facilities offered by them.
2 Visit non recognized travel agent and identify the facilities offered by them.
3 Differentiate them based on the service and offers.
4 Store the data in the computer.

— — — — — — — —

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Organizational setup linkages and arrangements with hotels, Airline, transport agencies and other segments of tourism

Objectives: At the end of this exercise you shall be able to
- **prepare the operations of tour agent**
- **create data base.**

Requirements

Materials/Equipments

- Visit to nearest travel agents (min 5) IATA recognized and non recognized
- Computer with Internet connection

PROCEDURE

TASK 1: **Observe and prepare the operations of tour operator**

1 Visit nearest tour operator and complete the following manual. (Box 1 and Box 2)

2 Store the data in the computer to help the customer.

3 Get it checked by the instructor.

Box 1: Tour operator field visit observation manual

Operation	Observed
Name of the tour operator	
Established year	
Name of the proprietor	
Location of Head office	
Location of branch offices	
No. of office staffs	
No. of guides	
Types of tour packages offered	
Season period	
Total no. of tours per year	
Types of customers	
- Domestic	
- International	
Available translators	
Offers	
Concessions	
Special packages	

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Operation	Observed
Domestic packages/In bound	
1	
2	
3	
4	
5	
6 Arrangement of transport (Rail road/water/Air ways)	
7 Guide services	
International packages/Out bound	
1	
2	
3	
4	
5	
Membership facilities	
Welfare of tourists	
New modifications	
Future prospectus	

Box 2 : Tour Operator's Organisational Setup Manual

1 The organisational setup (Hirearchy) with duties and responsibilities
2 Various machineries/Equipments used and function.
3 Layout of the organisation with sections.
4 Duty timings/schedule.
5 Tie-up with other agencies.
6 Various functions of different sections.

— — — — — — — —

TASK 2: **Create Data Base**

1 Visit IATA recognized tour operator and identify the facilities offered by them.
2 Visit non recognized tour operator and identify the facilities offered by them.
3 Differentiate them based on the service and offers.
4 Store the data in the computer.

— — — — — — — —

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Interact with different transportation agency like airline, railways, taxies etc.

Objectives: At the end of this exercise you shall be able to
- **arrange different types of bus transport**
- **prepare the data base for bus and car transport.**

Requirements

Materials and equipments:

- Visit to nearest travel Agency
- Smart phone
- Scribbling pad/Pen
- Visit to state transport bus reservation centre
- Visit to railway station - as reqd.
- Time Table of Indian Railways - 1 No.
- Computer with Internet connection - 1 No.
- Visit to Airport(Chennai)
- Visit to Cruise Travel agency

PROCEDURE

TASK 1: **Survey of Bus Transport**

1 Visit Bus travel agency, collect the given information and complete the manual

Information	**Collected**				
Name of the Travel agency Year of establishment Name of the proprietor Location of head office List of branch offices Address of the branch with pincode and phone no.					
Places the service offered	1	2	3	4	5
Frequency: Daily					
Weekly					
Bi-weekly					
Monthly					
Bi-Monthly					
Yearly (Special Yatras)					
Types buses: Rate of Service	**Per Km**	**Per Day**	**Extra Hour**	**Driver Bata**	**Other Charges**
- Ordinary - Deluxe(AC) - Deluxe (Non AC) - Ultra deluxe(AC) - Semi Sleeper (AC) - Sleeper (AC) - Sleeper (Non AC) - Caravans(AC) - Rotels(AC)					

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Check if the charges are inclusive of parking.

- Discounts offered
- Mode of Payment
- Advance Payment(% of total)
- Full payment(Duration)
- Cancellation Charges
- Commission offered

2 Collect the contact details and mode of payments

— — — — — — — —

TASK 2: **Arrange Car Transport**

1 Visit to nearest travel agency and collect the information given below

Information	Collected					
Name of the Travel Agency Year of establishment Name of the proprietor Location of head office List of branch offices Address of the branch with pincode and phone no.						
Types Cars / Rate of Service	**Per km**	**Per day**	**Waiting Charge**	**Driver Bata**	**Tax**	**Other**
Charges Innova AC NonAC Bolero AC NonAC Honda City AC NonAC Maruti SX 4 AC NonAC Hyundai Santro AC NonAC Hyundai Accent AC NonAC						

Brand of the cars keep changing, hence the brand names may be amended from time to time.

2 Collect the contact details and mode of payments

— — — — — — — —

TASK 3: **Prepare Car Booking Form**

1 Prepare a car reservation form to get customer information(see model).

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RENTAL CAR RESERVATION FORM

Name: _____ Organisation / Company:_____

Date: _____ Name of Office Assistant:_____

Reservation information:

Date/time of pickup: _____ Date/time of return:_____

Drive dates (if different from above):_____

Type and number of vehicles needed: _____

Number of people:_____

Destination:_____

Purpose of trip:_____

- - - -

TASK 4: **Create Database**

1 Visit various travel agencies in near your institute and collect the information of bus and car service.

2 Visit various travel agencies in the important tourist places and collect the information of bus and car service.

3 Visit nearest bus terminus and collect the information of bus services from the various state transport corporations.

4 Store all information in the Computer database to offer the service to the tourist.

Referring train time table

Objectives: At the end of this exercise you shall be able to
- **identify trains to various cities**
- **check timings of various trains**
- **use the internet to identify the train.**

TASK 1: **Get the train information**

1 Visit to nearest railway station

2 Get the latest railway time table

3 Follow the procedure given below to find the information(See boxes)

4 Get the train table time table through Web sites www.trainenquiry.com/OR/AND www.indianrailways.gov.in/tag0809/index.htm

5 Practice the steps as follows.

How to use the Timetable

Trains at a Glance, is a handy guide brought out every year by the Ministry of Railways for the convenience of regular intercity and long distance travellers as well as ford tourists. The timings of all the Mail/Express trams operated by Indian Railways are indicated in this book. However, the tables do mat; indicate all the stoppages of a train - only stoppages at important stations are shown* This publication docs not include the timings of passenger (slow) trains, through and slip coach services. For these details, please refer the Zonal Timetables.

the Tables in this book will give you details about the departure and arrival timings of trains, the stoppages at major stations, their days of service, classes of accommodation, distance in kilometres and availability of pantry cars.

A step-by-step guide to help you find the right Table.

Method I

Using the Station Index.

- Go to the Station Index on page. This Index lists out all the stations appearing in the tables, in an alphabetical order.
- Important stations have various destination stations listed under them.
- The table numbers are given alongside the destination stations.
- Numbers of the trains connecting these stations are also mentioned for your reference.
- If destination stations are not listed under it, the table numbers will be specified against, the originating station itself.
- Go to the relevant table, and choose the most, convenient train.

Method II

Using the Train Number Index. When you know the Train Number

- Go to the Train Number Index page, where train numbers are given in an ascending order, along with train names.
- Locate your train number and go to the table number given alongside.

Method III

Using the Train Name Index.

When you know the Train Name

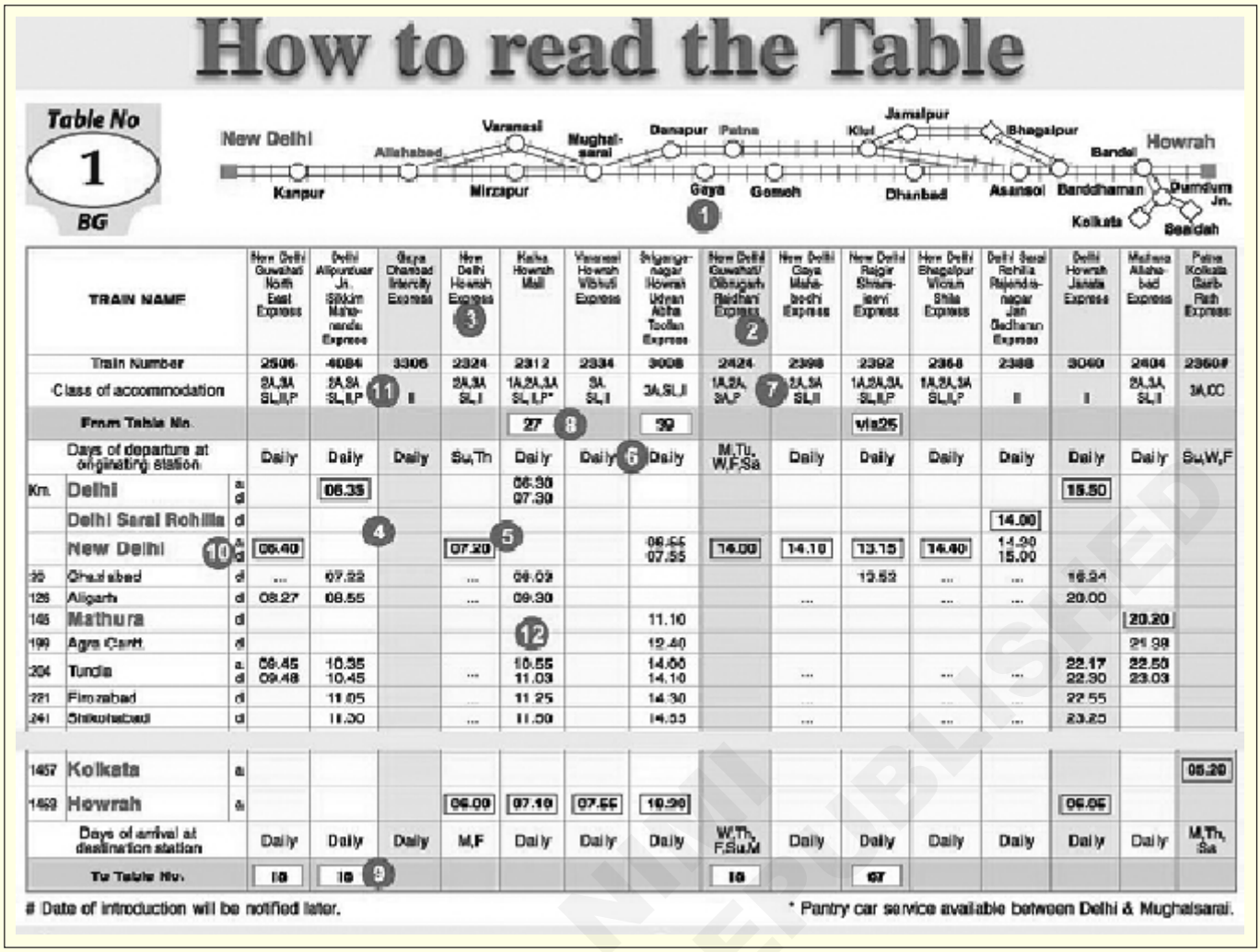
- Go to the Train Name Index page, where train names are given in an alphabetical order; along with train number and table number.
- Locate your train number and go to the table number given alongside.

Method IV

Using the Route Map with Table Numbers.

- Passengers travelling between intermediate statione, can easily locate the relevant table using the Route Map with Table Numbers, Go to the Route Map on page.
- Locate your starting station and trace the route to your destination station.
- The numbers along the route indicate the table numbers.

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How to read the Table

Table No 1 BG

TRAIN NAME			New Delhi Guwahati North East Express	Delhi Alipurduar Jn. Sikkim Maha-nanda Express	Gaya Dhanbad Intercity Express	New Delhi Howrah Express	Kalka Howrah Mail	Varanasi Howrah Vibhuti Express	Sriganga-nagar Howrah Utkal Abha Toofan Express	New Delhi Guwahati/ Dibrugarh Rajdhani Express	New Delhi Gaya Maha-bodhi Express	New Delhi Rajgir Shram-jeevi Express	New Delhi Bhagalpur Vikram Shila Express	Delhi Sarai Rohilla Rajendra-nagar Jan Sadharan Express	Delhi Howrah Janata Express	Mathura Allaha-bad Express	Patna Kolkata Garib Rath Express
Train Number			2506	4084	3306	2324	2312	2334	3008	2424	2398	2392	2368	2388	3040	2404	2360#
Class of accommodation			2A,3A SL,II,P	2A,3A SL,II,P	II	2A,3A SL,I	1A,2A,3A SL,I,P*	3A SL,I	3A,SL,I	1A,2A, 3A,P	2A,3A SL,II	1A,2A,3A, SL,II,P	1A,2A,3A SL,II,P	II	I	2A,3A, SL,I	3A,CC
From Table No.							27		39			via25					
Days of departure at originating station			Daily	Daily	Daily	Su,Th	Daily	Daily	Daily	M,Tu, W,F,Sa	Daily	Daily	Daily	Daily	Daily	Daily	Su,W,F
Km.	Delhi	a d		06.35			06.30 07.30								15.50		
	Delhi Sarai Rohilla	d												14.00			
	New Delhi	a d	06.40			07.20			08.55 07.55	14.00	14.10	13.15	14.40	14.30 15.00			
22	Ghaziabad	d	...	07.22		...	08.02					12.52	...	...	16.24		
126	Aligarh	d	08.27	08.55		...	09.30				...		...	...	20.00		
145	Mathura	d							11.10							20.20	
199	Agra Cantt.	d							12.40							21.38	
204	Tundla	a d	09.45 09.48	10.35 10.45		...	10.55 11.03		14.00 14.10		...		...	...	22.17 22.30	22.50 23.03	
221	Firozabad	d		11.05		...	11.25		14.30		...		...	...	22.55		
241	Shikohabad	d		11.20		...	11.50		14.55		...		...	...	23.20		
1457	Kolkata	a															05.20
1459	Howrah	a				06.00	07.10	07.55	10.30						06.05		
Days of arrival at destination station			Daily	Daily	Daily	M,F	Daily	Daily	Daily	W,Th, F,Su,M	Daily	Daily	Daily	Daily	Daily	Daily	M,Th, Sa
To Table No.			10	10						10		07					

Date of introduction will be notified later. * Pantry car service available between Delhi & Mughalsarai.

1 The schematic diagram indicates the routes of the trains listed in the table

2. Rajdhani, Shatabdi, Jan Shatabdi, Garib Rath and Duronto Express trains are shaded in magenta

3 Superfast trains are shaded in yellow

4 Mail/Express trains are shaded in Blue and white

5 07.10 Indicates either departure or arrival time for the train

6 Days of operation: M-Monday; Tu-Tuesday;W-Wednesday;Th-Thursday;F-Friday;Sa-Saturday;Su-Sunday.Days shown are days of service at originating/ destination station of the train.

7 class of accommodation: 1A-First AC;2A-2Tier AC Sleeper;3A-3Tier AC;EC-Executive Chair Car; CC-AC Chair Car; FC-First Class ;SL-Sleeper Class; 2S-Second class Seating(reserved);II-Second Class (unreserved).

8 From table no. : If a train is continued from an earlier Table, that Table Number is mentioned here.

9 To table no.: If a trail, is continued into another Table, that Table Number is mentioned here.

10 'a' and 'd'. Train arrival and departure at a station is denoted by 'a' and 'd' respectively.

11 'P' indicates availability of pantry car facility.

12 Indicates that the train does not stop at this station blank space indicates the train bypassing the station.

— — — — — — — —

TASK 2: **Identify a Train**

1 Visit to Chennai railway station and collect updated time table manual of railways

2 Find the Train Number and departure time of Rajdhani Express

3 Note down the station names and arrival timings of Rajdhani Express in its journey

4 Read the procedures to get the different concessions and bulk booking.

5 Find the train details from Chennai to Jaipur

6 Collect some reservation forms from the reservation counter.

— — — — — — — —

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Practice interacting with airlines to find out the routes, timings & fares

Objectives: At the end of this exercise you shall be able to
- **arrange different types of Air transport**
- **arrange different types of Cruise transport**
- **prepare database for different types of transport.**

TASK 1: **Arrange Air and Cruise transport**

1 Visit the Chennai Airport and Port go to ticketing section.

2 Get the ABC or the OAG flight guide.

3 Collect the information and complete the manual(Use same for mate for water and air transport observation).

Information name of the travel agency Year of establishment location of head office list of branch offices address with pin code and phone no	**Observed**									
Destinations served	**Frequency**	**Services Included**	**Fare**							
			Economy		**Business**		**I Class**		**Others**	
			One way	**two way**	**One way**	**Two way**	**One way**	**Two way**		
1 From - Via - To										
2										
3										
Luggage allowed	Per passenger									
	Cast for extra luggage									
Tax In flight services/On board service Economy class Business class 1 class Traveling punctuality										

Practice interacting with trains & radio-cabs to find out the routes, timings & fares

Objectives: At the end of this exercise you shall be able to
- **arrange car transport**
- **prepare car booking form.**

TASK 1: **Arrange car transport by radio cabs**

1 Visit to nearest travel agency and collect the information.

2 Collect the contact details and mode of payments.

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3 Book the car for the destination

4 Find out the tourist for the travel

— — — — — — — —

TASK 3: **Go to the railway station**

1 Collect the train arrival details

2 Prepare the time chart for transporting them to the tour place.

3 Make arrangement for fresh up.

4 Linkage of transport to various places is the Bus/Local Jeep/auto to reach the destination.

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Visit the surrounding areas to find alternative accommodation (other than hotel)

Objectives: At the end of this exercise you shall be able to
- **identify motels/guest houses**
- **create data base.**

Requirements

Materials and equipments:

- Visit to East coast Road
- Pad/Pen
- Smart phone

PROCEDURE

TASK 1: **Identify Hotels**

1 Visit east coast road and find the motels

Information	Observed /Location
Tourist Site	
Motels	
Total no. of Motels	
Category/accumability	
Motel Near the main city	
Motels outside the city	
Foreigners Option	
Motels with beach location	
Parking facilities	
Rooms availability	
Services provided	

2 Collect the following information and complete the manual

Information	Observed /Location
Restaurants	
Chinese	
European	
North Indian	
South Indian	
Multi cuisine	
Night service	
Other services	
Fresh up facilities	
Availability of Accessories	

— — — — — — — —

TASK 2: **Create database**

1 Visit Other tourist spots like Ooty, Madurai and collect the information

2 Store the data in the computer to help the customer

3 Practice filling up the manuals.

— — — — — — — —

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Enquire about their tariff, types of rooms available and other facilities

Objectives: At the end of this exercise you shall be able to
- **identify the rate of the rooms**
- **create a data base**
- **communicate properly.**

Requirements

Materials and equipments:

- Field visit to Local hotels and Star hotels
- Pad/Pen / Smart phone
- Room tariff of various hotels

PROCEDURE

TASK 1: **Identify the rate of the room**

1 Go to a star hotel and get a tariff for rooms hotel.

2 Discuss the various rooms available in the hotel

3 Discuss the floor an rates and specialties of the hotel

4 Fill the following manual and observe it.

Hotel field visit observation manual

Name of the Hotel Address Category Total no.of rooms Phone numbers Website Address Acceptable mode of payment Room features								
	Group rate	Discoun rates	Seasonal rate	Rate Family	Crew rates	Packge rates	Tour group rate	Crib rate
Types of Rooms and Tariff 1 Standard 2 Deluxe 3 Twin Bed room 4 Double Bed room 5 Suite 6 Others Types of Room Plans: 1 European plan 2 Continental plan 3 American Plan 4 Modified American Plan 5 Bed and Breakfast Plan Tax applicable								

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TASK 2: **Create a data base**

1 Collect the information of different types of rooms and rates in the different hotels

2 Computerize all the information to help the tourist.

— — — — — — — —

TASK 3: **Communicate Properly**

1 Practice the following conversation

Receptionist (R): good morning sir, may I help you

Accommodation Assistant (AA): Good Morning. I need information regarding the room tariff.

R : yes sir, what type of room you are expecting sir

AA: I would like to know the rates of different types of rooms available in your hotel.

R : yes sir, our single room - 1500Rs + tax,

Double room - 2500Rs + tax

Standard room - 3000 Rs + tax

Suite Room - 3500Rs+ tax

AA: thank you for the information.

R : Welcome Sir, Can I take the booking?

AA: Yes, but not now. I will check with the tourist and get back to you.

R : Certainly sir, have a good day. AA: Thank you.



— — — — — — — —

TASK 4: **Practice a conversation**

1 Collect Minimum 3 different types of hotel room tariff.

2 Ask students to act as guest and Accommodation assistant and ask them to practice a conversation regarding the rates.

— — — — — — — —

TASK 5: **Create a data base for future usage**

1 Create a data base for future usage

— — — — — — — —

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Collect the information from the state tourism board for the development of tourism in the State & upcoming projects

Objectives: At the end of this exercise you shall be able to

- **gather information about tourism policy of state tourism**
- **make questions for interviewing tourism officials**
- **collect information from tourism officials**
- **tabulate the details gathered about the place for future reference.**

Requirements

Materials and equipments:

- Computer/Net - 1 No.
- Telephone - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.

PROCEDURE

TASK 1: **Gather information about Tourism policy of state tourism**

1 Collect information regarding State Tourism board contact details, from the official portal of tourism ministry through travel agency / tour operatorsand also using the Internet in website of the Indian Tourism department /state tourism Department.

2 Gather information about Tourism policy of the state projects of tourism promotion in previous years, details available about upcoming projects.

3 Make a thorough study of tourism policy and projects of the state to have a good understanding about them while interviewing the tourism personnel.

— — — — — — — —

TASK 2: **Make questions for interviewing tourism officials**

1 Sort out the information gathered from the above task like year wise tourism projects in the state and their impact on tourism promotion in the state.

2 Arrange information regarding tourism policy.

3 Frame Questionnaire using information above and the information to be collected from State tourism officials.

4 Recheck if the information are already available in the official portals of state tourism and check if the questions are to yield the right information that is required.

5 Use the sample format given below and frame the Questionnaire.

Format- Interview Questions for State Tourism Officials

1 What are the criteria for the development of the Existing Tourist spots?

2 How is the Government's Policy supporting the Tourism Promotion in the state?

3 How do you identify and develop new Tourist spots or places of attraction?

4 How do the publicity campaigns of tourism products is highlighted?

5 What is the Tourist Arrival Status in the state/ at the place of attraction Both Domestic and International?

6 What are all the steps taken for the Human resource Development at the tourism place?

7 How the Local Society is benefited through the tourism promotional activities?

8 Specify the Budget allotments for the development of tourist spot and give the proposed projects for the same.

9 Any programme for guide service.

10 What are all the Latest developmental activities taken place for the tourism promotion in the state / the tourist spot?

11 What are the different tour packages offered to the tourist?

12 How a tourist can access to the information about the places of attraction? which one of them is more effective media, tourist centers, Internet, etc.?

13 What are all the fairs and festivals organized for the Tourism promotion in the state?

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TASK 3: **Make appointment with tourism officials of state tourism Board**

1 Contact the State tourism office; introduce yourself and the purpose of your call.

2 Find out the right person from whom the information may be gathered and his/her availability.

3 Make an appointment with the concerned person well in advance to meet with timing.

4 Reconfirm the availability the previous day of visit.

— — — — — — — —

TASK 4: **Collect information from tourism officials**

1 Visit the tourism office at least 30 minutes prior.

2 Meet the tourism official at right time according to the appointment.

3 Gather the information to be collected using the questions one by one.

4 Note down the points clearly or record if permitted.

5 Collect tourism broachers of state tourism other printed materials available information regarding tourism promotion in the state.

— — — — — — — —

TASK 5: **Tabulate the details gathered about the place for future reference.**

1 Collect all the information gathered at the time of visit.

2 Tabulate the information gathered from task -3 in a fresh sheets adding (or) correcting with the information collected from internet.

3 Pin all the information and File them for future reference.

— — — — — — — —

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Collect the information from the foreign regional registration offices for the stay formalities of the foreign nationals

Objective: At the end of this exercise you shall be able to

- **collect, assemble, memorise various information regarding foreign stay formalities in India.**

Requirements

Materials and equipments:

- Notepad - 1 No.
- Pen - 1 No.
- City guide map - 1 No.

PROCEDURE

TASK 1: **Enquire from FPRO (Practice role play between students)**

1 Identify the foreigners regional registration office (FRRO) in your city using tour guide/city guide map

2 Call up the office

3 Connect your call to the information officer

4 Identify yourself to the officer

5 Request details for an appointment

6 Visit the officer at the said time

7 Ask for the importance of foreigners registration In India

8 Enquire about the stay regulations of foreigners in India

9 Ask for various formats if possible

10 Record the information on a notepad

11 Thank the officer for providing the information

12 Memorise the key points what you had recorded

Foreigners Registration in India

a All foreigners (including foreigners of Indian origin) visiting India on long term (more than 180 days) Student Visa, Medical Visa, Research Visa and Employment Visa are required to get themselves registered with the Foreigners Regional Registration Officer (FRRO)/ Foreigners Registration Officer (FRO) concerned having jurisdiction over the place where the foreigner intends to stay, within 14 days of arrival. However. Pakistan nationals are required to register within 24 hours of their arrival. All Afghan nationals are required to register with the FRRO/FRO concerned within 14 days of arrival except those Afghan nationals who enter India on a visa valid for 30 days or less provided the Afghan national concerned gives his/her local address in India to the Indian Mission/FRRO/FRO. The Afghan nationals who are issued visas with Exemption from police reporting are exempt from Police reporting as well as Exit permission provided they leave within the Visa validity period.

b Foreigners other than those mentioned above will not be required to get themselves registered, even if they have entered India on a long term visa provided their continuous stay in India does not exceed 180 days. If the intention of the foreigner is to stay in India for more than 180 days, he/she should get himself/ herself registered well before the expiry of 180 days from the date of arrival with the FRRO/FRO concerned.

c Foreigners (including minors above 16 years of age) have to report in person or through an authorized representative to the appropriate Registration Officer for registration. No registration is required in respect of children below the age of 16 years.

d Registration is also required in the case of visa less than 180 days and if there is special endorsement "for registration required". However foreigners entering on Entry(X) and Business visas valid for more than 180 days are required to register with the FRRO, FRO if they continuously intend to stay for more than 6 months i.e. more than 180 days on each visit. (But exempting visa bearing endorsement as "Stay not to exceed 180days hence no registration required."

e All Indian Missions shall stamp the visas of the foreigners mentioned at above to the effect "REGISTRATION REQUIRED WITHIN 14 DAYS FROM THE DATE OF ARRIVAL" in India. As regards (b) the Indian Missions may stamp the visas to the effect "REGISTRATION NOT REQUIRED IF EACH STAY DOES NOT EXCEED 180 DAYS".

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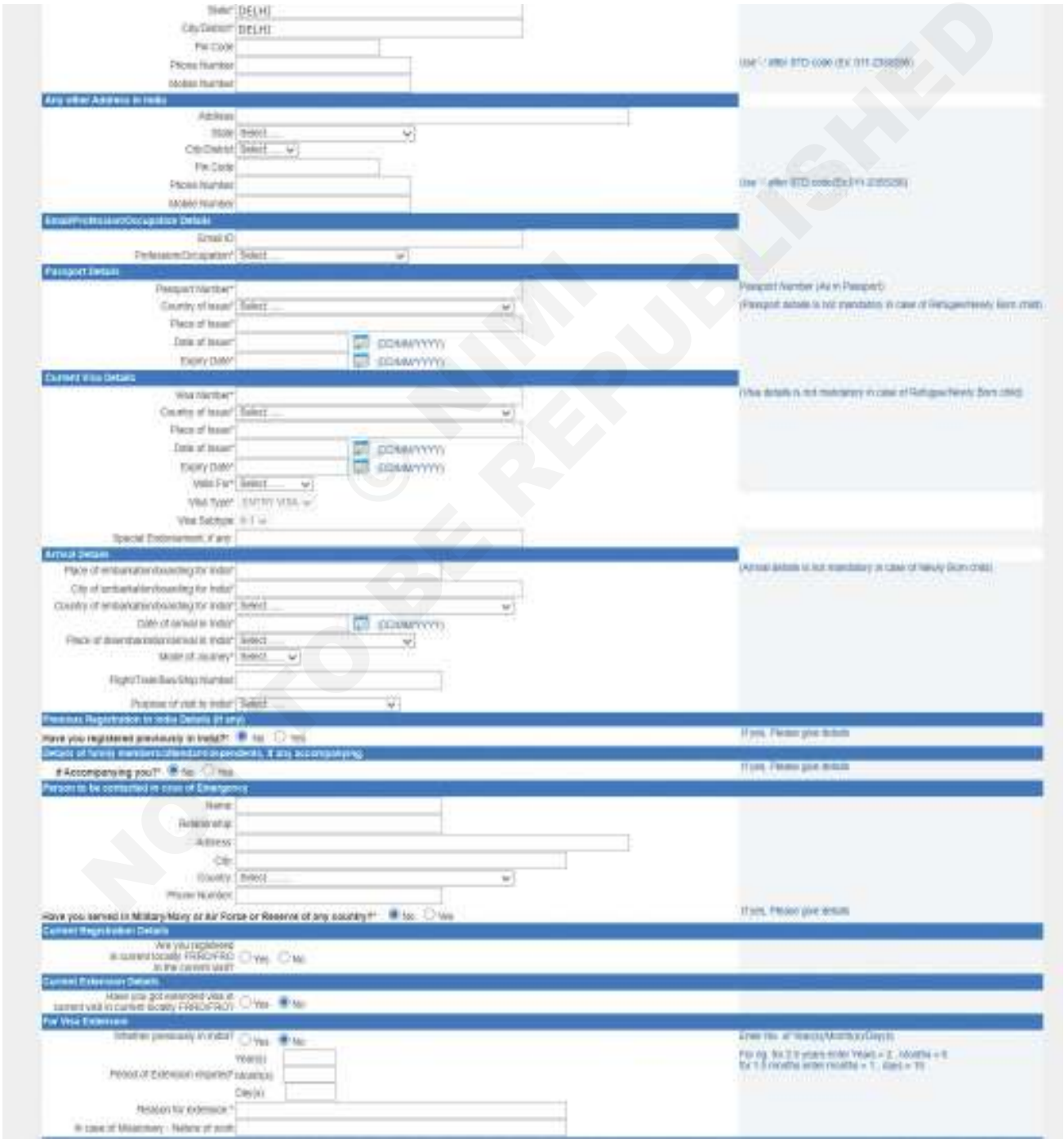
f Apart from the above, foreigners entering on Journalist and any other category of visa which is valid for more than 180 days and do not have a special endorsement of "Each stay 180 days hence no registration required- are required to register with the concerned F.R.R.O.'s, F.R.O.s within 180 days of their arrival. Foreigners (including minors above 16 years of age) have to report in person or through an authorized representative to the appropriate Registration Officer for registration. No registration is required in respect of children below the age of 16 years.

g Ordinarily, the registration process is completed on the same day, but it may vary in those cases where field enquiry/other checks are required to be done by the registration officer.

h The above guidelines are valid for all cases except those where visa has special endorsement regarding registration.

Foreigner Regional registration form

ONLINE RESERVATION FORM



Prepare a case study of travel agency - thomas cook

Objective: At the end of this exercise you shall be able to
- **identify the operations of travel agency (thomas cook).**

Requirements			
Materials/Equipments			
• Visit to nearest travel Agency	- 1 No.	• Smart phone	- 1 No.
• Note pad/pen	- 1 No.		

PROCEDURE

TASK 1: **Identify the operations of travel agency**

1 Visit nearest Travel Agency and complete the following manual.

Operation	Observation
Name of the Travel agency	
Established year	
Name of the proprietor	
Location of Head office	
Location of branch offices	
No. of office staffs	
No.of guides	
Types tour packages offered	
Season period	
Total no. of tours per year	

Operation	Observation
Types of customers	
Domestic	
International	
Available translators	
Offers	
Concessions	
Special packages	
Membership facilities	
Welfare of tourists	
New modifications	
Future prospectus	
Technologies being used	

— — — — — — —

TASK 2: **Read the case study of thomas cook**

1 Visit to other tour and travel agencies.

2 Collect the above information.

Develop a case study of any successful Travel agency in your city

Objective: At the end of this exercise you shall be able to
- **identify the operations of travel agency.**

TASK 1: **Identify the operations of travel agency**

- Visit nearest Travel Agency and complete the following manual (Refer task 1 of exercise 1.1.13).

Case Study

1 Identify the popular travel agency of your city.

2 Find out its history and growth as on date.

3 Find out the number of customers they have as on date.

4 Find out the number of tours they have conducted as on date.

5 List out the packages offered by the travel agency.

6 Find out which package has the most rewarding one.

7 What are the various advertisement and marketing strategies followed by the travel agency

8 Ask them, which marketing technique gave them ample revenue.

9 Find out the problems that they faced while conducting tours and the solutions for the problems.

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Develop questionnaires for the tourist and try to find out the impact of tourism on the environments

Objectives: At the end of this exercise you shall be able to

- **gather information about the potential environmental threats caused by tourism**
- **list out the information to be gathered from tourist about impact of tourism on environment**
- **make a questionnaire for tourist**
- **file the details gathered for future reference.**

Requirements

Materials and equipments:

- Computer with internet - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.
- Telephone - 1 No.

PROCEDURE

TASK 1: **Gather information about the potential environmental threats caused by tourism**

1 Collect information regarding the domestic and foreign tourist, inflow of each region from local travel agents/ tour operators by making telephone call and also using the Internet in website of the Indian Tourism department /state tourism Department.

2 Gather information about the type of Tourist visit the place of interest nearby, the type of visit, their tourism related activity like recreation, refreshment, etc.

3 Visit the nearby places of tourism attraction and observe the tourists activity.

4 Collect information about average number of tourist visit, length of their stays etc. form nearby tourism office.

5 Find out the potential environmental threats caused by tourism / tourists.

— — — — — — — —

TASK 2: **List out the information to be gathered from tourist about impact of tourism on environment**

1 Sort out the information gathered from the above task according to various causes of environmental threats.

2 Arrange information gathered according to the various category.

3 List out various points that leads to the environmental threats enabling to have options for the questionnaire.

— — — — — — — — —

TASK 3: **Make a questionnaire for tourist**

1 Frame questionnaire using information above and the information to be collected from tourist impact of tourism on environment.

2 Make the questionnaire short and not too lengthy making the tourist tiresome in answering.

3 Form questions in such a manner that makes the respondent answer easy like giving options for just ticking their opinion.

4 Make use of simple language in framing the questions.

5 Use the sample format given below and frame the Questionnaire.

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Format questionnaire for tourists (about the impact of tourism on environment)

Name :
Tourist Spot :
From :

Please tick in the appropriate box

1. How often you tour?

a. Yearly ❑ b. Monthly ❑ c. other (Please Specify) _____

2. What is the state of maintenance of the tourist spots?

a. Very Good ❑ b. Good ❑ c. Average ❑ d. Poorly Maintained ❑

3. How is the transport facility and approaching roads?

a. Good ❑ b. Average ❑ c. to be improved ❑ d. No Good at all ❑

4. Is the service provided at Tourist facilities satisfactory?

a. Excellent ❑ b. Good ❑ c. Not Good ❑

5.Refreshment facility at the places of attraction is

a. Very Good ❑ b. Average ❑ c. Not Satisfactory ❑

6.What do you think the government should do for the development of the tourist places

a. Infrastructure Development ❑ b. HR Development ❑ c. Promotion activity

d. other(Please Specify) _____

7.How do you rate the infrastructural development at the places of attraction?

	Good	Poor
Transport	❑	❑
Roads	❑	❑
Hotel Rooms	❑	❑
Maintenance of the tourist spot	❑	❑
Other Facilities like recreation / Rest Room etc	❑	❑

8. Please rate the following facilities at the places of attraction?

	Good	Poor
Sanitary system	❑	❑
Garbage disposal system	❑	❑
Cleanliness of the places	❑	❑
Regular up keeping of the spot	❑	❑
Surrounding environment	❑	❑

9. What are the positive / negative impact of tourism / tourist activities on the environment of this place of attraction (Please Specify)

_____
_____

10. Measures that may be taken for the up keeping of the environment at the Tourist spot (Please Specify)

_____
_____

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TASK 4: **Tabulate the details gathered about the place for future reference.**

1 Collect all the information gathered at the time of visit.

2 Gather the other information gathered from task -1 and 2 in a fresh sheets and the questionnaire framed.

3 Pin all the information and File them for further reference.

— — — — — — — —

Collect various forms used in hotel front office

Objective: At the end of this exercise you shall be able to
- **identify and sort out the forms used in front office.**

Requirements

Materials and equipments:

• Notepad	- 1 No.	• Computer with Internet connection	- 1 No.
• Smart phone	- 1 No.	• Telephone	- 1 No.
• Pen/Pencil	- 1 No.	• File Folder	- 1 No.
• Registration forms	- as reqd.	• A-4 papers /Forms	- 12 Nos.
• 'C' form	- 1 No.	• Stationery items	- 1 Set.

PROCEDURE

1 Locate a nearby star hotel in your city.

2 Get the permission from the concerned manager to visit the front office.

3 Go to the hotel at the said date and time.

4 Speak to the lobby manager about your nuds.

5 Collect the following forms/formats.
- Reservation form
- Mail confirmation
- Reservation slip
- Registration card
- Room rack slips
- Guest folio
- Allowance voucher
- Charge voucher
- Paid-out voucher
- Credit card voucher
- Guest history record
- Staying guest information

6 Ask the importance of each form from the lobby manager

7 Practice drawing the formats.

8 Guest arrival

9 Guest Check out/Check in.

Hotel ABC

Paid out vocher

Date ..... Time .....

Guest's name.....

Role no..... Account folio no.....

Detailed explanation.....

.....

.....

.....

Rs..... (In words.....

.....

.....)

Prepared by.....

Authorised by.....

Audited by.....

Signature of the guest.....

ALLOWANCE VOUCHER

NO _____

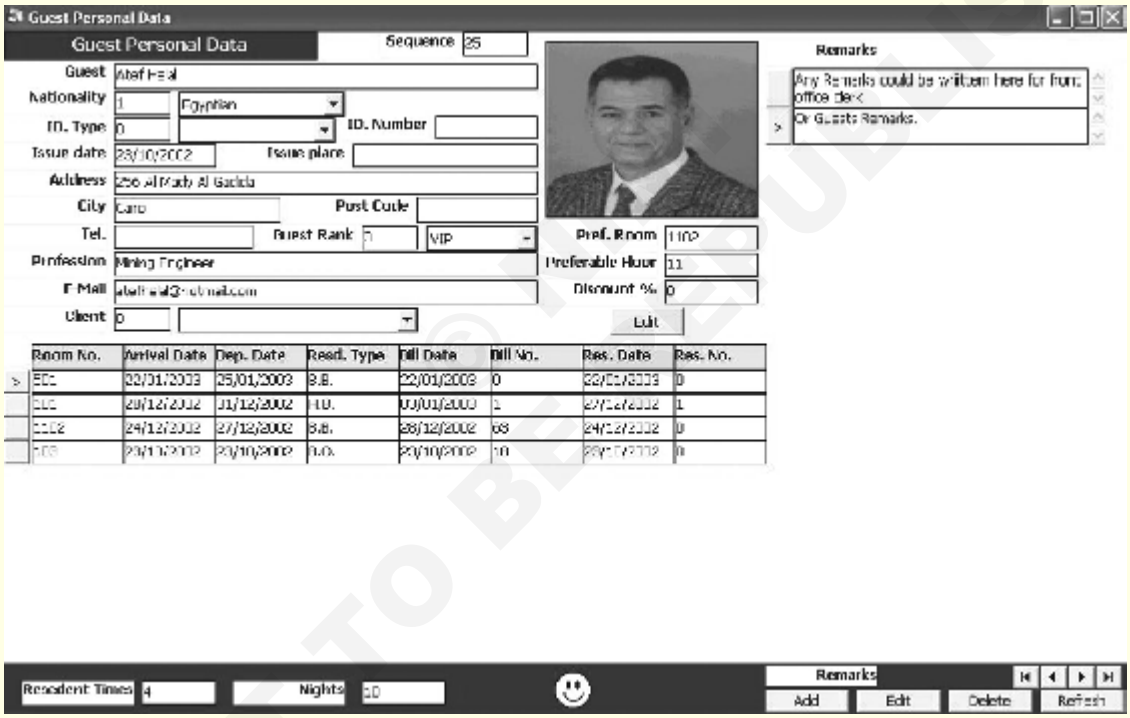
DATE _____

NAME ROOM A/C NO _____

Detailed explanation	Amount
	Rs.
Rupees in words Total Rs.	

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CADIFF DEMO HOTEL				
PIN: P000000000 Z	Tel: 020- 2710269/2737176 kitchen@hotelplus.co.ke www.hotelplus.co.ke GUEST BILL REPORT			VAT: 0000000000
GUEST NAME: ACCOUNT NAME:	ADAM KZIAZEK KOMBE 1 DRT		BILL No.: 21224 CHECK IN DATE: 08-Jun-09 CHECKOUT DATE: 11-Jun-09	
DATE:	ENTRY REF#:	DESCRIPTION:	AMOUNT	BALANCE
08-Jun-09	Room#: KOMBE1	ACCOMDATION - BED BFAST, 1 PAX DAIKY	3,000.00	3.000.00
08-Jun-09	BillRef#: 5876	EXTRAS - AIRPORT TRANFER, Taxi to Town (Nation Center) 13:54:18	500.00	3.500.00
08-Jun-09	BillRef#: 5877	EXTRAS - BEVE, drinks 16: 15:04	1,000.00	4.500.00
08-Jun-09	RecptNo#10238	PAYMENT - CASH, 4:26:49 PM.	-10,000.00	-5.500.00
08-Jun-09	RecptNo#10239	PAYMENT - CASH, 4:14:41 PM.	-500.00	-6,000.00
GUEST BILL INCLUDES ALL APPLICABLE TAXES.				
TOTAL BILL:			4,50000	
PAID;			10,500.00	



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TAJ
Hotels Resorts and Palaces



Cut Off : 21st Jan 2012
Please return this form as soon as possible to:
Reservations Department
Taj Palace Hotel
Sardar Patel Marg, Diplomatic Enclave
New Delhi, India
Phone: +91 11/2611 0202
Fax: +91 11/2611 5055 or 2611 0808
Email: Palace.delhi@tajhotels.com

Taj Palace Hotel Reservation Form
WNA February 2012

Please complete the below form in BLOCK LETTERS and submit this form preferably by Email (or by fax) to the address mentioned above no later than:

RESERVATION DETAILS

Last Name: ..... First Name: .....
Organization / Designation: ..... Phone: .....
Passport No ..... Email: .....
Check in Date: ..... Arrival Flight: ..... ETA: .....
Check-out Date: ..... Departure Flight: ..... ETD: .....

Room Type SP RTS	Tick Choice	INR Sgl Rate	INR Dbl Rate
Luxury		15500	17000
Taj Club		18000	19500

Room Type: ☐ Single ☐ Double *Preference:* ☐ Smoking ☐ Non-smoking
Airport Transfer: ☐ Yes ☐ No
Remarks: .....

TERMS AND CONDITIONS

- The above room rates for **Luxury** are inclusive of buffet breakfast at the coffee shop
- All Taj Club Rooms include 1 Way Airport transfers, amongst many other benefits. Details available with the Reservations.
- Our check-in time is 14:00 hours & the check out time is 12 noon. However, should there be an early arrival or a late departure and you would like us to allocate the rooms upon arrival of the delegates
- All taxes extra as applicable (mentioned in brackets beside the room rates). All bills must be settled at the time of departure by an approved credit card or cash. However, a one night room charge will be deducted against the credit card at the time of booking. Taxes at present are 10% on the printed tariff . DVAT is additional .63% of the rate payable.

Guaranteed reservation

The reservation will be held guaranteed only on receipt of a Credit Card Guarantee and one night's advance deposit. As rooms and tariffs are subject to availability, please make your booking as soon as possible.

Guaranteed by: ☐ AMEX ☐ Diners ☐ JCB ☐ MasterCard ☐ Visa
Cardholder's Name: ..... Signature: .....
Credit Card Number: ..... Expiry Date: .....

Cancellation policy

Cancellation upto 21st Jan- No Charge
Cancellations post 21st Jan – 100% Retention charge for entire length of stay..
The same is also valid for early departures and no shows

I hereby authorize to collect payment for charges as indicated above and approve charges section by processing a charge to the credit card listed above. I certify that I am the authorized signatory of the credit card. Incase the payments are not recovered thtough credit card company for some reason, I am liable to offer another credit card/clear payments.

Cardholders Signature..... Date:.....

A legible copy of the front and back of the credit card bearing the signature of the card holder must accompany this request

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Practice filling guest registration form of hotels

Objectives: At the end of this exercise you shall be able to
- **identify the guest registration form**
- **fill guest details**
- **allot rooms to the guest.**

TASK 1: **Fill up the registration form**

Instructor must attach two students for this task and must ask both the fill separate form.

1 Practice the following steps to fill up a registration form by writing (Fig 1).

a Name of the Guest.
b Name of the company
c Address
d Destination
e Nationality
f Passpost No.
Date of issue Place of issue
g Date of arrival in India
h Whether employed in India.
i Arrival form
j Going to
k Time of arrival in hotel
l Date of departure from hotel
m Purpose of visit
n Take signature of the guest
o Allocate room number
p Enter number of adults and child
q Rate
r Booked by
s Payment by and bill to
t Initial
u Sign of guest
v Proof of identity

GUEST REGISTRATION CARD

Hotel ABC

Name.....First Name & Initials..... Date of Birth.....

Company.....,.....Address.....,.....

Designation.....
Nationality.....
Passport No.....
Date of Issue.....Place, of Issue.....
Certificate of Registration (if any)
No.....Dt. of Issue.... Office of Issue.....
Date of Arrival in India.....
Whether Employed in India ▫Yes ▫No

Arrival from.....Going to.....
Date of Arrival in Hotel.....
Time of Arrival in Hotel.....
Date of Departure from Hotel.....
Profession.....
Purpose of Visit.....
CHECK OUT TIME : 12 NOON

THE HOTEL WILL NOT BE RESPONSIBLE FOR ANY VALUABLES LEFT BY THE GUEST IN THE ROOM. SAFE DEPOSIT BOXES ARE AVAILABLE FREE OF CHARGE AT THE FRONT OFFICE CASHIER. VISITORS ARE NOT PERMITTED IN GUEST ROOM AFTER 11-00 P.M.

I agree to abide by the rujes of the hotel and shall settle my account once it amounts to Rs. 10,000/-

Signature of the Guest

Room No.	No. of Persons		Rate	Booked by	Payment by & bill to	Initial
	Adults	Children				
					▫Cash ▫Voucher ▫Credit Cards ▫Any other	

I, AGREE TO RELEASE ROOM.....BY 12 NOON ON.....SHOULD I FAIL TO CHECK OUT, I AUTHORISE THE MANAGEMENT TO PACK AND REMOVE MY BELONGINGS TO THE HOTEL CHECK ROOM SO THAT THIS ROOM IS AVAILABLE FOR INCOMING GUEST WITH CONFIRMED RESERVATION.

GUEST SIGNATURE

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Practice filling 'C' Form

Objective: At the end of this exercise you shall be able to
- **identify a 'C' form and fill the same.**

TASK 1: **Collect 'C' Form**

"FORM" C

ARRIVAL REPORT OF FOREIGNER IN HOTEL

[To be completed in duplicate]

BHEL GUEST HOUSE

Barkheda, Bhopal (M.P.) Tel. No. 0755-2549, 5550

1. Name and address of the hotel .....
Or other premises, where
Accommodation is seen .....
Provided for reward / on payment
2. Phone / Mobile No. of .....
the hotel / place of stay
3. Name of foreign visitor in full (as given in passport)

4. Date of birth (DD/MM/YY)

5. Address in country where residing permanently

6. Address/Reference in India

7. Nationality

8. Passport No.

9. Place of issue of Passport

10. Date of issue Passport

11. Valid till

12. Visa No

13. Date of issue

14. Valid till

15. Type of Visa

16. Place of issue

17. Arrived from

18. Date of arrival in India (DD/MM/YY)

19. Date of arrival in Hotel (DD/MM/YY)

20. Time of arrival

21. Intended Duration of stay in Hotel No. of Days

22. Whether employed in India (tick right in appropriate box) Yes No

23. Purpose of visit (tick right in appropriate box)

Business Transit Official Employment Education Conference Sports

Visit friends/Relatives Medical/Health Religion/Pilgrimage Leisure/Holiday Others

24. Next destination/Proceed to

25. Contact/Phone No. (in India)

26. Country where permanently residing

Note :- Please ensure that no column is left blank/incomplete
>
Photocopy of the photograph in passport may be enclosed.

Visitor Signature

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1 Go to a nearby Hotel/Guest house.

2 Introduce yourself.

3 Ask for a 'C' form.

4 Say why you need the form,

5 Receive the form.

6 Thank the manager.

— — — — — — — —

TASK 2: **Fill the form**

1 Go through the form carefully.

2 Keep a pen/pencil beside.

3 Take multiple copies of the form.

4 Collect previous stay information of a guest.

5 Use the information and fill the form step by step.

6 Repeat filling several times.

7 Forward a copy to the local police station.

Collect information on booking of baggage with Airlines with taxes applicable

Objectives: At the end of this exercise you shall be able to
- **collect information on booking baggage form various airlines**
- **find out information from travel agents regarding baggage booking**
- **tabulate information collected neatly on baggage booking.**

TASK 1: **Collect information on booking baggage form various airlines by verifying online**

1 Find out various International /Domestic Airline services operating from the major city of your place and collect information regarding the office contact details , web portals etc.

2 Collect details regarding Baggage booking details like baggage limit, Carryon baggage details / checked in baggage details like maximum number, weight, dimension , baggage Identification tag categories, Airline baggage Fees with tax applicable , Prohibited / restricted items, common baggage tips, Maximum number of baggage checked in , additional charges for heavier items. common exceptions to baggage fee etc. form the official web page of the Airline.

3 Call and find out if any latest update on baggage booking details, fees etc. from the Airline service office.

4 Verify, Correct / update the information gathered from the internet.

— — — — — — — —

TASK 2: **Find out information from travel agents regarding baggage booking**

1 Identify well known travel agents dealing with Airline ticketing/verify with the website of the airlines.

2 Call / visit to find out information on Airline baggage Booking information of the Airlines that they are dealing with.

Find also baggage booking information on Trips(round trips) involving different airlines, trips involving domestic and international travel, special discounts on package tour / bulk booking on baggage check-in etc.

— — — — — — — —

TASK 3: **Tabulate information collected neatly on Baggage Booking**

1 Collect all the information gathered from above tasks.

2 Tabulate the information using similar format given bellow.

3 Re do filling of the information gathered from task -2 in a fresh form adding (or) correcting with the information collected with the practical visit.

4 Pin all the information and File them for future reference

— — — — — — — —

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Format for information un airline baggage booking

S.no	Booking Information		Air Line -1	Air Line -2	Air Line -3	Air Line -4	Air Line -5
1.	Free baggage limit						
2.	Carry on	Maximum numbers allowed					
		Max. weight allowed					
		Dimension permitted					
		Baggage Identification categories					
		Common items allowed					
3.	Checked in	Maximum numbers allowed					
		Max. weight allowed					
		Dimension permitted					
		Baggage Identification categories					
		Common items allowed					
		Airline baggage Fees with tax					
4.	Airline baggage Fees with tax applicable						
5.	Maximum number of baggage checked in						
6.	Additional charges for heavier items						
7.	Prohibited / restricted items						
8.	common exceptions to baggage fee						
9.	common baggage tips						

— — — — — — — —

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Make a report on the capitals of the countries, their currencies, National Airlines & their Airports

Objectives: At the end of this exercise you shall be able to
- **remember the name of the country alphabetically**
- **locate the capital of the countries.**

Requirements

Materials and equipments:

- Atlas - 1 No.
- Globe - 1 No.
- Pen - 1 No.
- Note book - 1 No.
- World map (Blank)
- Big size wall calendar with list of country and capital - 1 No.
- Big size wall hanging map of the world (political) - 1 No.
- World map - 1 No.
- Chart paper - 3 Nos.
- Sketch pens - 5 to 6 Nos.
- Ruler - 1 No.
- Pencil - 1 No.

PROCEDURE

TASK 1: **Memorise the name of capital of the country**

1 Observe the list of country and capital. (Chart No.1)

2 Refer atlas map of continants

3 Point out the country and their capital on map randomly to familiarise with some names of country and capital.

4 Locate some known country and its capital on globe randomly.

5 Prepare a list of country and capital that you already known.

6 Arrange the country alphabetically.

7 Memorise the remaining country and its capital (Which is not known to you)

8 Ask your friend to help you in checking your progress by randomly asking you name of the country and you must reply the capital.

9 Practice writing all the names of country alphabetical and their capital from your memory.

10 Check the progress yourself.

11 list out the missing or incorrect match.

12 Re-memorise the country listed in step no. 11.

13 Re-check your progress.

14 Practice writing and locating the country and its capital on blank world map.

15 Practice the countries of tourism importance.

Country - Capital

- Afghanistan - Kabul
- Albania - Tirana
- Algeria - Algiers
- Andorra - Andorra la Vella
- Angola - Luanda
- Antigua and Barbuda - Saint John's
- Argentina - Buenos Aires
- Armenia - Yerevan
- Australia - Canberra
- Austria - Vienna
- Azerbaijan - Baku
- Bahamas - Nassau
- Bahrain - Al-Manamah
- Bangladesh - Dhaka
- Barbados - Bridgetown
- Belarus - Minsk
- Belgium - Brussels
- Belize - Belmopan
- Benin - Porto-Novo
- Bhutan - Thimphu
- Bolivia - La Paz (administrative); Sucre (judicial)
- Bosnia and Herzegovina - Sarajevo
- Botswana - Gaborone
- Brazil - Brasilia
- Brunei - Bandar Seri Begawan
- Bulgaria - Sofia
- Burkina Faso - Ouagadougou
- Burundi - Bujumbura
- Cambodia - Phnom Penh
- Cameroon - Yaounde
- Canada - Ottawa

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- Cape Verde - Praia
- Central African Republic - Bangui
- Chad - N'Djamena
- Chile - Santiago
- China - Beijing
- Colombia - Bogota
- Comoros - Moroni
- Congo - Brazzaville
- Congo Democratic Republic of the - Kinshasa
- Costa Rica - San Jose
- Cote d'Ivoire - Abidjan
- Croatia - Zagreb
- Cuba - Havana
- Cyprus - Nicosia
- Czech Republic - Prague
- Denmark - Copenhagen
- Djibouti - Djibouti City
- Dominica - Roseau
- Dominican Republic - Santo Domingo
- East Timor - Dili
- Ecuador - Quito
- Egypt - Cairo
- El Salvador - San Salvador
- Equatorial Guinea - Malabo
- Eritrea - Asmara
- Estonia - Tallinn
- Ethiopia - Addis Ababa
- Fiji - Suva
- Finland - Helsinki
- France - Paris
- Gabon - Libreville
- Gambia - Banjul
- Georgia - Tbilisi
- Germany - Berlin
- Ghana - Accra
- Greece - Athens
- Grenada - Saint George's
- Guatemala - Guatemala City
- Guinea - Conakry
- Guinea-Bissau - Bissau
- Guyana - Georgetown
- Haiti - Port-au - Prince
- Honduras - Tegucigalpa
- Hungary - Budapest
- Iceland - Reykjavik
- India - New Delhi
- Indonesia - Jakarta
- Iran - Tehran
- Iraq - Baghdad
- Ireland - Dublin
- Israel - Jerusalem
- Italy - Rome
- Jamaica - Kingston
- Japan - Tokyo
- Jordan - Amman
- Kazakhstan - Astana
- Kenya - Nairobi
- Kiribati - Tarawa Atoll
- Korea North - Pyongyang
- Korea South - Seoul
- Kosovo - Pristina
- Kuwait - Kuwait City
- Kyrgyzstan - Bishkek
- Laos - Vientiane
- Latvia - Riga
- Lebanon - Beirut
- Lesotho - Maseru
- Liberia - Monrovia
- Libya - Tripoli
- Liechtenstein - Vaduz
- Lithuania - Vilnius
- Luxembourg - Luxembourg
- Macedonia - Skopje
- Madagascar - Antananarivo
- Malawi - Lilongwe
- Malaysia - Kuala Lumpur
- Maldives - Male
- Mali - Bamako
- Malta - Valletta
- Marshall Islands - Majuro
- Mauritania - Nouakchott
- Mauritius - Port Louis
- Mexico - Mexico City
- Micronesia - Palikir
- Moldova - Chisinau
- Monaco - Monaco
- Mongolia - Ulaanbaatar
- Montenegro - Podgorica
- Morocco - Rabat
- Mozambique - Maputo
- Myanmar (Burma) - Rangoon (Yangon); Nay Pyi Taw (administrative)
- Namibia - Windhoek
- Nauru - no official capital; government offices in Yaren District
- Nepal - Kathmandu
- Netherlands - Amsterdam
- New Zealand - Wellington
- Nicaragua - Managua
- Niger - Niamey
- Nigeria - Abuja
- Norway - Oslo

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- Oman - Muscat
- Pakistan - Islamabad
- Palau - Melekeok
- Palestinian State*
- Panama - Panama City
- Papua New Guinea - Port Moresby
- Paraguay - Asuncion
- Peru - Lima
- Philippines - Manila
- Poland - Warsaw
- Portugal - Lisbon
- Qatar - Doha
- Romania - Bucharest
- Russia - Moscow
- Rwanda - Kigali
- Saint Kitts and Nevis - Basseterre
- Saint Lucia - Castries
- Saint Vincent and the Grenadines - Kingstown
- Samoa - Apia
- San Marino - San Marino
- Sao Tome and Principe - Sao Tome
- Saudi Arabia - Riyadh
- Senegal - Dakar
- Serbia - Belgrade
- Seychelles - Victoria
- Sierra Leone - Freetown
- Singapore - Singapore
- Slovakia - Bratislava
- Slovenia - Ljubljana
- Solomon Islands - Honiara
- Somalia - Mogadishu
- South Africa - Pretoria (executive); Cape Town legislative); Bloemfontein (judicial)
- South Sudan - Juba
- Spain - Madrid
- Sri Lanka - Colombo; Sri Jayewardenepura Kotte (legislative)
- Sudan - Khartoum
- Suriname - Paramaribo
- Swaziland - Mbabane
- Sweden - Stockholm
- Switzerland - Bernd
- Syria - Damascus
- Taiwan - Taipei
- Tajikistan - Dushanbe
- Tanzania - Dar es Salaam; Dodoma (legislative)
- Thailand - Bangkok
- Togo - Lome
- Tonga - Nuku'alofa
- Trinidad and Tobago - Port-of-Spain
- Tunisia - Tunis
- Turkey - Ankara
- Turkmenistan - Ashgabat
- Tuvalu - Vaiaku village, Funafuti province
- Uganda - Kampala
- Ukraine - Kyiv
- United Arab Emirates - Abu Dhabi
- United Kingdom - London
- United States of America - Washington D.C.
- Uruguay - Montevideo
- Uzbekistan - Tashkent
- Vanuatu - Port-Vila
- Vatican City (Holy See) - Vatican City
- Venezuela - Caracas
- Vietnam - Hanoi
- Yemen - Sanaa
- Zambia - Lusaka
- Zimbabwe - Harare

Prepare Report on the different currencies of countries

Objectives: At the end of this exercise you shall be able to
- **remember the name of the countries alphabetically**
- **findout the currencies used in other countries.**

TASK 1 : **Memorise the currencies of the country**

1 Observe the list of country and currencies.

2 Refer atlas map of various countries and point out the countries with the currencies (if you know about the currency of the country).

3 Prepare a list of the country for which you are aware about the currencies.

4 Arrange the country and currency alphabetically.

5 Memorise the remaining countries and its currencies. (Which is not known to you)

6 Ask your friend to help in checking your progress.

7 Practice writing all the names of country alphabetically with their currencies from your memories.

8 Check the program yourself.

9 List out the missing or incorrect match.

10 Re-memorize the country listed in step no. 9.

11 Re-check your progress.

12 Practice writing and locating the countries on a blank world map.

13 Practice tourism important countries with currency.

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TASK 2: **Check your final progress**

1 Prepare a list of country alphabetically with two more column in it.

2 Write down the name of the capital in 1st column.

3 Write dcown the name of the currencies in 2nd column.

No cheating please.

4 Check your progress.

5 Practice writing all the names of country alphabetically with their currencies from your memory.

6 Check the progress yourself.

7 List out the missing or incorrect match.

8 Re-memorise the country listed in step no. 9.

9 Re-check your progress.

10 Practice writing and locating the countries and its currencies on a blank world map.

Develop a chart on national airways & airports of various countries

Objective: At the end of this exercise you shall be able to
- **identify the airways and airports of various countries.**

1 Place the chart on the desk

2 Use the ruler and pencil to draw 4 columns

3 Assign column 1 to 4 as serial nos, country, airways and airports respectively

4 Draw several rows

5 Enter the name of the countries as per the alphabetical order

6 Refer the atlas for list of countries

7 Enter the airlines using reference material

8 Enter airports using relevant material

9 Continue until the last country is entered

10 Frame the chart you had prepared

11 Anchor the chart on the wall

12 Read aloud everyday by seeing the chart

13 Practice for usage.

List of countries and their airlines

Country	Airline
Afghanistan	Ariana Afghan Airlines
Albania	Albanian Airlines
Algeria	Air Algeria
Angola	TAAG Angola airlines
Aland Islands	Air Aland
Argentina	Aerolineas Argentinas
Armenia	Armavia
Australia	Qantas
Austria	Austrian Airlines
Azerbaijan	Azerbaijan Airlines
Bahamas	Bahamasair
Bahamas	Bahamasair
Bahrain	Gulf Air
Bangladesh	Biman Bangladesh Airlines
Barbados	LIAT
Belarus	Belavia
Belgium	Brussels Airlines
Belize	Maya Island Air
Benin	Benin Golf Air
Bhutan	Drukair
Bolivia	Lloyd Aereo Boliviano

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Bosnia and Herzegovina	BandH Airlines
Botswana	Air Botswana
Brazil	Royal Brunei Airlines
Bulgaria	Bulgaria Air
	Hemus Air
Burkina Faso	Air Burkina
Burundi	Air Burundi
Cambodia	Royal Khmer Airlines
Cameroon	Cameroon Airlines
Canada	Air Canada
Cape Verde	TACV Cabo Verde Airlines
Cayman Islands	Cayman Airways
Chad	Toumai Air T chad
Chile	LAN Airlines
China	Air China
Colombia	Avianca
Comoros	Air Comores International
Republic of the Congo	Trans Air Congo
Democratic Republic of the Congo	Hewa Bora Airways
Costa Rica	Lacsa
Cote D'Ivoire	Air Ivoire
Croatia	Croatia Airlines
Cuba	Cubana de Aviacion
Northern Cyprus	Cyprus Turkish Airlines
Czech Republic	Czech Airlines
Denmark	Scandinavian Airlines System
Djibouti	Air Djibouti
Domincian Republic	Air Dominicana
Ecuador	TAME
Egypt	Egypt Air
EI Salvador	TACA
Equatorial Guinea	Ecuato Guineana
Eritrea	Eriitrean Airlines
Estonia	Estonian Air
Ethiopia	Ethiopian Airlines
Fareo Islands	Atlantic Airways
Fiji	Air Pacific
Finland	Finnair
France	Air France
French Polynesia	Air Tahiti Nui
Gabon	Gabon Airlines
Gambia	Gambia International Airlines
Georgia	Georgian Airways
Guernsey	Aurigny Air Services
Germany	Lufthansa

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Ghana	Ghana International Airlines
Greece	Olympic Airlines
Greenland	Air Greenland
Guadeloupe	Air Caralbes
Guam	Continental Micronesia
Guatemala	Aviateca/Tikal Jets Airlines
Guinea	Air Guinee Express
Guinea-Bissau	Guine Bissau Airlines
Guyana	Caribbean Airlines
Haiti	Tortug' Air
Honduras	TACA
Hong Kong	Cathey Pacific
Hungary	Malev
Iceland	Icelandair
Indonesia	Garuda Indonesia
India	Air India Indian Airlines/Now TATA
Iran	Iran Air
Iraq	Iraqi Airways
Ireland	Aer Lingus
Israel	EI Al
Italy	Alitalia
Jamaica	Air Jamaica
Japan	Japan Airlines
Jordan	Royal Jordian Airlines
Kazakhstan	Air Astana
Kenya	Kenya Airways
Kiribati	Air Kiribati
North Korea	Air Koryo
South Korea	Korean Air Asiana Airlines
Kuwait	Kuwait Airways
Kyrgyzstan	Kyrgyzstan Airlines
Laos	Lao Airlines
Latvia	Air Baltic
Lebanon	Middle East Airlines
Liberia	Air Liberia
Libya Lithuania	Libyan Arab Airlines
Luxembourg	Luxair
Macau	Air Macau
Macedonia	MAT Macedonian Airlines
Madagascar	Air Madagascar
Malawi	Air Malawi
Malaysia	Malaysia Airlines

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Maldives	Maldivian
Mali	Air Mali International
Malta	Air Malta
Marshall Islands	Air Marshall Islands
Martinique	Air Caraibes
Mauritania	Mauritania Airways
Mauritius	Air Mauritius
Mexico	Aeromexico
	Mexicana
Federated States of Micronesia	Continental Micronesia
Moldova	Air Moldava
Mongolia	MIAT Mongolian Airlines
Montenegro	Montenegro Airlines
Montserrat	Air Montserrat
Morocco	Royal Air Maroc
Mozambique	Linhas Aereas de Mocambique
Myanmar	Myanma Ariways
Namibia	Air Namibia
Nauru	Air Nauru
Nepal	Nepal Airlines
Netherlands	KLM
Netherlands Antilles	Dutch Antilles Express
New Caledonia	Aircalin
New Zealand	Air New Zealand
Nicaragua	NICA
Nigeria	Virgin Nigeria Airways
Norway	Scandinavian Airlines System
Oman	Oman Air
Pakistan	Pakistan International Airlines (PIA)
Palestinian Authority	Palestinian Airlines
Panama	Copa Airlines
Papua New Guinea	Air Niugini
Paraguay	Regional Paraguaya
Peru	Air Peril
Philippines	Philippine Airlines
Poland	LOT Polish Airlines
Portugal	TAP Portugal
Qatar	Qatar Airways
Republic of China	China Airlines
Reunion	Air Austral
Romania	TAROM
Russia	Rossiya
	Aeroflot
Rwanda	Rwandair Express
Samoa	Polynesian Blue

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Sao Tome and Principe	Air Sao Tome and Principe
Saudi Arabia	Saudi Arabian Airlines
Senegal	Air Senegal International
Serbia	Jat Airways
Seychelles	Air Seychelles
Sierra Leone	Sierra National Airlines
Singapore	Singapore Airline
Slovakia	Air Slovakia
Slovenia	Adria Airways
Solomon Islands	Solomon Airlines
Somalia	Somali Airlines
South Africa	South African Airways
Spain	Iberia
Sri Lanka	Sri Lankan Airlines
Sudan	Sudan Airways
Suriname	Suriname Airways
Sweden	Scandinavian Airlines System
Swaziland	Royal Swazi National Airways
Switzerland	Swiss International Air Lines
Syria	Syrian Arab Airlines
Tajikistan	Tajik Air
Tanzania	Air Tanzania
Thailand	Thai Airways International
Togo	Air Togo
Tonga	
Trinidad and Tobago	Caribbean Airlines
Tunisia	Tunisair
Turkey	Turkish Airlines
Turkmenistan	Turkmenistan Airlines
Turks and Caicos Islands	Air Turks and Caicos
Uganda	Air Uganda
Ukraine	Ukraine International Airways
United Arab Emirates	Etihad Airways Emirates
United Kingdom	British Airways
Uruguay	PLUNA
Uzbekistan	Uzbekistan Airways
Vanuatu	Air Vanuatu
Venezuela	Conviasa
Vietnam	Vietnam Airlines
Yemen	Yemenia
Zambia	Zambian Airways
Zimbabwe	Air Zimbabwe

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List of international airports by country

Africa

Central Africa

Location	Airport
Democratic Republic of the Congo	
Goma	Goma International Airport
Kinshasa	N'djili Airport
Kisangani	Bangoka International Airport
Lubumbashi	Lubumbashi International Airport
Republic of the Congo	
Brazzaville	Maya-Maya Airport
Pointe-Noire	Pointe Noire Airport
Equatorial Guinea	
Malabo	Malabo International Airport
Gabon	
Libreville	Leon M'ba International Airport
Sao Tome and Principe	
Sao Tome	Sao Tome International Airport

East Africa (edit)

Location	Airport
Burundi	
Bujumbura	Bujumbura International Airport
Comoros	
Hahaya	Prince Said Ibrahim International Airport
Ethiopia	
Addis Ababa	Bole International Airport

Kenya	
Eldoret	Eldoret International Airport
Mombasa	Moi International Airport
Kisumu	Kisumu International Airport
Nairobi	Jomo Kenvatta International Airport
Mauritius	
Plaine Magnien	Sir Seewoosagur Ramsoolam International Airport
Rwanda	
Kigali	Kigali International Airport
Seychelles	
Victoria	Seychelles International Airport
South Sudan	
Juba	Juba International Airport
Tanzania	
Dares Salaam	Julius Nyerere International Airport
Hai District	Kilimanjaro International Airport
Unguia, Zanzibar	Abeid Amani Karume International Airport
Uganda	
Entebbe	Entebbe International Airport
Horn of Africa]	
Location	Airport
Djibouti	
Djibouti Citv	Diibouti-Ambouli International Airport

Eritrea

Asmara	Asmara International Airport
Assab	Assab International Airport
Massawa	Massawa International Airport
Ethiopia	
Addis Ababa	Addis Ababa
Dire Dawa	Aba Tenna Deiazmach Yilma International Airport
Galkavo	Abdullahi Yusuf International Airport
Garowe	Garowe International Airport
Hargeisa	Hargeisa International Airport
Kismavo	Kismavo Airport
Mogadishu	Aden Adde International Airport

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North Africa

- Algeria
  - Adrar - Touat-Cheikh Sidi Mohamed Belkebir Airport
  - Algiers - Houari Boumedienne Airport
  - Annaba - Rabah Bitat Airport
  - Batna - Batna Airpprt
  - Beiaia - Soummarh Airport
  - Biskra Airport
  - Chief International Airport
  - Constantine - Mohamed Boudiaf Airport
  - Hassi Messaoud - Oued Irara Airport
  - Jiiel Ferhat Abbas Airport
  - Oran Es Senia Airport
  - Setif - Ain Arnat Airport
  - Tamanrasset Airport
  - Tlemcen - Zenata Airport
- Chad
  - N'Djamena International Airport
- Egypt
  - Alexandria International Airport
  - Aswan International Airport
  - Cairo International Airport
  - Hurghada International Airport
  - Luxor International Airport
  - Marsa Alam International Airport
  - Mersa Matruh Airport
  - Sharm el-Sheikh International Airport
  - Taba - Taba International Airport
- Libya
  - Benghazi - Benina International Airport
  - Sebha Airport
  - Tripoli International Airport
- Morocco
  - Al Massira Airport
  - Casablanca - Mohammed V International Airport
  - Fes-SaTss Airport
  - Marrakech-Menara Airport
  - Nador International Airport
  - Ouida - Anoads Airport
  - Rabat-Sale Airport
  - Tangier-Boukhalef Airport
  - Tetouan - Sania Ramel Airport
- Sudan
  - Khartoum International Airport
- Tunisia
  - Dierba - Zarzis Airport
  - Enfidha-Hammamet International Airport
  - Monastir - Habib Bourguiba International Airport
  - Thvna International Airport
  - 7 Novembre International Airport
  - Nefta International Airport
  - Carthage International Airport
- Western Sahara
  - Dakhla - Dakhla Airport
  - Laavoune - Hassan I AirDort

Southern Africa

Location	Airport
Angola	
Luanda	Ouatro de Fevereiro Airport
Lubango	Luban go Airport
Botswana	
Gaborone	Sir Seretse Khama International Airport
Maun	Maun Airport
Francistown	Francistown International Airport
Kasane	Kasane Airport
Lesotho	
Maseru	Moshoeshoe I International Airport
Madagascar	
Antananarivo	Ivato International Airport
Antsiranana	Arrachart Airport
Mahajanga	Amborow Airport

West Africa

- Benin
  - Cotonou - Cadjehoun Airport
- Burkina Faso
  - Bobo-Dioulasso - Bobo Dioulasso Airport
  - Ouagadougou Airport
- Cameroon
  - Douala Airport
  - Yaounde - Nsimalen Airport
- Cape Verde
  - Boa Vista Island - Aristides Pereira International Airport
  - Sal Island - Amflcar Cabral International Airport
  - Praia. Santiago Island - Nelson Mandela International Airport
  - Sao Vicente Island - Cesaria Evora Airport
- Central African Republic
  - M'Poko International Airport

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Nosy Be	Fascene Airport
Toamasina	Toamasina Airport
Tolanaro	Tolanaro Airport
Toliara	Toliara Airport
Malawi	
Blantyre	Chileka International Airport
Lilongwe	Lilongwe International Airport
Mayotte	
Dzaoudzi	Dzaoudzi Pamandzi International Airport
Mozambique	
Maputo	Maputo International Airport
Beira Inhambane Nampula	Beira Airport Inhambane Airport Nampula Airport
Pemba	Pemba Airport
Tete Vilanculos	Chingozi Airport Vilankulo Airport
Namibia	
Windhoek	Windhoek Hosea Kutako International Airport
WalvisEav	Walvis Bay Airport
South Africa	
Cape Town	Cape Town International Airport
Durban Johannesburg	King Shaka International Airport OR Tambo International Airport
Nelsprut	Kruger Mpumalanga International Airport
Johannesburg	Lanseria International Airport
Swaziland	
Manzini	Matsapha Airport
Zambia	
Livingstone	Harry Mwanga Nkumbula International Airport
Lusaka	Kenneth Kaunda International Airport
Ndola	Simon Mwansa Kapwepwe Airport
Zimbabwe	
Harare	Harare International Airport
Victoria Falls	Victoria Falls Airport
Bulawayo	Joshua Mqabuko Nkomo International Airport

- Cote d'Ivoire
  - Abidjan - Port Bouet Airport
- Gambia
  - Banjul International Airport
- Ghana
  - Accra - Kotoka International Airport
  - Kumasi Airport
- Guinea
  - Conakry International Airport
- Liberia
  - Monrovia - Roberts International Airport
- Mali
  - Bamako - Senou International Airport
- Mauritania
  - Nouakchott International Airport
- Niger
  - Niamey - Diori Hamani International Airport
- Nigeria
  - Abuia - Nnamdi Azikiwe International Airport
  - Kano - Mallam Aminu Kano International Airport
  - Lagos - Murtala Mohammed International Airport
  - Port Harcourt International Airport
- Senegal
  - Dakar - Leopold Sedar Senahor International Airport
- Sierra Leone
  - Freetown - Lunoi International Airport
- Togo
  - Lome - Tokoin Airport

Americas Caribbean

- Anguilla
  - The Valley - Anguilla Wallblake Airport
- Antigua and Barbuda
  - Antigua - VC Bird International Airport
- Bahamas
  - Nassau - Lvnden Pindling International Airport
  - Chub Cav International Airport
  - Exuma International Airport
  - Freeport - Grand Bahama International Airport
  - Rock Sound International Airport
- Barbados
  - Seawell - Grantlev Adams International Airport
- British Virgin Islands
  - Road Town - Terrance B. Lettsome International Airport
- Cayman Islands
  - Georgetown - Owen Roberts International Airport
- Cuba
  - Cavo Coco - Jardines del Rev Airport
  - Havana - Jose Marti International Airport
  - Holguin - Frank Pais Airport
  - Santa Clara - Abel Santa Maria Airport
  - Varadero - Juan Gualberto G6mez Airport
- Dominica
  - Roseau - Melville Hall Airport
- Dominican Republic
  - Barahona - Maria Montez International Airport
  - La Romana - La Romana International Airport
  - Punta Cana International Airport

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- Samana - Samana El Catev International Airport
- San Felipe de Puerto Plata - Gregorio Luperon International Airport
- Santiago de los Caballeros - Cibao International Airport
- Santo Domingo - Las Americas International Airport

- Grenada
  - Grenada - Maurice Bishop International Airport
- Guadeloupe
  - Pole CaraTbes International Airport
- Haiti
  - Port-au-Prince - Toussaint Louverture International Airport
- Jamaica
  - Kingston - Norman Manlev International Airport
  - Montego Bay - Sangster International Airport
- Martinique
  - Fort-de-France - Martinique Aime Cesaire International Airport
- Montserrat
  - Gerald's - John A. Osborne Airport
- Netherlands Antilles
  - Kralendiik. Bonaire - Flamingo International Airport
  - Oraniestad. Aruba - Queen Beatrix International Airport
  - Philipsburg. Sint Maarten - Princess Juliana International Airport
  - Willemstad. Curacao - Hato International Airport
- Puerto Rico
  - Aguadilla - Rafael Hernandez Airport
  - San Juan - Luis Mufioz Marin International Airport
- Saint Barthelemy
  - St Jean - Gustaf III Airport
- Saint Kitts and Nevis
  - Saint Kitts - Robert L Bradshaw International Airport
- Saint Lucia
  - Vieux-Fort - Hewanorra International Airport
- Saint Vincent and the Grenadines
  - Kingstown - E. T. Joshua Airport
  - Canouan Airport
- Trinidad and Tobago
  - Port of Spain - Piarco International Airport
  - Tobago - Arthur Napoleon Raymond Robinson International Airport (formerly Crown Point International Airport)
- Turks and Caicos Islands
  - Providenciales Airport
- Virgin Islands
  - Saint Thomas - Cvril E. King Airport
  - Saint Croix - Henry E. Rohlsen Airport

Central America

- Belize
  - Belize City - Philip S. W. Goldson International Airport
- Costa Rica
  - Liberia - Daniel Oduber Quiros International Airport
  - San Jose de Costa Rica - Juan Santamaria International Airport
- El Salvador
  - San Salvador - Cuscatlan International Airport
- Guatemala
  - Flores - Mundo Mava International Airport
  - Guatemala City - La Aurora International Airport
- Honduras
  - La Ceiba - Golos6n International Airport
  - Roatan - Juan Manuel Galvez International Airport
  - San Pedro Sula - Ram6n Villeda Morales International Airport
  - Tegucigalpa - Toncontin International Airport
- Nicaragua
  - Managua - Augusto C. Sandino International Airport
  - Corn Island-Corn Island Airport
- Panama
  - Bocas del Toro - Bocas del Toro "Isla Colon" International Airport
  - David. Chirigui - Ehrigue Malek International Airport
  - Panama City - Tocumen International Airport

North America

- Bermuda
  - Ferry Reach - L.F. Wade International Airport
- Canada
  - Calgary International Airport
  - Edmonton International Airport
  - Gander - Gander International Airport
  - Halifax - Halifax Stanfield International Airport
  - Hamilton - John C. Munro Hamilton International Airport
  - Kelowna International Airport
  - Moncton International Airport
  - Mont-Tremblant - Riviere Rouge - Mont Tremblant International Airport
  - Montreal-Pierre Elliott Trudeau International Airport
  - Ottawa Macdonald-Cartier International Airport
  - Quebec City - Quebec/Jean Lesage International Airport
  - Regina - Regina International Airport
  - Saskatoon John G. Diefenbaker International Airport
  - St. John's - St. John's International Airport
  - Sydney, Nova Scotia - J .A. Douglas McCurdv Sydney Airport

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- Toronto/Mississauga - Toronto Pearson International Airport
- Vancouver International Airport
- Victoria - Victoria International Airport
- Winnipeg James Armstrong Richardson International Airport

- Greenland
  - Kujalleg - Narsarsuaq Airport
  - Qaasuitsup - Ilulissat Airport
  - Qeggata - Kangerlussuag Airport
  - Sermersooq - Kulusuk Airport
  - Sermersooq - Nerlerit Inaat Airport
  - Sermersooq - Nuuk Airport
- Mexico
  - Acapulco - General Juan N. Alvarez International Airport
  - Aguascalientes - Lie. Jesus Teran Peredo International Airport
  - Cabo San Lucas International Airport
  - Campeche - Ing. Alberto Acuna Ongav International Airport
  - Cancun International Airport
  - Chihuahua - Roberto Fierro Villalobos International Airport
  - Ciudad del Carmen International Airport
  - Cozumel International Airport
  - Culiacan - Federal de Bachigualato International Airport
  - Durango - General Guadalupe Victoria International Airport Guadalajara - Don Mlguel Hidalgo v Costilla International Airport
  - Huatulco - Bahfas de Huatulco International Airport
  - Ixtapa-Zihuatanejo - Ixtapa-Zihuataneio International Airport
  - Le6n - Del Baiio International Airport
  - Loreto - Loreto International Airport
  - Manzanillo - Piava de Pro International Airport
  - Mazatlan - General Rafael Buelna International Airport
  - Merida - Manuel Crescendo Rejon International Airport
  - Mexico City International Airport
  - Monterrey - General Mariano Escobedo International Airport
  - Morelia - General Francisco J. Muiica International Airport
  - Oaxaca - Xoxocotlan International Airport
  - Puebla - Hermanos Serdan International Airport
  - Puerto Vallarta - Lie. Gustavo Diaz Ordaz International Airport
  - Saltillo - Plan de Guadalupe International Airport
  - San Jose del Cabo - Los Cabos International Airport
  - San Luis Potosf - Ponciano Arriaga International Airport
  - Queretaro - Queretaro International Airport
  - Tampico - General Francisco Javier Mina International Airport
  - Tijuana - Gral. Abelardo L Rodriguez International Airport
  - Toluca - Lie. Adolfo L6pez Mateos International Airport
  - Tuxtla Gutierrez - Angel Albino Corzo International Airport
  - Torreon - Francisco Sarabia International Airport
  - Veracruz - General Heriberto Jara International Airport
  - Villahermosa - Carlos Rovirosa Perez International Airport
- Saint-Pierre and Miquelon
  - Saint-Pierre - Saint-Pierre Airport
  - Miouelon - Miouelon Airport
- United States
  - Akron - Akron Fulton International Airport
  - Albany - Albany International Airport
  - Albuquerque - Albuguergue International Airport
  - Alexandria - Alexandria International Airport
  - Alice - Alice International Airport
  - Allentown - Lehigh Valley International Airport
  - Anchorage - Ted Stevens Anchorage International Airport
  - Atlanta - Hartsfield-Jackson Atlanta International Airport
  - Atlantic City - Atlantic City International Airport
  - Austin - Austin-Bergstrom International Airport
  - Bakersfield - Meadows Field
  - Baltimore - Baltimore-Washington International Thuroood Marshall Airport
  - Bangor - Bangor International Airport
  - Bellinqham - Bellingham International Airport
  - Billings - Billings Logan International Airport
  - Binghamton - Greater Binqhamton Airport
  - Birmingham - Birminqham-Shuttlesworth International Airport
  - Boston - Logan International Airport
  - Brownsville - Brownsville/South Padre Island International Airport
  - Buffalo - Buffalo Niagara International Airport
  - Burlington - Burlington International Airport
  - Calexico - Calexico International Airport
  - Casper - Casper/Natrona County International Airport
  - Charlotte - Charlotte/Douglas International Airport
  - Charleston - Charleston International Airport
  - Chicago - Chicago Midway International Airport

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- Chicago - Chicago Rockford International Airport
- Chicago - O'Hare International Airport
- Cincinnati - Cincinnati/Northern Kentucky International Airport
- Cleveland - Cleveland Hopkins International Airport
- Columbus - Port Columbus International Airport
- Columbus - Rickenbacker International Airport
- Corpus Christi - Corpus Christi International Airport
- Dallas/Fort Worth - Dallas/Fort Worth International Airport
- Dayton - James M. Cox Dayton International Airport
- Davtona Beach - Davtona Beach International Airport
- Denver - Denver International Airport
- Del Bonita - Whetstone International Airport
- Del Rio - Del Rio International Airport
- Pes Moines - Pes Moines International Airport
- Detroit - Petroit Metropolitan Wavne County Airport
- Puluth - Puluth International Airport
- Eagle Pass - Maverick County Memorial International Airport
- Edinburg - South Texas International Airport at Edinburg
- El Paso - El Paso International Airport
- Erie - Erie International Airport
- Fairbanks - Fairbanks International Airport
- Fargo - Hector International Airport
- Flint - Bishop International Airport
- Fort Lauderdale - Fort Lauderdale-Hollvwood International Airport
- Fort Myers - Southwest Florida International Airport
- Fort Wavne - Fort Wavne International Airport
- Fort Worth - Fort Worth Meacham International Airport
- Fresno - Fresno Yosemite International Airport
- Glasgow - Glasgow International Airport
- Grand Rapids - Gerald R. Ford International Airport
- Great Falls - Great Falls International Airport
- Green Bay - Austin Straubel International Airport
- Greensboro - Piedmont Triad International Airport
- Greenville/Spartanburg - Greenville-Spartanburg International Airport
- Gulfport/Biloxi - Gulfport-Biloxi International Airport
- Harlingen - Valley International Airport
- Harrisburg/Middletown - Harrisburq International Airport
- Honolulu - Honolulu International Airport
- Houlton - Houlton International Airport
- Houston - George Bush Intercontinental Airport
- Huntsville - Huntsville International Airport
- Indianapolis - Indianapolis International Airport
- International Falls - Falls International Airport
- Jackson - Jackson-Evers International Airport
- Jacksonville - Jacksonville International Airport
- Juneau - Juneau International Airport
- Kalamazoo/Battle Creek - Kalamazoo/Battle Creek International Airport
- Kalispell - Glacier Park International Airport
- Kansas City - Kansas City International Airport
- Key West - Key West International Airport
- Ketchikan - Ketchikan International Airport
- Kona - Kona International Airport
- Lake Charles - Chennault International Airport
- Lansing - Capital Region International Airport
- Laredo - Laredo International Airport
- Las Cruces - Las Cruces International Airport
- Las Vegas - McCarran International Airport
- Los Angeles - Los Angeles International Airport
- Louisville - Louisville International Airport
- Lubbock- Lubbock Preston Smith International Airport
- Marquette/Gwinn - Sawyer International Airport .
- Massena - Massena International Airport
- McAllen - McAllen-Miller International Airport
- Medford - Rogue Valley International-Medford Airport
- Melbourne - Melbourne International Airport
- Memphis - Memphis International Airport
- Miami - Miami International Airport
- Milwaukee - General Mitchell International Airport
- Minneapolis/Saint Paul - Minneapolis-Saint Paul International Airport
- Missoula - Missoula International Airport
- Monticello - Sullivan County International Airport
- Moses Lake - Grant County International Airport
- Myrtle Beach Myrtle Beach International Airport
- Nashville - Nashville International Airport
- New Orleans - Louis Armstrong New Orleans International Airport
- New York City - John F. Kennedy International Airport
- New York City - LaGuardia Airport
- Newark - Newark Liberty International Airport
- Newburgh - Stewart International Airport
- Newport News - Newport News/Williamsburg International Airport
- Niagara Falls. New York - Niagara Falls International Airport
- Norfolk - Norfolk International Airport
- North Charleston - Charleston International Airport/ Charleston AFB
- Oakland - Metropolitan Oakland International Airport

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- Oqdensburg - Ogdensburg International Airport
- Ontario - Ontario International Airport
- Orlando - Orlando International Airport
- Palm Springs - Palm Springs International Airport
- Panama City Beach - Northwest Florida Beaches International Airport
- Pensacola - Pensacola International Airport
- Peoria - General Wavne A. Downing Peoria International Airport
- Philadelphia - Philadelphia International Airport
- Phoenix - Phoenix Sky Harbor International Airport
- Pittsburgh - Pittsburgh International Airport
- Pittsburgh - Pittsburgh International Airport
- Pontiac - Oakland County International Airport
- Port Angeles - William R. Fairchild International Airport
- Port Huron - St. Clair County International Airport
- Portland, Maine - Portland International Jetport
- Portland. Oregon - Portland International Airport
- Portsmouth - Portsmouth International Airport at Pease
- Port Townsend - Jefferson County International Airport
- Providence - T.F. Green Airport
- Quad Cities - Quad City International Airport
- Raleigh - Raleigh-Durham International Airport
- Reno - Reno-Tahoe International Airport
- Richmond - Richmond International Airport
- Rochester. Minnesota - Rochester International Airport
- Rochester. New York - Greater Rochester International Airport
- Sacramento - Sacramento International Airport
- Saginaw - MBS International Airport
- Salt Lake City - Salt Lake City International Airport
- San Antonio - San Antonio International Airport
- San Diego - San Diego International Airport
- San Francisco - San Francisco International Airport
- San Jose - San Jose International Airport
- Santa Ana/Orange County - John Wayne Airport (from 2011, after Terminal C is built)
- Sarasota/Bradenton - Sarasota-Bradenton International Airport
- Sault Ste. Marie - Chippewa County International Airport
- Savannah - Savannah/Hilton Head International Airport
- Seattle - Seattle-Tacoma International Airport
- Spokane - Spokane International Airport
- Saint Louis - Lambert-Saint Louis International Airport
- St. Petersburg - St. Petersburg-Clearwater International Airport
- Sweetgrass - Ross International Airport
- Syracuse - Syracuse Hancock International Airport
- Tampa - Tampa International Airport
- Toledo - Toledo Express Airport
- Tucson - Tucson International Airport
- Tulsa - Tulsa International Airport
- Washington. D.C. - Washington Dulles International Airport
- Watertown - Watertown International Airport
- West Palm Beach - Palm Beach International Airport
- Wilkes-Barre/Scranton - Wilkes-Barre/Scranton International Airport
- Wilmington - Wilmington International Airport
- Windsor Locks - Bradley International Airport
- Yuma - Yuma International Airport

South America

- Argentina
  - Buenos Aires - Ministro Pistarini International Airport
  - Buenos Aires - Aeropargue Jorge Newberv
  - C6rdoba - Ingeniero Ambrosio L.V. Taravella International Airport
  - Mendoza - Governor Francisco Gabrielli International Airport
  - Puerto Iquazu - Cataratas del Iguazu International Airport
  - Rio Gallegos - Piloto Civil N. Fernandez International Airport
  - San Carlos de Bariloche - Teniente Luis Candelaria International Airport
  - Trelew - Almirante Marcos A. Zar Airport
  - Ushuaia International Airport
- Bolivia
  - La Paz - El Alto International Airport
  - Puerto Suarez International Airport
  - Santa Cruz de la Sierra - Viru Viru International Airport
- Brazil
  - Aracaiu - Santa Maria Airport
  - Belem - Val de Caes International Airport
  - Belo Horizonte - Tancredo Neves International Airport
  - Brasilia - Brasilia International Airport - Presidente Juscelino Kubitschek
  - Campinas - Viracopos International Airport
  - Campo Grande International Airport
  - Serafin Enoss Bertaso Airport
  - Cuiaba - Marechal Rondon International Airport
  - Curitiba - Afonso Pena International Airport
  - Floriandpolis - Hercllio Luz International Airport

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- Fortaleza - Pinto Martins International Airport
- Goiania- Santa Genoveva Airport
- Ilheus - Jorge Amado Airport
- Joao Pessoa - Presidente Castro Pinto International Airport
- Orlando Bezerra de Menezes Airport
- Governador Jose Richa Airport
- Maceio - Zumbi dos Palmares International Airport
- Manaus - Eduardo Gomes International Airport
- Navegantes - Ministro Victor Konder International Airport
- Natal - Augusto Severo International Airport
- Passo Fundo - Lauro Kurtz Airport
- Senador Nilo Coelho Airport
- Porto Alegre - Salgado Filho International Airport
- Porto Seguro Airport
- Porto Velho - Governador Jorge Teixeira de Oliveira International Airport
- Recife - Guararapes International Airport
- Rio de Janeiro-Galeao International Airport
- Rio de Janeiro - Santos Dumont Airport
- Salvador - Deputado Lufs Eduardo Magalhaes International Airport
- Sao Luis - Marechal Cunha Machado International Airport
- Sao Paulo-Guarulhos International Airport
- Sao Paulo - Congonhas Airport
- Vit6ria - Eurico de Aouiar Salles Airport

- Chile
  - Antofagasta - Cerro Moreno International Airport
  - Conception - Camel Sur International Airport
  - Puerto Montt - El Tepual International Airport
  - Punta Arenas - Presidente Carlos Ibaflez del Campo International Airport
  - Santiago de Chile - Comodoro Arturo Merino Benitez international Airport
- Colombia
  - Armenia - El Eden International Airport
  - Barranouilla - Ernesto Cortissoz International Airport
  - Bogota - El Dorado International Airport
  - Bucaramanga - Paloneoro International Airport
  - Cali - Alfonso Bonilla Aragon International Airport
  - Cartagena de Indias - Rafael Nunez International Airport
  - Cucuta - Camilo Daza International Airport
  - Leticia - Alfredo Vasouez Cobo International Airport
  - Medellin - Jose Maria C6rdova International Airport
  - Pereira - Matecafte International Airport
  - San Andres - Gustavo Roias Pinilla International Airport
  - Santa Marta - Sim6n Bolivar International Airport
- Ecuador
  - Guayaquil - Jose Joaouin de Olmedo International Airport
  - Quito - Mariscal Sucre International Airport
  - Tulcan - Teniente Coronel Luis a Mantilla International Airport
- Falkland Islands
  - Mount Pleasant - RAF Mount Pleasant
- French Guiana
  - Cavenne-Rochambeau Airport
- Guyana
  - Georgetown - Cheddi Jagan International Airport
- Paraguay
  - Asunci6n - Silvio Pettirossi International Airport
  - Ciudad del Este - Guarani International Airport
- Peru
  - Arequipa - Rodriguez Ball6n International Airport
  - Cusco - Alejandro Velasco Astete International Airport
  - Lima - Jorge Chavez International Airport
- Suriname
  - Paramaribo - Johan Adolf Pengel International Airport
- Uruguay
  - Montevideo - Carrasco International Airport
  - Punta del Este - Capitan Corbeta CA Curbelo International Airport
- Venezuela
  - Caracas - Sim6n Bolivar International Airport
  - Maracaibo - La Chinita International Airport
  - Valencia - Arturo Michelena International Airport

Asia

Central Asia

- Kazakhstan
  - Aktau Airport
  - Almatv International Airport
  - Astana International Airport
  - Atyrau Airport
  - Karaganda Airport
  - Kostanav Airport
  - Shymkent Airport
  - Uralsk - Oral Ak Zhol Airport
- Kyrgyzstan
  - Bishkek - Manas Airport
  - Osh Airport
- Tajikistan
  - Dushanbe Airport
  - Khujand Airport
- Turkmenistan
  - Ashgabat Airport

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- Uzbekistan
  - Namangan Airport
  - Tashkent International Airport

East Asia

- North Korea
  - Pyongyang - Pyongyang Sunan International Airport
- Hong Kong
  - Hong Kong - Hong Kong International Airport
- Japan
  - Akita - Akita Airport
  - Aomori - Aomori Airport
  - Fukuoka - Fukuoka Airport
  - Hakodate Airport
  - Kaooshima - Kaooshima Airport
  - Komatsu - Komatsu Airport
  - Hiroshima Airport
  - Kitakvushu - New Kitakvushu Airport
  - Nagasaki - Nagasaki Airport
  - Nagoya - Chubu Centrair International Airport
  - Niigata - Niigata Airport
  - Pita - Pita Airport
  - Pkavama - Pkavama Airport
  - Psaka - Kansai International Airport
  - Sapporo - New Chitose Airport
  - Sendai - Sendai Airport
  - Shizuoka - Shizuoka Airport
  - Tokyo\Yokohama - Haneda International Airport
  - Tokyo \Yokohama - Narita International Airport
- Macau
  - Macau - Macau International Airport
- Mongolia
  - Ulan Bator - Chinqqis Khaan International Airport
- People's Republic of China
  - Beijing Capital International Airport
  - Changchun Longjia International Airport
  - Changsha Huanohua International Airport
  - Chengdu Shuanoliu International Airport
  - Chongqing Jiangbei International Airport
  - Dalian Zhoushuizi International Airport
  - Fuzhou Changle International Airport
  - Guangzhou Baivun International Airport
  - Guilin Lianoiiang International Airport
  - Guivang Longdonqbao Airport
  - Haikou Meilan International Airport
  - Hangzhou Xiaosha Interoational Airport
  - Harbin Taiping International Airport
  - Hefei Luoqanq International Airport
  - Jievang Chaoshan International Airport
  - Jinan Yaoaiang Airport
  - Kunming Wuiiaba International Airport
  - Lhasa Gonggar Airport
  - Mudaniianq Airport
  - Nanjing Lukou International Airport
  - Nanning Wuxu International Airport
  - Ningbo Lishe International Airport
  - Qingdao liutinq International Airport
  - Sanva Phoenix International Airport
  - Shanghai Hongqiao International Airport
  - Shanghai Pudong International Airport
  - Shenyang Taoxian International Airport
  - Shenzhen Bao'an International Airport
  - Tianiin Binhai International Airport
  - Urumqi Diwopu International Airport
  - Weihai Airport
  - Wuhan Tianhe International Airport
  - Xiamen Gaoqi International Airport
  - Xi'an Xianvang International Airport
  - Yanji Airport
  - Yantai Laishan Airport
  - Zhengzhou Xinzheng International Airport
- Republic of China (Taiwan)
  - Kaohsiung International Airport
  - Taichung International Airport
  - Taipei Sung Shan Airport
  - Taipei - Taiwan Taovuan International Airport
  - Taitung - Taitung Airport
- Korea
  - Busan - Gimhae International Airport
  - Daegu - Daegu Airport
  - Jeiu - Jeiu International Airport
  - Seoul - Gimpo International Airport
  - Incheon -1ncheon International Airport
  - Cheonoiu - Cheongju International Airport
  - Muan - Muan International Airport
  - Yanovang - Yangvang International Airport

South Asia

- Bangladesh
  - Chittagong - Shah Amanat International Airport
  - Dhaka - Shahjalal International Airport
  - Svlhet - Osmani International Airport
- Bhutan
  - Paro - Paro Airport
- India
  - Ahmedabad - Sardar Vallabhbhai Patel International Airport
  - Chennai - Chennai International Airport
  - Coimbatore - Coimbatore International Airport
  - Trichv - Tiruchirappalli International Airport
  - Bangalore - Kemoeaowda International Airport
  - Delhi - Indira Gandhi International Airport
  - Amritsar - Sri Guru Ram Pass Jee International Airport

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- Cochin - Cochin International Airport
- Kozhikode - Calicut International Airport
- Hyderabad - Raiiv Gandhi International Airport
- Jaipur - Jaipur Airport
- Kolkata - Netaii Subhash Chandra Bose International Airport
- Mumbai - Chhatraoati Shivaii International Airport
- Pune - Pune International Airport
- Guwahati - Lokpriva Gopinath Bordoloi International Airport
- Visakhapatnam - Visakhapatnam Airport
- Dabolim - Goa International Airport
- Srinagar - Srinagar Airport
- Mangalore - Mangalore Airport
- Trivandrum - Trivandrum International Airport

- Nepal
  - Kathmandu - Tribhuvan International Airport
- Maldives
  - Male International Airport
  - Gan International Airport
- Pakistan
  - Bahawalpur Airport
  - Dera Ghazi Khan International Airport
  - Faisalabad International Airport
  - Gwadar International Airport
  - Rawalpindi - Benazir Bhutto International Airport
  - Islamabad - Gandhara International Airport
  - Karachi - Jinnah International Airport
  - Lahore - Allama lobal International Airport
  - Multan International Airport
  - Peshawar - Bacha Khan International Airport
  - Quetta International Airport
  - Rahimvarkhan - Shaikh Zaved International Airport
  - Sialkot International Airport
  - Turbat International Airport
  - Hyderabad International Airport
- Sri Lanka
  - Colombo - Bandaranaike International Airport
  - Hambantota - Mattala Raiapaksa International Airport

Southeast Asia

- Brunei
  - Bandar Seri Beqawan - Brunei International Airport
- Cambodia
  - Phnom Penh International Airport
  - Siem Reap - Angkor International Airport
- East Timor
  - Dili - Presidente Nicolau Lobato International Airport
- Indonesia
  - Makassar - Hasanuddin International Airport
  - Manado - Sam Ratulanoi International Airport
  - Mataram - Lombok International Airport
  - Medan - Kuala Namu International Airport
  - Padang - Minangkabau International Airport
  - Palembang - Sultan Mahmud Badaruddin II Airport
  - Pekanbaru - Sultan Svarif Qasim II International Airport
  - Samarinda - Samarinda International Airport
  - Semarang - Achmad Yani International Airport
  - Surabaya - Juanda International Airport
  - Solo - Adisumarmo International Airport
  - Yoovakarta - Adisucipto International Airport
  - Jakarta - Soekarno Hatta International Airport
  - Denoasar - Nqurah Rai International Airport
  - Bandung - Husein Sastranegara International Airport
  - Balikpapan - Sultan Aii Muhamad Sulaiman Airport
  - Ambon - Pattimura Airport
  - Palangkarava - Tiilik Riwut Airport
  - Javapura - Sentani Airport
  - Baniarmasin - Syamsudin Noor Airport
  - Kupang - El Tail Airport
  - Palu - Mutiara Airport
  - Kendari - Haluoleo Airport
- Laos
  - Luang Prabang International Airport
  - Pakse International Airport
  - Vientiane - Wattav International Airport
- Malaysia
  - Ipoh - Sultan Azlan Shah Airport
  - Johor Bahru - Senai International Airport
  - Kota Kinabalu International Airport
  - Kuala Lumpur International Airport
  - Kuching International Airport
  - Langkawi International Airport
  - Malacca International Airport
  - Penanq International Airport
  - Subang - Sultan Abdul Aziz Shah Airport
  - Kuantan - Sultan Haii Ahmad Shah Airport
- Myanmar (Burma)
  - Mandalav International Airport
  - Yangon International Airport
- Philippines
  - Zamboanga City - Zamboanga International Airport
  - Cebu - Mactan-Cebu International Airport
  - Clark - Clark International Airport
  - Davao City - Francisco Bangov International Airport
  - Laoag City - Laoaq International Airport
  - Kalibo International Airport
  - Manila - Ninoy Aquino International Airport

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- Olongapo City - Subic Bay International Airport
- Puerto Princesa City - Puerto Princesa International Airport
- General Santos City - General Santos International Airport
- Iloilo City - Iloilo International Airport
- Cagavan de Pro City - Laouindingan International Airport
- Legazpi City International Airport
- Bacolod-Silav International Airport

- Singapore
  - Singapore Changi Airport
- Thailand
  - Bangkok - Suvarnabhumi Airport
  - Bangkok - Don Mueang International Airport
  - Chiang Mai International Airport
  - Chiang Rai - Mae Fah Luang International Airport
  - Ravong and Pattava - U-Taoao International Airport
  - Hat Yai International Airport
  - Krabi Airport
  - Phuket - Phuket International Airport
  - Surat Thani - Surat Thani Airport
  - Ko Samui - Samui Airport
  - Udon Thani International Airport
- Vietnam
  - Da Nang International Airport
  - Hanoi - Noi Bai International Airport
  - Ho Chi Minh City - Tan Son Nhat International Airport
  - Can Tho International Airport
  - Hai Phong - Cat Bi International Airport
  - Hue - Phu Bai International Airport
  - Phu Quoc - Phu Quoc International Airport
  - Khanh H6a Province - Cam Ranh International Airport
  - Quang Nam Province - Chu Lai International Airport

Southwest Asia

- Afghanistan
  - Kabul International Airport
  - Kandahar International Airport
- Bahrain
  - Manama - Bahrain International Airport
- Iran
  - Bandar Abbas International Airport
  - Biriand International Airport
  - Isfahan International Airport
  - Kish Island - Kish Airport
  - Mashhad International Airport
  - Davrestan Airport
  - Shiraz International Airport
  - Tabriz International Airport
  - Tehran Imam Khomeini International Airport
- Iraq
  - Al Naiaf International Airport
  - Baghdad International Airport
  - Basra International Airport
  - Erbil - Erbil International Airport
  - Mosul International Airport
  - Sulaimanivah International Airport
  - Middle Euphrates International Airport
  - Diyala International Airport
- Israel
  - Negev - Ovda International Airport
  - Greater Tel Aviv - Ben Gurion International Airport
  - Haifa - Haifa Airport
- Jordan
  - Agaba - King Hussein International Airport
  - Amman - Queen Alia International Airport
  - Amman - Amman Civil Airport
- Kuwait
  - Kuwait International Airport
- Lebanon
  - Beirut Rafic Hariri International Airport
- Oman
  - Muscat - Muscat International Airport
  - Salalah Airport
- Qatar
  - Doha International Airport
- Saudi Arabia
  - Dammam - King Fahad International Airport
  - Jeddah - King Abdulaziz International Airport
  - Medina - Prince Mohammad Bin Abdulaziz International Airport
  - Riyadh - King Khalid International Airport
- Syria
  - Aleppo International Airport
  - Damascus International Airport
  - Latakia - Bassel Al-Assad International Airport
  - United Arab Emirates
  - Abu Dhabi International Airport
  - Al Ain International Airport
  - Dubai International Airport
  - Ras Al Khaimah International Airport
  - Shariah - Shariah International Airport
  - Fuiairah - Fuiairah International Airport
- Yemen
  - Aden Airport
  - Sana'a International Airport

Europe

- Aland

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- Mariehamn Airport
- Albania
  - Tirana - Tirana International Airport Nene Tereza
- Armenia
  - Yerevan - Zvartnots International Airport
  - Gvumri - Shirak Airport
- Azerbaijan
  - Baku - Hevdar Alivev International Airport
  - Gania - Gania International Airport
  - Nakhchivan Airport
- Austria
  - Graz Airport
  - Klagenfurt Airport
  - Innsbruck Airport
  - Linz Airport
  - Salzburg Airport
  - Vienna International Airport
- Belarus
  - Hrodna Airport
  - Gomel Airport
  - Minsk International Airport
- Belgium
  - Antwerp Airport
  - Brussels Airport
  - Brussels/Charleroi - Brussels South Charleroi Airport
- Bosnia and Herzegovina
  - Bania Luka International Airport
  - Sarajevo International Airport
  - Tuzla International Airport
  - Mostar International Airport
- Bulgaria
  - Burgas Airport
  - Plovdiv - Plovdiv Airport
  - Sofia Airport
  - Varna Airport
- Croatia
  - Dubrovnik Airport
  - Osiiek Airport
  - Pula Airport
  - Riieka Airport
  - Split - Split Airport
  - Zadar Airport
  - Zagreb Airport
- Cyprus
  - Larnaca International Airport
  - Paphos International Airport
  - Ercan International Airport
- Czech Republic
  - Brno-Tufany Airport
  - Karlow Vary Airport
  - Ostrava - Leos Janacek Ostrava Airport
  - Prague - Prague Vaclav Havel Airport
  - Pardubice Airport
- Denmark
  - Aalborg Airport
  - Aarhus Airport
  - Billund - Billund Airport
  - Copenhagen Airport
- Faroe Islands
  - Faroe Islands - Vagar Airport
- Estonia
  - Tallinn - Lennart Meri Tallinn Airport
  - Tartu Airport
- Finland
  - Helsinki-Vantaa Airport
  - Kittila Airport
  - Kuopio Airport
  - Kuusamo Airport
  - Lappeenranta Airport
  - Oulu Airport
  - Rovaniemi Airport
  - Tampere-Pirkkala Airport
  - Turku Airport
  - Vaasa Airport
- France
  - Aiaccio - Campo dell'Oro Airport
  - Bastia - Poretta Airport
  - Beauvais-Tille Airport
  - Bergerac - Beraerac-Roumaniere Airport
  - Beziers Cap d'Agde Airport Biarritz Airport
  - Bordeaux - Merignac Airport
  - Brest - Brest Bretagne Airport
  - Carcassonne - Salvaza Airport
  - Chalons-en-Champagne - ChSlons Vatrv Airport
  - Chamberv-Savoie Airport
  - Dinard - Pleurtuit Airport
  - Figari Sud-Corse Airport
  - Grenoble-lsere Airport
  - lie de Re Airport Lille Lesguin Airport
  - Limoges - Bellegarde Airport
  - Lyon - Saint-Exuperv Airport
  - Marseille - Provence Airport
  - Mediterranee Airport
  - Mulhouse - Basel-Mulhouse-Freiburg Airport
  - Nantes Atlantigue Airport
  - Nice - Cote d'Azur Airport
  - Nimes - Garons Airport
  - Paris - Charles de Gaulle Airport

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- Paris - Orlv Airport
- Pau - Uzein Airport
- Peroignan - Llabanere Airport
- Poitiers - Biard Airport
- Rodez - Marcillac Airport
- Boutheon Airport
- Strasbourg Airport
- Toulon - Hyeres Le Palyvestre Airport
- Toulouse - Blagnac Airport
- Tours Loire Valley Airport

- Georgia
  - Batumi International Airport
  - Tbilisi International Airport
- Germany
  - Baden-Baden/Karlsruhe 4 Baden Airpark
  - Berlin - Berlin TegelAirport
  - Berlin - Berlin Schonefeld Airport
  - Bremen Airport
  - Cologne/Bonn Airport
  - Dortmund Airport
  - Dusseldorf Airport
  - Frankfurt Airport
  - Frankfurt-Hahn Airport
  - Fried richshafen Airport
  - Hamburg Airport
  - Hanover - Langenhagen Airport
  - Leipzig - Leipzig-Altenburg Airport (out of service)
  - Leipzig - Leipzig/Halle Airport
  - Lubeck Airport
  - Memmingen Airport
  - Munich Airport
  - Nuremberg Airport
  - Stuttgart Airport
  - Weeze Airport
- Gibraltar
  - North Front Airport
- Greece
  - Athens International Airport
  - Chania International Airport
  - Chios Island National Airport
  - Corfu - loannis Kapodistrias Airport
  - Heraklion International Airport
  - Kalamata International Airport
  - Karpathos Island National Airport
  - Kavala International Airport
  - Kefalonia Island International Airport
  - Kos Island International Airport
  - Mvkonos Island National Airport
  - Mvtilene International Airport
  - Preveza - Aktion National Airport
  - Rhodes International Airport
  - Samos International Airport
  - Santorini (Thira) National Airport
  - Skiathos Island National Airport
  - Skvros Island National Airport
  - Macedonia Airport
  - Volos - Nea Anchialos National Airport
  - Zakynthos International Airport
- Guernsey
  - Guernsey Airport
- Hungary
  - Budapest Ferihegy International Airport
  - Debrecen International Airport
  - Sarmellek International Airport
- Iceland
  - Akureyri - Akurevri Airport
  - Reykjavik - Keflavik International Airport
- Ireland
  - Cork - Cork Airport
  - Dublin Airport
  - Kerry - Kerry Airport
  - Knock - Ireland West Airport Knock
  - Shannon - Shannon Airport
- Isle of Man
  - Isle of Man Airport
- Italy
  - Alghero - Fertilia Airport
  - Ancona Airport
  - Palese Airport
  - Bergamo - Orio al Serio Airport
  - Bologna Airport
  - Brescia Airport
  - Brindisi Airport
  - Cagliari Airport
  - Elmas Airport
  - Catania - Fontanarossa Airport
  - Cuneo Levaldioi Airport
  - Florence - Peretola Airport
  - Genoa - Cristoforo Colombo Airport
  - Lamezia Terme Airport
  - Milan - Malpensa Airport
  - Milan - Linate Airport
  - Naples - Capodichino Airport
  - Olbia - Costa Smeralda Airport
  - Palermo Airport
  - Parma Airport
  - Perugia - San Eoidio Airport
  - Pescara - Abruzzo Airport

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    - Pisa - Galileo Galilei Airport
    - Rimini - Federico Fellini Airport
    - Rome - Leonardo da Vinci-Fiumicino Airport
    - Rome - Rome Ciampino Airport
    - Trapani - Vincenzo Florio Airport
    - Trieste - Friuli Venezia Giulia Airport
    - Turin - Caselle Airport
    - Venice Marco Polo Airport
    - Verona Airport
- Jersey
    - Jersey Airport
- Kosovo
    - Pristina International Airport
- Latvia
    - Riga International Airport
    - Ventspils International Airport
- Lithuania
    - Kaunas Airport
    - Palanga International Airport
    - Siauliai International Airport
    - Vilnius International Airport
- Luxembourg
    - Luxembourg-ville - Findel Airport
- Macedonia
    - Ohrid St. Paul the Apostle Airport
    - Skopje Alexander the Great Airport
- Malta
    - Luqa - Malta International Airport
- Republic of Moldova
    - Chisinau International Airport
- Montenegro
    - Podgorica Airport
    - Tivat Airport
- Netherlands
    - Amsterdam - Amsterdam Airport Schiphol
    - Eindhoven Airport
    - Groningen - Groninoen Airport Eelde
    - Maastricht-Aachen Airport
    - Rotterdam The Hague Airport
- Norway
    - Alesund Airport
    - Bergen Airport
    - Hauoesund Airport
    - Oslo - Sandefiord Airport
    - Oslo - Moss Airport
    - Oslo Airport
    - Stavanger Airport
    - TromsØ Airport
- Poland
    - Bydgoszcz Ignacv Jan Paderewski Airport
    - Gdansk Lech Watesa Airport
    - Katowice International Airport
    - Krakow- John Paul II International Airport Krak6w-Balice
    - Lodz Wladyslaw Revmont Airport
    - Poznan Lawica Airport
    - Rzeszow-Jasionka Airport
    - Szczecin-Goleniow "Sofldarnos6" Airport
    - Warsaw - Frederic Chopin Airport
    - Warsaw - Modlin Airport
    - Wroclaw - Copernicus Airport Wroclaw
- Portugal
    - Faro - Faro Airport
    - Funchal - Madeira Airport
    - Porto Santo - Porto Santo Airport
    - Lisbon - Portela Airport
    - Porto - Francisco Sa Carneiro Airport
    - Ponta Delgada - Jo5o Paulo II Airport
    - Terceira - Terceira Airport
- Romania
    - Bucharest - Henri Coanda International Airport
    - Clui-Napoca International Airport
    - Constanta - Mihail KogSlniceanu International Airport
    - Iasi - Iasi International Airport
    - Sibiu International Airport
    - Timisoara - Traian Vuia International Airport
- Russia
    - Arkhangelsk - Talagi Airport
    - Chita - Kadala Airport
    - Irkutsk Airport
    - Kazan Airport
    - Khabarovsk Now Airport
    - Kaliningrad - Khrabrovo Airport
    - Krasnodar - Pashkovskv Airport
    - Moscow - Domodedovo International Airport
    - Moscow - Sheremetvevo International Airport
    - Moscow - Vnukovo Airport
    - Novosibirsk - Tolmachevo Airport
    - Rostov-on-Don - Rostov-na-Donu Airport
    - Saint Petersburg - Pulkovo Airport
    - Samara - Samara Kurumoch Airport
    - Sochi International Airport
    - Ufa International Airport
    - Vladivostok International Airport
    - Yakutsk Airport
    - Yekaterinburg - Koltsovo International Airport
- Serbia
    - Belgrade Nikola Tesla Airport

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- Nis Constantine the Great Airport
- Slovakia
  - Bratislava - M. R. Stefanik Airport
  - Kosice International Airport
  - Ziliria Airport
- Slovenia
  - Ljubljana Joze Pucnik Airport
  - Portoroz Airport
- Spain
  - A Coruna - Alvedro Airport
  - Alicante Airport
  - Almeria International Airport
  - Asturias Airport
  - Barcelona Airport
  - Ciudad Real Central Airport
  - Fuerteventura Airport
  - Girona-Costa Brava Airport
  - Gran Canada Airport
  - Granada Airport
  - Huesca-Pirineos Airport
  - Ibiza Airport
  - Jerez de la Frontera - Jerez Airport
  - Santa Cruz de la Palma - La Palma Airport
  - Lanzarote Airport
  - Lleida - Alguaire Airport
  - Madrid-Baraias Airport
  - Malaga Airport
  - Minorca - Menorca Airport
  - Murcia-San Javier Airport
  - Palma de Mallorca Airport
  - Reus Airport
  - Santander - Santander Airport
  - Santiago de Comoostela Airport
  - Seville Airport
  - Tenerife South Airport
  - Valencia - Valencia Airport
  - Valladolid Airport
  - Zaraooza Airport
- Sweden
  - Lulea Airport
  - Gothenburg-Landvetter Airport
  - •• Gothenburg City Airport
  - Norrkoping Airport
  - Stockholm-Arlanda Airport
  - Stockholm-Skavsta Airport
  - Stockholm-Vasteras Airport
  - Umea Airport
  - Vaxio Airport
  - Visbv Airport
  - Malmo Airport
- Switzerland
  - Basel EuroAirport Basel-Mulhouse-Freiburg
  - Bern-Belp Airport
  - Geneva International Airport
  - St. Gallen-Altenrhein Airport
  - Zurich Airport
- Turkey
  - Adana - Sakirpasa Airport
  - Ankara - Esenboga International Airport
  - Antalva Airport
  - Bodrum - Milas-Bodrum Airport
  - Bursa - Yenisehir Airport
  - Dalaman Airport
  - Gaziantep - Qguzeli Airport
  - Istanbul - Atatiirk International Airport
  - Istanbul - Sabiha Gokcen International Airport
  - Izmir - Adnan Menderes Airport
  - Kavseri - Erkilet Airport
  - Konya Airport
  - Kutahva - Zafer Airport
  - Malatva - Erhac Airport
  - Nevsehir- Kapadokya Airport
  - Samsun-Carsamba Airport
  - Trabzon Airport
  - Zonguldak Airport
- Ukraine
  - Borvspil International Airport (serving Kiev)
  - Chemivtsi International Airport
  - Donetsk Airport
  - Dnipropetrovsk International Airport
  - Gostomel Airport (cargo only, serving Kiev)
  - Ivano-Frankivsk International Airport
  - Kharkiv International Airport
  - Krvwi Rih International Airport
  - Kviv Zhulianv International Airport
  - Luhansk International Airport
  - Lviv Danvlo Halvtskvi International Airport
  - Lvmanske International Airport (serving Odessa)
  - Mvkolaiv International Airport
  - Odessa International Airport
  - Simferopol International Airport
  - Zaporizhia International Airport
- United Kingdom
  - Aberdeen Airport
  - Belfast International Airport
  - George Best Belfast City frirport
  - Birmingham International Airport
  - Bournemouth Airport
  - Bristol Airport

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- Cardiff Airport
- City of Derry Airport
- Robin Hood Airport Doncaster Sheffield
- Durham Tees Valley Airport
- Edinburgh Airport
- East Midlands Airport
- Exeter International Airport
- Glasgow International Airport
- Glasgow Prestwick Airport
- Inverness Airport
- Leeds/Bradford - Leeds Bradford International Airport
- Liverpool John Lennon Airport
- London - London City Airport
- London - London Gatwick Airport
- London - London Heathrow Airport
- London - London Luton Airport
- London - Southend Airport
- London - Stansted Airport
- Manchester - Manchester Airport
- Newcastle upon Tyne - Newcastle Airport
- Newquay Cornwall Airport
- Norwich International Airport
- Southampton Airport

Oceania

- Australia
  - Adelaide Airport
  - Brisbane Airport
  - Cairns Airport
  - Darwin - Darwin International Airport
  - Gold Coast - Gold Coast Airport
  - Hobart international Airport
  - Melbourne Airport
  - Perth - Perth Airport
  - Port Hedland International Airport
  - Sydney Airport
  - Townsville International Airport
- Christmas Island
  - Christmas Island Airport
- Cocos (Keeling) Islands
  - Cocos (Keeling) Islands Airport
- Cook Islands
  - Rarotonga Airport
- Easter Island - Chile
  - Hanga Roa - Mataveri International Airport
- Fiji
  - Nadi International Airport
  - Suva - Nausori International Airport
- French Polynesia
  - Papeete - Faa'a International Airport
- Guam
  - Hagatna - Antonio B. Won Pat International Airport
- Kiribati
  - Kiritimati - Cassidv International Airport
  - Tarawa - Bonriki International Airport
- Marshall Islands
  - Kwaialein - Bucholz Army Airfield
  - Maiuro - Marshall Islands International Airport
- Federated States of Micronesia
  - Chuuk International Airport
  - Kosrae International Airport
  - Pohnpei International Airport
  - Yap International Airport
- Nauru
  - Yaren - Nauru International Airport
- New Caledonia
  - Noumea - La Tontouta International Airport
- New Zealand
  - Auckland Airport
  - Christchurch International Airport
  - Dunedin International Airport
  - Hamilton - Hamilton International Airport
  - Queenstown - Queenstown Airport
  - Rotorua International Airport
  - Wellington International Airport
- Norfolk Islands
  - Norfolk Islands - Norfolk Airport
- Northern Mariana Islands
  - Saipan Island - Saipan International Airport
  - Rota Island - Rota International Airport
  - Tinian Island - Tinian International Airport
- Niue
  - Alofi - Niue International Airport
- Palau
  - Koror - Roman Tmetuchl International Airport
- Papua New Guinea
  - Port Moresby - Jacksons International Airport
- Samoa
  - Apia - Faleolo International Airport
- Solomon Islands
  - Honiara International Airport
- Tonga
  - Nuku'alofa - Fua'amotu International Airport
- Tuvalu
  - Funafuti International Airport
- Vanuatu
  - Port Vila - Bauerfield international Airport
- Wallis and Futuna
  - Futuna - Pointe Vete Airport
  - Wallis - Hihifo Airport

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Make the survey of a particular tourist destination with local tourist guide

Objectives: At the end of this exercise you shall be able to
- **collect information about Agra**
- **organize field visit to Taj Mahal/nearest destination and prepare the observation report.**

Requirements

Materials/Equipments:

- First aid box - 1 No.
- Digital Camera / Video camera - 1 No.
- Sun lotion - as reqd.
- Writing pad and pen - as reqd.

PROCEDURE

TASK 1: **Collecting Information and planning the field visit**

1 Collect information about Agra/nearest destination through internet or call the tourism information office.

2 Find out and collect the following details:
- The nearest route to reach Tajmahal / nearest destination from nearest destination your institute.
- Best time to visit. (season)
- Mode of transportation.
- Food and accommodation facilities availability of Tourist guides for explaining the importance of the area.
- The helpline number of tourist information centre at different places near the location.
- The local police station phone number.
- The entry fee and other charges details.

3 Attend the briefing and follow the timing which is allotted for the each destinations, lunch, breaks and boarding and safety precautions instructions.

4 Carry writing pad and pen.

Instructor to conduct briefing season.

TASK 2: **Preparing observation report format for day 1**

1 Collect and identify the required informations regarding Taj Mahal nearest destination in a report format.

2 Prepare observation report format for the destination. (Table 1)

Table 1

Sl.No	Observation/spots	Taj mahal	Toms
1	Sculpture		
2	Monuments		
3	Monolithic		
4	Art		
5	Craft and handicraft		
6	Painting		
7	Flora and fauna		
8	Garden and park		

Sl.No	Observation/spots	Taj mahal	Toms
9	Water falls		
10	Festivals and celebrations		
11	Interior and Exterior		
12	Tomb		
13	Gems		
14	Architecture		
15	History/historical importance		

Format may be modified as per the type of destination.

3 Save the date for future reference

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Tour planning and programming for inbound and outbound for national and international tourest

Objectives: At the end of this exercise you shall be able to
- **check the structure of a basic tour package**
- **plan an inbound tour and outbound tour.**

Requirements

Materials and equipments:

- Visit to nearest tour and travel agency
- Laptop/Net - 1 No.
- Cell phone - 1 No.

PROCEDURE

TASK 1: **Check the basic structure of the tour**

1 Observe the itinerary of the tour (Table 1) and complete the observation manual (Table 2)

Here the itinerary is prepared for agra, delhi, kullu, manali. However instructor may decide the location and prepare itinerary accordingly.

Table 1

AGRA - DELHI-KULLU- MANALI

Day 01: 22:00hrs departure to Agra by train

Day 02: Full day train journey

Day 03: 04:30hrs arrival Agra and transfer to hotel Taj Stay, Agra and fresh up Half day visit to Red fort and Tajmahal After lunch departure to Delhi by bus Evening arrival Delhi and transfer to hotel Green park, Karol bough -

Day 04: Full day Delhi local sight seeing

Night departure to Manali by bus

Day 05: Arrival Manali and transfer to hotel Beas Palace, Manali

Day 06: Full day visit to Hot spring, Snow point and Hadimba temple

Day 07: Half day free for shopping and rest

After lunch departure to Delhi by bus

Day 08: Morning arrival Delhi and transfer to hotel Green park, Karol bough

Full day free for shopping and rest

22:00hrs departure to Chennai by train

Day 09: Full day train journey

Day 10: 07:30hrs arrival Chennai

EXPERIENCE AWONDER HOLIDAYS WITH NEWS KINGS

Rates Includes of

- Train (Concession)
- Accommodation
- Entrance and Food
- Transportation and Escort
- Winter coat and Jeep Ride
- Tour Cost: Rs.4,500/- per head

Rates Quote for 80pax

- Rates Not Includes
- Horse ride
- Porter service

— — — — — — — —

TASK 2: **Visit local tour agency**

1 Visit the local nearest tour and travel agency.

2 Request the tour operator to give some itineraries of different tour packages.

3 Identify various aspects of minimum Five package.

4 Findout any arrangement for food, sensitivity of the tourist concerned.

5 Findout own caterer can be arranged.

6 Find out any interpreter facilities available

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Table 2 Observation Manual

Tour Places: Duration: Total Pax: Cost Per Head: Departure station: Date: Time:					
Travel	Mode	Route From	Via	To	Travelling hrs
	Air				
	Train				
	Bus				
	Jeep				
	Local carts				
	Warp				
Accommodation	Mode	No.of Day/Night of the tour	Place of stay		Address of the hotel
	Full day				
	Night stay				
	Fresh up				
Services offering	During travel		Stay and site seeing		
	During travel		Stay and site seeing		

— — — — — — — —

TASK 3: **Plan a tour and create database**

1 Plan a tour for 6 days tour through South-India covering major destinations like Mysore, Hogenekal, Yercaud, Athirapally and Coimbatore.

2 Plan 15 day Northern India trip covering Jabalpur, Nagpur, Nasik, Gir forest, Jaipur, Jothpur and Jaisalmer.

3 Create record and save it in the computer for future purpose.

— — — — — — — —

TASK 1: **Plan and Organize a Outbound Tour**

Situation: The college students of renounced college of your city with 97 students and 3 staff members wants a trip to Monuments of United Kingdom.

1 Check all the tourist have valid passport and apply for Visa if ; no, arrange it

2 Calculate the air ticket fare per student and calculate it for 101 persons.

3 Contact travel agency at London and find site seeing locations/very with maps.

4 Find the trip and accommodation cost.

5 Contact Insurance agent and arrange travel insurance for the tourist

6 Add all the cost including tax and profit and find Cost of the tour per person.

7 Confirm the tour by getting advance and book the air ticket

8 Arrange the site seeing travel by paying advance to their bank account

9 Arrange meeting with tourists and give them detailed talk about the trip

10 Ask them to assemble at airport well before of the departure time.

11 Hand over all the documents to the tour in charge

12 Inform the travel agency in UK and get the report

13 Pay the balancing amount to the travel agency account at the last day cal.

14 Receive the tourist at the airport and get the feedback from them.

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Follow procedure for booking a tour

Objectives: At the end of this exercise you shall be able to
- **book the tour by web site and phone**
- **send the conformations.**

Requirements

Materials and equipments:

- Computer with internet connection - 1 No.
- Phone connection - 1 No.
- Flyers, Brochures and Pamphlets of different tour packages - 5 Students
- Smart phone - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.

PROCEDURE

TASK 1: **Book the tour by internet (mock drill)**

1 Create a website for your travel agency.

2 Post your e-mail address in the website.

3 Check your e-mail in box regularly.

Satisfy the customer with immediate reply to the customer without fail. (Fig 1)

4 Send different packages of the tour.

5 Give more options.

6 Send albums of different tour packages.

7 Get the positive reply from the customer.



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TASK 2: **Book the tour by phone (mock drill)/Mail**

1 Mail the customer, explain and get the phone number/contact deails.

2 Ask when he/she will be free to call them (Fig 2).

3 Call them in the specified date and time.

4 Give them more offers to choose

5 Get positive answer from the customer and confirm it.



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TASK 3: **Send confirmation**

1 Send the confirmation letter through courier or mall. signed by the (Table 1)

2 Get a copy of confirmation letter duly signed by the (Table 1) customer.

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Table 1

BLESSINGS TOURS AND TRAVELS

Tour Confirmation Form

Date:

Customer Name :
Address :

Places to Visit :

Total days of visit :
Date of departure :
Date of Arrival :
Total tour cost per Person :
Minimum number of Pax :
Services Offered :

Advance Payment :
(Attached: Tour Itinery)

Customer Signature
Official Seal & Date

Director
Official Seal & Date

Follow procedures for cancelling a tour

Objectives: At the end of this exercise you shall be able to
- **find information on passenger booking detail and cross verify**
- **do the cancellation of transport arrangements**
- **arrange cancellation of accommodation arrangements made**
- **make cancellation of other refreshments/recreation/special arrangements made**
- **notify the customer about the cancellations made**
- **document and file the cancellation details.**

TASK 1: **Find information on passenger booking detail and cross verify**

1 Verify the information on cancellation request of customer.

2 Find out all the reservations and other arrangements made for the customer for the tour package.

3 Verify if cancellation may be done a per the cancellation policy of the agency.

4 Cross verify with the customer the details on their booking details of the tour package and other arrangements like visa, passport etc.and inform the customer the cancellation policy of the agency in terms of deduction, refunds, etc.

5 Note down all the information gathered .

— — — — — — — —

TASK 2: **Do the Cancellation of Transport arrangements**

1 Find out various transport arrangements made for the tour packages , like , Pickup and drop , airline/. Rail/ bus transportation details to the destinations , local site seeing transport arrangements, etc.

2 Segregate transport arrangements in order.

3 Find out the policy of the transport operator in terms of cancellation.

4 Make arrangements for cancellation of the reservation like Fax/E-mail/ on line cancellation etc.

5 Check any other travel arrangements made like visa and make necessary arrangements for cancellation.

— — — — — — — —

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TASK 3: **Arrange Cancellation of Accommodation arrangements made**

1 Collect details of various accommodation arrangements made for the tour at various destinations.

2 Arrange accommodation arrangement details in order.

3 Find out the policy of the accommodation provider/ hotels in terms of cancellation .

4 Make arrangements for cancellation of the reservation like Fax/E-mail/ online cancellation etc.

— — — — — — — —

TASK 4: **Make Cancellation of other refreshments /recreation /Special arrangements made**

1 Find out various other tour related arrangements made for the tour packages , like restaurant booking , local tour guide arrangement, arrangement with local recreation facility, etc

2 Sort out these details in order.

3 Check the cancellation policy with them.

4 Make arrangements for cancellation of the reservation like Fax/E-mail/ online cancellation etc. one by one.

— — — — — — — —

TASK 5: **Notify the customer about the cancellations made**

1 Contact the customer and inform the details of various cancellation made on their tour arrangement made.

2 Make arrangements to refund the payments made after the deduction / collecting charges on receipt of original receipt from the guest.

3 Make needful arrangement to handover customer related documents like passport and other documents if any.

— — — — — — — —

TASK 6: **Document and file the cancellation details**

1 Gather all the documents relevant to the cancellation like bills, mails, letter, etc.

2 Arrange them in order and file them for further clarification in future.

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Follow-up terms of conditions to become Travel and Tour assistant of sub agents/ agents of IATA approval agencies

Objectives: At the end of this exercise you shall be able to
- **collect information about IATA approved agents and sub agents nearby**
- **gather details regarding qualification required to become a tour and travel assistant**
- **write resume for applying for a job , type and print out**
- **file the information for future reference and upgrading qualification.**

Requirements

Materials and equipments:

- Computer with Internet connection - 1 No.
- Telephone/Smart phone - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.

PROCEDURE

TASK 1: **Collect information aboutIATA approved agents and sub agents nearby**

1 Collect information about IATA approved travel agents/ tour operators using the Internet in website of the Indian Tourism department /state tourism Department and also IATA official website www.iata.org.

2 Visit the main city of the state to find more approved travel agents or find out information using telephone calls..

3 Collect information about their contact details , telephone numbers , web portals and branches situated in different parts.

4 Note down / type all the information gathered , sort it out and take print out.

5 Verify online the details gathered.

— — — — — — — —

TASK 2: **Gather details regarding qualification required to become a tour and travel assistant**

1 Find out main travel agents from the above task, in terms of their reputation in business, number of branches, popularity etc.

2 Find out the career opportunity from their website page and also note down the educational qualification requirement, capabilities, skills required, etc . to apply for a post of Tour and Travel Assistant with them .

3 If information is not available in the webpage.e.mail or call them to find out the above information.

4 Use a neat format to note down various requirements required to become a Tour and Travel Assistant with different travel agents.

5 Compare and find out common or most preferred qualities and qualification required, note down.

6 Check for any other details on the Internet.

S.No	Travel Agent	Contact Details	Number of Branches, Name and place	Qualification /skills required for a Tour and Travel Assistant				
				Educational Qualification	Technical Qualification	Skills preferred	Experience required	Other qualifications
1	_____	_____	_____	(1). _____	(1). _____	(1). _____	(1). _____	_____
	_____	_____	_____	(2). _____	(2). _____	(2). _____	(2). _____	_____
		_____	_____	(3). _____	(3). _____	(3). _____	(3). _____	_____
			_____					

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2	_____ _____	_____ _____ _____	_____ _____ _____ _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	_____ _____ _____
3	_____ _____	_____ _____ _____	_____ _____ _____ _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	_____ _____ _____
4	_____ _____	_____ _____ _____	_____ _____ _____ _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	_____ _____ _____
5	_____ _____	_____ _____ _____	_____ _____ _____ _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	(1). _____ (2). _____ (3). _____	_____ _____ _____

— — — — — — — —

TASK 3: **Write Resume for applying for a job , Type and Print out**

Use computer and Word Document Type and take a print out of Resume using the following.

1 Format your text

Choose a professional font likeTimes New Roman is the classic font, while Arial or Calibri in a size 11 or 12.

Make the font for your header and the introduction to a section may be a size 14 or 16.

2 Set up the page.

Have one inch margins for the page all the way around with 1.5 or 2 point line spacing. Align the body of resume to the left and your header should be centred at the top of the page.

3 Create your heading.

Write at the top of your resume your contact information including your name, address, email, and phone number.

Name should be in a slightly larger size- either 14 or 16 point font

4 Provide your education history.

list all of your education in chronological order with your most recent schooling first.

Include any college degrees, trade schools, or apprenticeships you might have participated in For each listing, give the university/program name, their address, and your degree or area of study.

5 Present your awards and achievements.

List any special award or recognition received, with the name, date, and purpose of the award.

6 Note your special skills.

Create a short list of positive personality traits that you exemplify like timeliness, enter praising diligent, or team-leader,etc.

7 List your employment history. List this strongest part of Resume at the end of the page so that the recruiter reads through your more impressive accomplishments first.

Include sub-headings for the type of experience each job provided you with, such as

"Management Experience," "Overseas Experience," or "Training Experience."

For each job include the name of the company, the city in which the company is located, your title, your duties and responsibilities, and the dates of employment for each employer.

8 Give your other skills

Include skills that you possess like linguistic skills , technical skills , interesting hobbies etc. 9. write your personal profile

Give your personal details like nationality, date of birth , age, marital status, etc.

10 Give your references. At the end of the Resume list of 2-4 professional references of people whom you've dealt with in a professional manner like previous employer, professor, or volunteer coordinator.

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Format of a Resume

Name:	**Photo if**
Address:	**required**
Contact detail EMAIL:	

Carrier Objective:

Educational History:

- **3**
- **2**
- **1**

Achievements

-

Capabilities

-

Employment History:

Technical Experience:

-

Overseas Experience (3 Years)

-

Language Known:

Extra Curricular Activities:

-

Personal Profile:

Date of Birth Marital Status Nationality

References

-
-

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— — — — — — — —

TASK 4: **File the information for future reference and upgrading qualification**

1 Collect all the information gathered from the above tasks .

2 Check the information gathered from task -2 in a fresh form adding (or) correcting with the information collected with the task 1 if required and fid in fresh form.

3 Compare information regarding the qualification and the Resume prepared to know your present status.

4 Take action in terms of upgrading skills and qualification to become a Tour and Travel Assistant with IATA approved Travel Agents.

5 Pin alt the information and File them for future reference.

— — — — — — — —

TASK 5: **Capital investment**

1 It is important element of capacity building. Weather creation and poverty reduction in developing countries. The 7 commands capitals are.

2 Natural, Cultural, Human, Social, Political, Financial and Constriction. The Government should plan wholistic growth for tourism promotion.

— — — — — — — —

TASK 6: **Risk management**

1 Tourism risk management can be clarification in to 4 dimensions.

1 Environmental, 2 Social, 3 Economic and 4 Political

2 Before tour planning risk management to be constants.

— — — — — — — —

Visit to passport office and procedures to get passport for a tourist

Objectives: At the end of this exercise you shall be able to
- **apply for passport**
- **apply for visa.**

Requirements

Materials and equipments:

- Visit to passport office
- Visit to USA Embassy
- Computer with Internet connection - 1 No.

PROCEDURE

TASK 1: **Apply for a passport**

1 Get the Passport Application Form from the passport office or through internet www.passport.gov.in

2 Follow the instruction given in the form to fill.

Read the instruction and Fill the form carefully

3 Attach the required documents by using the check list given in the form.

4 Submit the print outs of the application form along with required documents to the respective passport office in the appointment date and time printed.

— — — — — — — —

TASK 2: **Apply for Visa**

1 Visit to USA consulate and get the Visa form.

2 Fill the form carefully and attach the required documents.(Box 1)

3 Go to the consulate after getting the call letter for interview.

4 Stand in Queue and pay the fee get the token.

5 Attend the respective counter where they call you.

6 Face the interview and get the result immediately.

Box 1

Attachments

A Valid Passport

Application fee of Rs.1980/- i.e.. USD 45

visa fee of Rs.4400/-i.e.. USD 100

The Visa Form

The I-20 Form, Letter of Admission and Aid letter

original copies of GRE and TOEFL scores

Financial Documentation

Sponsor's Letter

— — — — — — — —

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Visit regional transport office to learn the vehicle registration procedure

Objectives: At the end of this exercise you shall be able to
- **approach regional transport office for registration of vehicle**
- **register the vehicle**
- **obtain vehicle registration certificates.**

Requirements

Materials and equipments:

- Form 20 of Regional transport office - 1 No.
- Form 23 of Regional transport office - 1 No.
- Registration certificate (as sample for students) - 1 No.
- Copy of pollution certificate (as sample for students) - 1 No.
- Computer/Internet/Formas

PROCEDURE

TASK 1: **Practice registration of vehicle (new vehicle)**

1 Collect form no. 20 from Regional Transport office (RTO)

2 Fill in the form completely in all respect.

3 Sign at appropriate place [signature of owner].

4 Take chassis impression of the vehicle on form 20 using pencil.

Place form 20. Firmly, on the chassis number of vehicle, rub a pencil gently over it. The form will get the impression of chassis number on it.

Instructor may organize demo, specially of procedure to take chassis impression.

5 Take the vehicle for physical inspection to the vehicle inspectors of the Regional Transport office and get it physically verified.

6 Deposit the required road tax on line.

7 Deposit registration fee at the cash counter of registering authority.

8 Collect the Registration certificate form 23 (R.C) on the specified date. (as mentioned by RTO officer)

9 Carry registration fee slip, the receipt of road tax to collect the Registration Certificate.

10 Carry the receipt of road tax and registration fee as registration certificate to show the traffic police till R.C is not delivered.

Remember to keep following original papers always with you while driving vehicles.

1 Valid driving license.

2 Registration certificate of vehicle.

3 Valid insurance cover note

4 Valid pollution certificate.

5 Valid fitness certificate etc.

11 Visit https://tnsta.gov.in for further details

Visit RTO to know vehicle registration of a transit vehicle

Objectives : At the end of this lesson you shall be able to
- **prepare yourself to register in RTO as Tourist Transport Operator (TTO)**
- **fill Reorganisation/ Renewal /Extension Form as TTO.**

TASK 1: **Organise and arrange the following**

Documents required for approval / renewal or extension as an approved tourist transport operator (tto)

1 Application form duly filled in.

2 Two attached Photograps.

3 Documentry Proof (Preferbly registraction certification from govt) in support of begining of operation of your firm.

4 Indicate the loans and mortgages as on the date of application.

5 Reflect Number of vehicles viz. AC Coaches, Non - AC Coaches, Mini Coaches, cars and boats / operated as tourist vehicles with their Make, Model and Registration (Attach list of vehicles in the prescribed proforma at Annexure - 1)

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6 Sign copy of the Pledge of Commitment towards "Safe and Honourable Tourism"

The pledge is attached in English and Hindi as Annexure II and III respectively.

7 Arrange a copy of complete Audited Balance Sheet with Director's Report for the latest financial year.

8 Organize Income Tax Acknowledgement for the latest assessment year.

9 Collect Service Tax Registration number from the concerned authority.

10 Prepare Reference letter from Bank on its original letterhead regarding the firm's bank account and address with telephone numbers.

11 Organize Details of staff employed (including drivers) giving names, educational qualification and experience if any in transport field and length of service in your organization (copies of certificates to be enclosed).

12 Write Names of focal points.

13 Provide Details of office premises, area and office space in sq. ft. (150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 metres from sea level) and accessibility to toilet and reception area.

14 Arrange Certificate of Statutory Auditor of the firm on original letter head in support of turnover / from tourist transport operation only which should not be less than Rs. 25.00 Lakh for rest of India and Rs. 10.00 lakh for the North — Eastern region, remote and rural areas during the last financial! calendar year.

15 Reflect Name of the Travel Agents 1 Tour Operators 1 Hotel IAirlines with whom most business is // transacted.

16 Keep ready attested copies of valid permits issued by Road Transport Authority (RT A) ! State Transport Authority (STA) for tourist vehicles and R.C. Books of Tourist Vehicles should be furnished.

17 Prepare Demand Draft for Rs. 3,0001- towards processing fees payable to Pay and Accounts Officer, Ministry of Tourism, Government of India.

18 Organize Documents duly stamped and attested by the Managing Director / Managing Partner / Proprietor of the firm.

I The guidelines including application form etc., may be downloaded from websites www.tourism.gov.in and www.incredibleindia.org.

II The application form along with all supporting documents should be submitted in duplicate.

III Please quote the reference number of Ministry of Tourism if the application is for renewal of recognition.

IV When applying for Branch Office(s), separate application forms should be filled and submitted along with the required documents, in duplicate.

v visit - https://month.nic.in

— — — — — — —

TASK 2 : **Practice filling up the Form.**

Self attached Passport size photograph of Managing Director / Managing Partner/ Proprietor.

APPLICATION FORM FOR RECOGNITION! RENEWAL OR EXTENSION AS AN APPROVED TOURIST TRANSPORT OPERATOR (TTO)

1. Name of the Organization.....
   Address of the Head office . .....
   Telephone Numbers.....
   Fax Numbers .....
   Email Address .....
   Website Name .....
   Address of the Branch offices (if any) .....
   Telephone Numbers.....
   Fax Numbers.....
   Email Address.....
   (Please fill up separate application form, in duplicate, for Branch Office(s), if any**)**
2. Nature of the Organization (Proprietary concern, Partnership or Incorporation)
   .....
3. Year of Registration / commencement of business (with documentary proof)
   .....
4. Name of Proprietor! Partners! Directors/ etc. .....
   Details of their interests, if any in other business may also be indicated .....
   .....

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5 Particulars of staff (including staff) employed:

Total number of staff:

Name Designation Qualifications Experience Salary Length of Service with the firm

I. .....

II..... .

III.....

IV.....

Names of focal points for “Safe and Honourable Tourism”:

(i)

(ii)

6 Details of office premises (Documentary proof / Rent Agreement/Ownership Deed to be made available) - Office Space in sq. ft. Reception area in sq. ft Accessibility to toilets (Please write Yes or No) .

7 Name of Bankers (please attach a reference letter on original letterhead from your Bankers) ....

8 Name of the Auditors..... A Balance - Sheet and Profit and Loss Statement pertaining to the tourist transport operation, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the date of submission of your application.

9 A copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed.

10 Certificate of Statutory Auditor of the firm in original regarding turnover from Tourist Transport Operations only for the preceding year/latest year.

11 Names of the Travel Agents / Tour Operators / Hotel/Airlines with whom most business is transacted.

12 Please indicate the loans and mortgages as on the date of-application.

13 Number of vehicles viz. A / C Coaches, Non -A / C Coaches, Mini Coaches, cars and boats operated as commercial tourist vehicles with their Make, Model and Registration (Attach list of vehicles.)

14 Attested copies of valid permits issued by Road Transport Authority (RTA) / State Transport Authority (STA) for tourist vehicles and R.C. Books of Tourist Vehicles should be furnished.

15 Please attach publicity material such brochures I folders / leaflets / posters concerning itineraries and website address of the agency.

16 Please enclose Demand Draft of Rs. 3, 000/- for Head Office and Rs.3, 000/- for each Branch Office as fee for approval I renewal or extension.

For Head Office, please mention: — — — — — — —

Demand Draft No . .....

Date .....

Amount.....

For Branch office(s), please mention:

Demand Draft No .....

Date.....

Amount..... .

Signature of Proprietor/Partner/Managing Director

Rubber Stamp

Place:

Date:

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Make a project report on the development of Travel from ancient, medieval and modern time

Objectives: At the end of this exercise you shall be able to
- **collect information regarding travel from ancient, medieval and modern time**
- **make a comparative study to find out the development in travel**
- **gather supporting documents like data, picture, etc.**
- **make a detailed project report on the development of travel from ancient, medieval and modern time.**

Requirements

Materials and equipments:

- Atlas/Indian political Map /state map - 1 No.
- Computer with Internet connection - 1 No.
- Telephone - 1 No.
- File Folder - 1 No.
- A-4 papers Forms - 12 Nos.
- Stationery items - 1 Set.
- Related Books for reference - 1 Set.

PROCEDURE

Instructor to arrange necessary books for reference for the trainee as per availability.

TASK 1: **Collect information regarding travel from ancient, medieval and modern time**

1 Refer books! internet to find out information regarding travel in ancients, Medieval time.

2 Collect information regarding mode of travel, frequency of travel, purpose, etc in detail.

3 Find out information of travel relevant to tourism purpose of various time.

4 Gather information of famous travelers of the world.

5 Find in detail the above mentioned information in context to India.

6 Tabulate the information gathered in a neat format enabling an easier comparison.

— — — — — — — —

TASK 2: **Make a comparative study to find out the development in travel**

1 Use the details gathered from the above task to compare the development of the transport, travel and tourism.

2 Make a detailed comparative study of transport in various time period

3 Represent the comparative study neatly using graphical chart like pie diagram, bar graph, etc.

4 List out the findings of the comparative study and write a conclusion for the project.

— — — — — — — — —

TASK 3: **Gather supporting documents like data, picture, etc.**

1 Collect pictures, cut outs from magazines, data, interesting information, etc to support the project details and for making it more interesting.

2 Arrange the above mentioned, in a neat format ,and find appropriate place for attaching them along with relevant information.

3 Stick them next to the relevant information after printing out and binding of the project.

4 Collect the list of books, magazines, website address, etc with the name of author, publications, page numbers etc. for writing the bibliography for the project.

— — — — — — — — —

TASK 4: **Make a detailed project report on the development of travel from ancient, medieval and modern time**

1 Collect all the information gathered.

2 Tabulate the information using the format given bellow.

3 Make a neat report on the Destination of covering the following points

- A brief introduction
- Detailed history of the travel in Ancient, Medieval and Modern time.
- Comparative study of development in travel and tourism
- Tables of information (of all the Tasks)
- Pictures
- Conclusion

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Collect the information regarding places of Art and architecture of tourism

Objectives : At the end of this lesson you shall be able to
- **find out information regarding various places of Art and Architectural importance of India**
- **collect information regarding right time to visit, transport and other facilities available for tourist**
- **tabulate information gathered in a neat format**
- **file information for further reference.**

Requirements

Materials and equipments:

- Atlas / Indian political Map /state map - 1 No.
- Computer with Internet connection - 1 No.
- Telephone - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.

PROCEDURE

Instructor may arrange for a tour for the trainees to one place of tourism importance identified according to the convenience - One day Industry Visit.

TASK 1: **Find out information regarding various places of Art and Architectural importance of India**

1 Use Atlas (Indian Map) and spot out the places of Cultural importance and list all the places from North/ East/West/South region.

2 Collect information regarding the domestic and foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call and also using the Internet in website of the Indian Tourism department /state tourism Department.

3 Enlist and tabulate the information gathered for future reference and to identify the place of visit, using the format given below.

Format for Identifying Place of cultural Importance

S .No.	Name of the Place of Cultural Importance	Domestic Tourist		Foreign Tourist		Cultural Importance (Three each For one place)
		Inflow Year-I	Year-II	Inflow Year-I	Year-II	
1	Name :_____					-
2	Name :_____					-
3	Name:_____					-
4	Name:_____					-
5	Name:_____					-
6	Name:_____					-
7	Name:_____					-
8	Name:_____					-
9	Name:_____					-
10	Name:_____					-

4 Select places having high potential for tourism comparing the tourist inflow from the chart and also its cultural importance.

— — — — — — — —

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TASK 2: **Find the characteristics of the place of visit and identify right time to visit**

1 Enlist the selected places of cultural/Art/Architectural importance of various North East /West/South Regions of India.

Instructor may divide students into groups and give them different regions to collect information as a group activity.

2 Use internet to find information related to the cultural I Art architectural importance of selected regions.

3 Call the local authorities of tourism at the place of visit and gather the information about right season to visit.

4 Gather details regarding the cultural tourism importance of each region, Art Galleries, popular activities like dance festivals, Musical concert, Kumbmela, timings of the place of visit, Palaces and Buildings of Architectural importance, etc.

5 Know about various places of tourism importance nearby, accommodation, local transport guide facilities, local site seeing "etc of each region using the above method.

6 Tabulate the information collected for future reference.

7 Identify the right time to visit the place using above information according to the convenience.

Format for Detailed Information About Place of Cultural/Art /Architectural Importance

Details	**Place of cultural / art / architectural importance**
1 Timing	Morning:_____ To_____ Evening :_____ To_____
2 Special Programs: Dance Festival, Musical Events, Traditional festivals I. _____ II. _____ III. _____	Timings: I. _____ To_____ II. _____ To_____ III. _____ To_____
3 Season I. Summer II. Winter III. Spring	 _____ To _____ _____ To _____ _____ To _____
4 Special Details (If any) • _____ • _____ • _____ • _____ • _____	Details: _____ _____ _____ _____ _____

— — — — — — — —

TASK 3: **Make relevant arrangements**

1 Using the map identify the shortest and convenient route to the place of visit.

2 Find out the convenient transportation - one or many (Like Road (or) Road and Rail (Or) Road, rail and Taxi, etc.).

3 Book tickets with the convenient mode of transportation.

4 Make booking and other arrangements regarding accommodation, taxi arrangements, local approved guides, booking with the place of visit (if required), etc.

5 Pack Clothing and other requirements according to the season of the place of visit.

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TASK 4: **Visit the place and know its characteristic features**

1 Reach the place of visit using the relevant transport arrangement according to the booking made and accommodate in the place arranged (if required).

2 Arrive at the place of Cultural importance at right time.

3 Use local guide to explain the details and explore the place of visit and gather the information.

4 Gather other information, spending time around the place of visit - like alternate accommodation of different category, guides, shopping, other interesting places nearby, Food habits ,Restaurants, local culture and tradition, Other seasonal cultural activities.

— — — — — — — —

TASK 5: **Gather and tabulate information**

1 Collect all the information gathered at the time of visit.

2 Tabulate the information using the format given bellow.

3 Re do filling of the information gathered from task -2 in a fresh form adding (or) Correcting with the information collected with the practical visit.

4 Pin all the information and File them for future reference

Format for Detailed Information about Identified Place of Cultural/Art /Architectural Importance

Name of the place of Cultural/Art /Architectural importance : _____

S.No	Details	Options	Choices	Contact Détails (Ph. No, Web site, etc.)
1	Transport	Rail	Train name, number and D.time _____ _____	_____
		Bus	Route No. TransportOperator _____ _____	_____
		Taxi	i. _____ _____ ii._____ _____	_____ _____
2	Tavel Agency / Tour operator	Option 1. Option 2.	_____ _____ _____ _____	_____ _____
3	Local Authority of visit	1. 2.	Designation Name of the place _____ _____ _____ _____	
4	Accommo-dation	Star Category Budget category Low priced	_____ _____ _____ _____ _____ _____	_____ _____ _____
5	Local Tour Guide (Approved)	Option 1. Option 2	Name: _____ Name: _____	_____ _____
6	Restaurants	Option 1. Option 2.	_____ _____	_____ _____
7	Shopping	Option 1. Option 2.	_____ _____	_____ _____
8	Places to visit nearby	1. 2.	Name Distance _____ _____ _____ _____	_____ _____
9	Other Details (if any)			
10	Other Details (if any)			

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Collect the information regarding world heritage monuments and other prominent monument of India

Objectives : At the end of this lesson you shall be able to
- **identify world heritage monuments of India**
- **gather information on other prominent monuments of India**
- **find out the accessibility using various mode of travel to these sites**
- **collect Information regarding the other facilities available**
- **tabulate the information in a neat format and File for further reference.**

Requirements

Materials and equipments:

- Atlas / Indian political Map /state map - 1 No.
- Computer with Internet connection - 1 No.
- Telephone - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.

PROCEDURE

Instructor may arrange for a tour for the trainees to one place of tourism importance identified according to the convenience - One day Industry Visit.

TASK 1: **Collect information on world hertage monuments**

1 Gather information on world heritage Monuments of India

2 Gather information on other prominent Monuments of India

3 Find out the accessibility using various mode of travel to these sites

4 Collect Information regarding the other facilities available

5 Tabulate the information in a neat format and File for further reference

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TASK 2: **Identify places of heritage monument from north/east/west/south**

1 Refer Books, use internet andUse Atlas (Indian Map) to spot out the places of Heritage Monuments(World Heritage monument and other prominent monuments) and list all the places from North/East/Wes South region.

2 Collect information regarding the domestic and foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call and also using the Internet in website of the Indian Tourism department /state tourism Department.

3 Know the Heritage importance of each region using the above method.

4 Enlist and tabulate the information gathered for future reference and to identify the place of visit, using the format given below.

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Format for Information to Identify Place of Heritage Monuments

S. No.	Name of the Place of Heritage Monument	Domestic Tourist Inflow		Foreign Tourist Inflow		Heritage Importance (Three each For one place)
		Year-I	Year-I	Year-I	Year-II	
1	Name : _____ Type : _____					• • •
2	Name : _____ Type : _____					• • •
3	Name : _____ Type : _____					• • •
4	Name : _____ Type : _____					• • •
5	Name : _____ Type : _____					• • •
6	Name : _____ Type : _____					• • •
7	Name : _____ Type : _____					• • •
8	Name : _____ Type : _____					• • •
9	Name : _____ Type : _____					• • •
10	Name : _____ Type : _____					• • •

5 Choose places having high potential for tourism comparing the tourist inflow from the chart and also its Heritage importance.

— — — — — — — —

TASK 3: **Find the characteristics of places to visit and identify right time to visit**

1 Call the local authorities of the place of visit and gather the information about right season to visit.

2 Use internet to find information related to the heritage importance of selected regions,

3 Call the local authorities of tourism at the place of visit and gather the information about right season to visit.

4 Gather details regarding the heritage tourism importance of each region, history, Important sites to visit, timings of the place of visit, Special programmes like light and sound show, theatre show, etc, .

5 Know about various places of tourism importance nearby, accommodation, local transport ,guide facilities, local site seeing, etc of each region using the above method.

6 Tabulate the information collected for future reference.

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Format for Detailed Information About Place of Heritage Monuments

DETEAILS	**Name of the Monument: Place:**
I. Timing	Morning : _____ To _____ Evening : _____ To_____
II. Special Programmes: 1. _____ 2. _____ 3. _____	Timings: 1. _____ To_____ 2. _____ To_____ 3. _____ To_____
III. Season 1. Summer 2. Winter 3. Spring	_____ To _____ _____ To _____ _____ To _____ _____ To _____
IV. Special Details (If any) • History • _____ • _____ • _____ • _____ • _____ • _____	Details : _____ _____ _____ _____ _____ _____ _____

5 Identify the right time to visit the place using above information according to the convenience.

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TASK 4: **Make relevant arrangements**

1 Using the map identify the shortest andconvenient route to the place of visit.

2 Find out the convenient transportation - one or many (Like Road (or) Road and Rail (Or) Road, rail and Taxi, etc.).

3 Book tickets with the convenient mode of transportation.

4 Make booking and other arrangements regarding accommodation, taxi arrangements.

5 Local approved guides, booking with the place of visit (if required) , etc.

6 Pack Clothing and other requirements according to the season of the place of visit.

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TASK 5 : **Visit the place and know its characteristic features**

1 Reach the place of visit using the relevant transport arrangement according to the booking made and accommodate in the place arranged (if required).

2 Arrive at the place of heritage importance at right time.

3 Use local guide to explain the details and explore the place of visit and gather the information.

4 Gather other information, spending time around the place of visit - like alternate accommodation of different category, guides, shopping, other interesting places nearby, Food habits , Restaurants, local culture and tradition.

— — — — — — — —

TASK 6: **Gather and tabulate information**

1 Collect all the information gathered at the time of visit.

2 Tabulate the information using the format given bellow.

3 Re do filling of the information gathered from task -2 in a fresh form adding (or) correcting with the information collected with the practical visit.

4 Pin all the information and File them for future reference.

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Format for Detailed Information About Identified Place of Heritage Monument

Name of the place of heritage importance : _____

S.No	Details	Options	Choices		Contact Détails (Ph. No, Web site, etc.)
1	Transport	Rail	Train name, number and D.time _____ _____		_____
		Bus	Route No. _____	Transport Operator _____	_____
		Taxi	i. _____ ii._____	_____ _____	_____ _____
2	Tavel Agency / Tour operator	Option 1. Option 2.	_____ _____	_____ _____	_____ _____
3	Local Authority of the place of visit	1. 2.	Designation _____ _____	Name _____ _____	
4	Accommo-dation	Star Category Budget category Low priced	_____ _____ _____	_____ _____ _____	_____ _____ _____
5	Local Tour Guide (Approved)	Option 1. Option 2	Name: _____ Name: _____		_____ _____
6	Restaurants	Option 1. Option 2.	_____ _____		_____ _____
7	Shopping	Option 1. Option 2.	_____ _____		_____ _____
8	Places to visit nearby	1. 2.	Name _____ _____	Distance _____ _____	_____ _____
9	Other Details (if any)				
10	Other Details (if any)				

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Collect the Information regarding Indian classical dance, folk dances, Music and musical instruments, art and handicraft, fairs & festivals

Objectives : At the end of this lesson you shall be able to
- **collect information on indian Classical Dances**
- **gather details of music and musical instruments of India**
- **find out information regarding Art and Handicraft of India**
- **make a list of Fairs and festivals felebrated in India.**

Requirements

Materials and equipments:

• Atlas / Indian political Map /state map	- 1 No.	• File Folder	- 1 No.
• Computer with Internet connection	- 1 No.	• A-4 papers /Forms	- 12 Nos.
• Smart phone	- 1 No.	• Stationery items	- 1 Set.

PROCEDURE

Instructor may arrange for a tour for the trainees to one place of tourism importance identified according to the convenience - One day Industry Visit .

TASK 1: **Collect information on Indian classical dances and folk dances**

1 Refer book to find out various Indian classical dance forms and folk dances
2 Visit (or) call nearest Indian classical / Folk dance academy to find out more information.
3 Gather information about various dances festivals organized with timings of dept.
4 In a neat format type / write the information gathered.

— — — — — — — —

TASK 2 : **Gather information on music and musical instrument of India**

1 Use books related to music to find out various of music and musical instruments of India.
2 Visit nearest music academy organizing and promoting Indian music and collect relevant information.
3 Gather information on various musical formats and musical instruments of India.
4 Tabulate information for further reference

— — — — — — — —

TASK 3: **Find out information regarding art and handicraft of India**

1 Use internet to find out various art and handicraft formats of India
2 Visit nearest Indian handicraft showroom to know various arts and craft articles
3 Collect samples / pictures more information and tabulate neatly for reference.
4 Enquire with NGO organisation for conduct of events.

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TASK 4 : **Make a list of fairs and festivals of India**

1 Use books and internet to find out various fairs and festivals of India
2 Sort out various fairs and festivals according to regions and the time.
3 Collect more information of the specialty of the festivals
4 Make a neat list with name of time, region and specialty of various arts and festivals.
5 Prepare a database and share the information future refrence.

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Collect the detailed information regarding religious tourism resource

Objectives : At the end of this lesson you shall be able to
- **identify places of Religious Importance in a region of various religions**
- **find the characteristics of the places of religious importance/shrines/centers**
- **make relevant transport arrangements to visit**
- **learn the religious importance of the place of visit**
- **tabulate the details gathered about the place for future reference.**

Requirements

Materials and equipments:

- Atlas / Indian political Map /state map - 1 No.
- Computer with Internet connection - 1 No.
- Smart phone - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.

PROCEDURE

Instructor may arrange for a tour for the trainees to one place of tourism importance identified according to the convenience - One day Industry Visit

TASK 1: **Identify places of religious importance from north/east/west/south**

1 Use Atlas (Indian Map) or using reference books and spot out the places of religious importance and list all the places from North/East/West South region.

2 Collect information regarding the domestic and foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call and also using the Internet in website of the Indian Tourism department /state tourism Department.

3 Know the religious importance of each region , Shrines centers ,popular activities, various places of tourism importance, accommodation, local transport ,guide facilities, local site seeing "etc of each region using the above method.

4 Enlist and tabulate the information gathered for future reference and to identify the place of visit, using the format given below.

Format for Information for choosing Places of Religious Importance

S. No.	Name of the Place of Religious Important	Domestic Tourist Inflow		Foreign Tourist Inflow		Religious Importance of the place/shines/centre (Three each For oneplace)
		Year-I	Year-I	Year-I	Year-II	
1	Name : _____ Type : _____					• • •
2	Name : _____ Type : _____					• • •
3	Name : _____ Type : _____					• • •
4	Name : _____ Type : _____					• •
5	Name : _____ Type : _____					• •

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6	Name : _____ Type : _____					•
7	Name : _____ Type : _____					•
8	Name : _____ Type : _____					•
9	Name : _____ Type : _____					•
10	Name : _____ Type : _____					•

5 Choose one place and also its having high potential for tourism comparing the tourist inflow from the chart and also its religious importance.

— — — — — — — —

TASK 2: **Find the characteristics of the place of visit and identify right time to visit**

1 Call the local authorities of the place of visit and gather the information about right season to visit.

2 Gather details regarding timings of the place of visit, special ritual programme timing, etc.

3 Tabulate the information collected for future reference.

Format for Detailed Information About Place of Religious Importance

DETEAILS	**Name of Religious**	**Place:**
I. Timing	Morning : _____ Evening : _____	To _____ To_____
III. Special Programmes: 1. _____ 2. _____ 3. _____	Timings: 1. _____ 2. _____ 3. _____	 To_____ To_____ To_____
1. Season 2. Summer 3. Winter 4. Spring	_____ _____ _____ _____	To _____ To _____ To _____ To _____
IV. Special (If any) • History • Pooja /Tradition custom • _____ • _____ • _____ • _____ • _____	Details : _____ _____ _____ _____ _____ _____ _____	

4 Identify the right time to visit the place using above information according to the convenience.

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TASK 3: **Make relevant arrangements**

1 Using the map identify the shortest andconvenient route to the place of visit.

2 Find out the convenient transportation - one or many (Like Road (or) Road and Rail (or) Road, rail and Taxi, etc).

3 Book tickets with the convenient mode of transportation.

4 Make booking and other arrangements regarding accommodation, taxi arrangements, local approved guides, booking with the place of visit (if required), etc.

5 Pack Clothing and other requirements according to the season of the place of visit.

— — — — — — — —

TASK 4: **Visit the place and know its characteristic features**

1 Reach the place of visit using the relevant transport arrangement according to the booking made and accommodate in the place arranged (if required).

2 Arrive at the place of religious importance at right time with local customs if any.

3 Use local guide to explain the details and explore the place of visit and gather the information including dresscode.

4 Gather other information, spending time around the place of visit - like alternate accommodation of different category, guides, shopping, other interesting places nearby, Food habits, Restaurants, local culture and tradition.

— — — — — — — —

TASK 5: **Gather and tabulate information**

1 Collect all the information gathered at the time of visit.

2 Tabulate the information using the format given bellow.

3 Re do filling of the information gathered from task -2 in a fresh form adding (or) correcting with the information collected with the practical visit.

4 Pin all the information and File them for future reference.

Format for Detailed Information About Identified Place of Religious Importance

Name of the place of Religious importance : _____

S.No	Details	Options	Choices		Contact Détails (Ph. No, Web site, etc.)
1	Transport	Rail	Train name, number and D.time _____ _____		_____
		Bus	Route No. _____	Transport Operator _____	_____
		Taxi	i. _____ ii._____	_____ _____	_____ _____
2	Tavel Agency / Tour operator	Option 1. Option 2.	_____ _____	_____ _____	_____ _____
3	Local Authority of the place of visit	 1. 2.	Designation _____ _____	Name _____ _____	
4	Accommo-dation	Star Category Budget category Low priced	_____ _____ _____	_____ _____ _____	_____ _____ _____

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5	Local Tour Guide (Approved)	Option 1. Option 2	Name: _____ _____ Name: _____ _____
6	Restaurants	Option 1. Option 2.	_____ _____ _____ _____
7	Shopping	Option 1. Option 2.	_____ _____ _____ _____
8	Places to visit nearby	 1. 2.	Name Distance _____ _____ _____ _____ _____ _____
9	Other Details (if any)		
10	Other Details (if any)		

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Collect the detailed information about national Parks, Wildlife sanctuaries, Bird Sanctuaries, Tiger crocodile projects in India

Objectives : At the end of this lesson you shall be able to
- **national park**
- **bird sanctuary**
- **wildlife sanctuary.**

Requirements

Materials and equipments:

• Laptop	- 1 No.	• Smart phone	- 1 No.
• Internet	- 1 No.	• Get details the park/permission from the local authorities	
• Stationery	- as reqd.		
• Perimeter	- 1 No.		

PROCEDURE

TASK 1: **Prepare the format A and B as given below**

Format A (Format for choosing the place)

DETAILS I. Timing	Morning : _____ To _____ Evening : _____ To_____
II. Special Programmes if any: i. _____ ii. _____ iii. _____	Timings: i. _____ To_____ ii. _____ To_____ iii. _____ To_____
III. Season i. Summer ii. Winter iii. Spring/Autumn	_____ To _____ _____ To _____ _____ To _____ _____ To _____
IV. Special Details: (If any) • History • _____ • _____ • _____ • _____ • _____ • _____ • _____	Details : _____ _____ _____ _____ _____ _____ _____

4 Identify The right time to visit the place using above information according to the convenience.

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Format B

Format for Detailed information about identified place of Naturalimportance

Name of the place of Cultural importance : _____				
S.No	**Details**	**Options**	**Choices**	**Contact Détails (Ph. No, Website, etc.)**
1	Transport	Rail	Train name, number and D.time _____ _____	_____
		Bus	Route No. Transport Operator _____ _____	_____
		Taxi	i. _____ _____ _____ ii._____ _____ _____	
2	Travel Agency / Tour operator	Option 1. Option 2.	_____ _____ _____ _____ _____ _____	
3	Local Authority of the place of visit	1. 2.	Designation Name _____ _____ _____ _____	
4	Accommo-dation	Star Category Budget category Low priced	_____ _____ _____ _____ _____ _____ _____ _____ _____	
5	Local Tour Guide (Approved)	Option 1. Option 2	Name: _____ _____ Name: _____ _____	
6	Restaurants	Option 1. Option 2.	_____ _____ _____ _____	
7	Shopping	Option 1. Option 2.	_____ _____ _____ _____	
8 9	Places to visit nearby Other Details (if any)	1. 2.	Name Distance _____ _____ _____ _____	_____ _____
10	Other Details (if any)			

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TASK 2: **List out the national Park from Related Theory of Ex -1 (Module IV) and complete the format A and B prepared in Task-1**

Note: Prepared formats for national park various locations separately with name.

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TASK 3: **List out wild life sanctuaries of India from Related Theory of Ex-1 (Module IV) and complete the format AS and B prepared in Task-1.**

Note: Prepare formats separately for each locations.

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TASK 4: **List out bird sanctuaries of India from Related Theory of Exc-1 (Module IV) and complete the format A and B of Task-1.**

Note: Prepare formats separately for each location.

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Collect detailed information regarding Major Hill Stations, Islands, Rivers and River Island of India

Objectives : At the end of this lesson you shall be able to
- **major Hill stations of India**
- **islands of India**
- **rivers of India**
- **river Islands of India.**

Requirements

Materials and equipments:

- Computer with Internet - 1 No.
- India political map - 1 No.
- Stationery - as reqd.

PROCEDURE

TASK 1: **Prepare the format A and B as given below**

Name of the place hill station importance

Format A

DETEAILS	PLACE OF HILL STATION IMPORTANCE
I Timing	Morning : _____ To _____ Evening : _____ To _____
II Special Programmes: i. _____ ii. _____ iii. _____	Timings: i. _____ To _____ ii. _____ To _____ iii. _____ To _____
III Season i. Summer ii. Winter iii. Spring/Autumn	_____ To _____ _____ To _____ _____ To _____ _____ To _____
IV Special Details: (If any) • _____ • _____ • _____ • _____ • _____ • _____ • _____	Details : _____ _____ _____ _____ _____ _____ _____

4 Identify The right time to visit the place using above information according to the convenience.

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Format B

Format for Detailed information about identified place of hill station importance

Name of the place of Cultural importance : _____

S.No	Details	Options	Choices		Contact Détails (Ph. No, Website, etc.)
1	Transport	Rail	Train name, number and D.time _____ _____		_____
		Bus	Route No. _____	Transport Operator _____	_____
		Taxi	i. _____ ii._____	_____ _____	_____ _____
2	Tavel Agency / Tour operator	Option 1. Option 2.	_____ _____	_____ _____	_____ _____
3	Local Authority of the place of visit	1. 2.	Designation _____ _____	Name _____ _____	
4	Accommo-dation	Star Category Budget category Low priced	_____ _____ _____	_____ _____ _____	_____ _____ _____
5	Local Tour Guide (Approved)	Option 1. Option 2	Name: _____ Name: _____		_____ _____
6	Restaurants	Option 1. Option 2.	_____ _____		_____ _____
7	Shopping	Option 1. Option 2.	_____ _____		_____ _____
8	Places to visit nearby	1. 2.	Name _____ _____	Distance _____ _____	_____ _____
9	Other Details (if any)				
10	Other Details (if any)				

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TASK 2: **List out the Major Hill stations of India from Related Theory of Ex-2(Module IV) and complete the format A and B as prepared in Task-1.**

— — — — — — — —

TASK 3: **List out the Major Islands of India from Related Theory of Ex-2(Module IV) and complete the format A and B as prepared in Task-1.**

— — — — — — — —

TASK 4: **List out the Major River Islands of India from Related Theory of Ex-2(Module IV) and complete the format A and B as prepared in Task-1.**

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Collect the detailed information on sea beaches of India

Objectives : At the end of this lesson you shall be able to

- **collect information on sea beaches of India**
- **find the characteristics of the places - tourism importance, mode of travel andother facilities available for tourism**
- **make relevant transport arrangements for the visit**
- **learn the Physical tourism importance of the Beach**
- **tabulate the details gathered about the place for future reference.**

Requirements

Materials and equipments:

- Indian political Map - 1 No.
- Computer with Internet connection - 1 No.
- Smart phone - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.

PROCEDURE

Instructor may arrange a tour for the trainees to one place of tourism importance identified according to convenience.

TASK 1: **Identify various famous beaches from different regions of india**

1 Use Atlas (Indian Map)/reference books to spot out various beaches and list all the places from different region.

2 Collect information regarding the domestic and foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call and also using the Internet in website of the Indian Tourism department /state tourism Department.

3 Know the Physical importance ,popular activities, various places of tourism importance, accommodation, local transport ,guide facilities, local site seeing "etc of each region using the above method.

4 Enlist and tabulate the information gathered for future reference and to identify the place of visit, using the format given below.

Format for Information to Identify the Beach

S. No.	Name of the Place of Physical Important	Domestic Tourist Inflow		Foreign Tourist Inflow		Physical Importance (Three each For oneplace)
		Year-I	Year-I	Year-I	Year-II	
1	Name : _____ Type : _____					• • •
2	Name : _____ Type : _____					• • •
3	Name : _____ Type : _____					• • •
4	Name : _____ Type : _____					• • •
5	Name : _____ Type : _____					• • •

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6	Name : _____ Type : _____					• • •
7	Name : _____ Type : _____					• • •
8	Name : _____ Type : _____					• • •
9	Name : _____ Type : _____					• • •
10	Name : _____ Type : _____					• • •

— — — — — — — —

TASK 2: **Find the characteristics of the beach and identify right time to visit**

1 Use internet to gather information like seasonality, weather condition, special programmes, events like surfing etc.

2 Call the local authorities of the place of visit and gather the information about right season to visit.

3 Gather details regarding timings of the place of visit, special programme timing, etc.

4 Tabulate the information collected for future reference.

Format for Detailed Information About Beachs

DETEAILS	PLACE OF PHYSICAL IMPORTANCE
I Timing	Morning : _____ To _____ Evening : _____ To _____
II Special Programmes: i. Boating ii. Surfing iii. Swimming	Timings: i. _____ To _____ ii. _____ To _____ iii. _____ To _____
III Season i. Summer ii. Winter iii. Spring	_____ To _____ _____ To _____ _____ To _____ _____ To _____
IV Special Details: (Places (of attraction nearby) • _____ • Speed Boats • _____ • Kajak • _____ • Canoguig • Water sports	Details : _____ _____ _____ _____ _____ _____ _____

4 Identify The right time to visit the place using above information according to the convenience.

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TASK 3: **Make relevant arrangements**

1 Using the map identify the shortest andconvenient route to the place of visit.

2 Find out the convenient transportation - one or many (Like Road (or) Road and Rail (Or) Road, rail and Taxi, etc.)

3 Book tickets with the convenient mode of transportation.

4 Make booking and other arrangements regarding accommodation, taxi arrangements, local approved guides, booking with the place of visit (if required), etc.

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5 Pack Clothing and other requirements according to the season of the place of visit.

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TASK 4: **Visit the place and know its characteristic features**

1 Reach the place of visit using the relevant transport arrangement according to the booking made and accommodate in the place arranged (if required).

2 Arrive at the place of Physical importance at right time.

3 Use local guide to explain the details and explore the place of visit and gather the information.

4 Gather other information, spending time around the place of visit - like alternate accommodation of different category, guides, shopping, other interesting places nearby, Food habits , Restaurants, local culture and tradition.

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TASK 5: **Gather and tabulate information**

1 Collect all the information gathered at the time of visit.

2 Tabulate the information using the format given bellow.

3 Re do filling of the information gathered from task -2 in a fresh form adding (or) correcting with the information collected with the practical visit.

4 Pin all the information and File them for future reference.

Format for Detailed Information About Identified Place of Physical Importance

Name of the place of Physical importance (Beach) : _____

S.No	Details	Options	Choices	Contact Détails (Ph. No, Website, etc.)
1	Transport	Rail	Train name, number and D.time _____ _____	_____
		Bus	Route No. Transport Operator _____ _____	_____
		Taxi	i. _____ _____ ii._____ _____	_____ _____
2	Tavel Agency / Tour operator	Option 1. Option 2.	_____ _____ _____ _____	_____ _____
3	Local Authority of the place of visit	1. 2.	Designation Name _____ _____ _____ _____	
4	Accommo-dation	Star Category Budget category Low priced	_____ _____ _____ _____ _____ _____	_____ _____ _____
5	Local Tour Guide (Approved)	Option 1. Option 2	Name: _____ Name: _____	_____ _____
6	Restaurants	Option 1. Option 2.	_____ _____	_____ _____

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7	Shopping	Option 1. Option 2.	_____ _____ _____ _____
8 9	Places to visit nearby Other Details (if any)	 1. 2.	Name Distance _____ _____ _____ _____ _____ _____
10	Other Details (if any)		

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Collect detailed information on Aero sports in India

Objectives : At the end of this lesson you shall be able to
- **collect detailed information on Aero sports in India**
- **find out best time to visit these places**
- **learn about firms organizing such sports activities**
- **call Nisit and Gather information on Aero sports in India**
- **file the information for further reference.**

Requirements

Materials and equipments:

- Atlas/Indian political Map/State Map - 1 No.
- Indian political Map - 1 No.
- Computer with Internet connection - 1 No.
- Smart phone - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.

PROCEDURE

Instructor may arrange a tour for the trainees to visit a site nearby where aero sports are conducted according to convenience.

TASK 1: **Collect information regarding aero sports in india**

1 Use Aero sport related books to find out various Aero sport related activities and list them out.

2 Find information related to places, organisation conducting Aero sports activities in India, using internet, related books, tourism offices ,etc.

3 Gather information about the contact detail of places where Aero sport activities are conducted, organisations conducting such events.

4 Enlist and tabulate the information gathered for future reference and to identify the place of visit, using the format given below.

Format for Contact Information regarding Aero sport in India

S. No.	Name of the Place of Aero Sports	Tourism Office Organising/Coordinating such event		Foreign Tourist Inflow		Remarks (special requirement like qualification / membership etc...
		Name	Contact Details	Name	Contact Details	
1	Name : _____ Type : _____					• • •
2 3	Name : _____ Type : _____ Name : _____ Type : _____					• • • • • •
4 5	Name : _____ Type : _____ Name : _____ Type : _____					• • • • •

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6	Name : _____ Type : _____				• • •
7	Name : _____ Type : _____				• • •
8	Name : _____ Type : _____				• • •
9	Name : _____ Type : _____				• • •
10	Name : _____ Type : _____				• • •

5 Choose one place and also its having high potential for tourism comparing the tourist inflow from the chart and also its cultural importance.

— — — — — — — —

TASK 2: **Find the characteristics of the place and identify right time to visit**

1 Use internet to gather information like seasonality, weather condition, special programmes, events related to Aero sports ..

2 Call the authorities of the place of visit and gather the information about right time to visit to take part in Aero sports.

3 Gather details regarding timing, requirements like tools, licences required if any, membership, Fees, etc.

4 Tabulate the information collected for future reference.

5 To be conducted under supervisor of experts.

Format for Detailed Information a place of Aero sport

DETEAILS	**PLACE**
I. Timing	Morning : _____ To _____ Evening : _____ To _____
II. Programmes/Events: i. ii. iii. iv.	Timings: i. _____ To _____ ii. _____ To _____ iii. _____ To _____ iv. _____ To _____
III. Season i. Summer ii. Winter iii. Spring	 _____ To _____ _____ To _____ _____ To _____
IV. Special Details: (Places (of attraction nearby) • Hang gliding • _____ • _____ • Para sailing • _____ • Hot air baloon • _____ • _____	Details : _____ _____ _____ _____ _____ _____ _____ _____

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Format for Detailed Information of Aero sport activity organizers

Name of the Place:		District:	State:	
S. No.	**Name of Aero Sport organisers/Agency and Contact details**	**List of Events**	**Timings**	**Special Programmes**
1	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
2	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
3	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
4	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
5	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....

5 Identify the right time to visit the place using above information according to the convenience.

— — — — — — — —

TASK 3: **Make relevant arrangements**

1 Using the map identify the shortest andconvenient route to the place of visit.

2 Find out the convenient transportation - one or many (Like Road (or) Road and Rail (Or) Road, rail and Taxi, etc.).

3 Book tickets with the convenient mode of transportation.

4 Make booking and other arrangements regarding accommodation, taxi arrangements, local approved guides, booking with the place of visit (if required) , etc.

5 Pack Clothing and other requirements according to the season and the aero sports activity participating (If any) of the place of visit.

6 Arrangement of medical Team in case of emergence

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TASK 4: **Visit the place and know its characteristic features**

1 Reach the place of visit using the relevant transport arrangement according to the booking made and accommodate in the place arranged (if required).

2 Arrive at the place of Aero sports at right time.

3 Use local guide to explain the details and explore the place of visit and gather the information.

4 Gather other information, spending time around the place of visit - like alternate accommodation of different category, guides, shopping, other interesting places nearby, Food habits ,Restaurants, local culture and tradition.

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TASK 5: **Gather and tabulate information**

1 Collect all the information gathered at the time of visit.

2 Tabulate the information using the format given bellow.

3 Re do filling of the information gathered from task -2 in a fresh form adding (or) correcting with the information collected with the practical visit.

4 Pin all the information and File them for future reference.

Format for Detailed Information About Identified Place of Aero Sports

Name of the place : _____

S.No	Details	Options	Choices	Contact Détails (Ph. No, Website, etc.)
1	Transport	Rail	Train name, number and D.time _____ _____	_____
		Bus	Route No. Transport Operator _____ _____	_____
		Taxi	i. _____ _____ ii._____ _____	_____ _____
2	Travel Agency / Tour operator	Option 1. Option 2.	_____ _____ _____ _____	_____ _____
3	Local Authority of the place of visit	1. 2.	Designation Name _____ _____ _____ _____	
4	Aero Sport event Organisers	Name 1. 2. 3.	Address and Contact Details _____ _____ _____ _____ _____ _____	Event Organised 1.____ 2. ____ 3.____ 1.____ 2. ____ 3.____ 1.____ 2. ____ 3.____
5	Accommo-dation	Star Category Budget category Low priced	_____ _____ _____ _____ _____ _____	_____ _____ _____
6	Local Tour Guide	Option 1. Option 2	Name: _____ Name: _____	_____ _____
7	Restaurants	Option 1. Option 2.	_____ _____	_____ _____
8	Shopping	Option 1. Option 2.	_____ _____	_____ _____
9	Places to visit nearby	1. 2.	Name Distance _____ _____ _____ _____	_____ _____
10	Other Details (if any)			
11	Other Details (if any)			

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Collect detailed information on Water based sports in India

Objectives : At the end of this lesson you shall be able to
- **collect detailed information on water based sports in India**
- **visit and Gather information on water based sports in India**
- **find out best time to visit these places**
- **learn about companies organising such sports activities**
- **file the information for further reference.**

Instructor may arrange a tour for the trainees to visit a site nearby where water based sports are conducted according to convenience.

TASK 1: **Collect information regarding water based sports in india**

1 Use water based sports related books to find out various water based sportst related activities and list them out.

2 Find information related to places, organisation conducting water based sports activities in India I using internet I related books, tourism offices ,etc.

3 Gather information about the contact detail of places where water based sports activities are conducted, organisations conducting such events.

4 Enlist and tabulate the information gathered for future reference and to identify the place of visit, using the format given below.

Format for Contact Information regarding water based sports in India

S. No.	Name of the Place of water based Sports	Tourism Office Organising/Coordinating such event		Foreign Tourist Inflow (Three each For oneplace)		Remarks (special requirement like qualification /member etc.)
		Name	Contact Details	Name	Contact Details	
1	Name : _____ Type : _____					• • •
2	Name : _____ Type : _____					• • •
3	Name : _____ Type : _____					• • •
4	Name : _____ Type : _____					• • •
5	Name : _____ Type : _____					• • •
6	Name : _____ Type : _____					• • •
7	Name : _____ Type : _____					• • •
8	Name : _____ Type : _____					• • •
9	Name : _____ Type : _____					• • •

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10	Name : _____ Type : _____					• • •

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TASK 2: **Find the characteristics of the place and identify right time to visit**

1 Use internet to gather information like seasonality, weather condition, special programmes, events related to water based sports.

2 Call the authorities of the place of visit and gather the information about right time to visit to take part in Water sports.

3 Gather details regarding timing, requirements like tools, licences required if any, membership, Fees, etc.

4 Tabulate the information collected for future reference.

Format for Detailed Information a place of water based sports

DETEAILS	**PLACE**
I. Timing	Morning : _____ To _____ Evening : _____ To_____
II. Programmes/Events: i. ii. iii. iv.	Timings: i. _____ To_____ ii. _____ To_____ iii. _____ To_____ iv. _____ To_____
III. Season i. Summer ii. Winter iii. Spring	 _____To _____ _____To _____ _____To _____
IV. Special Details: (Places (of attraction nearby) • _____ • _Surfing_____ • _Skiing_____ • _Rafting_____ • _____ • _____ • _____	Details : _____ _____ _____ _____ _____ _____ _____

Format for Detailed Information of water sport activity organizers

Name of the Place:		**District:**	**State:**	
S. No.	**Name of Water based Sport organisers/Agency and Contact details**	**List of Events**	**Timings**	**Special Programmes**
1	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
2	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....

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3	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
4	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
5	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....

5 Identify the right time to visit the place using above information according to the convenience.

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TASK 3: **Make relevant arrangements**

1 Using the map identify the shortest andconvenient route to the place of visit.

2 Find out the convenient transportation - one or many (Like Road (or) Road and Rail (Or) Road, rail and Taxi, etc.).

3 Book tickets with the convenient mode of transportation.

4 Make booking and other arrangements regarding accommodation, taxi arrangements, local approved guides, booking with the place of visit (if required) , etc.

5 Pack Clothing and other requirements according to the seasonand the aero sports activity participating (If any) of the place of visit.

6 Should be carried out undo superior of experts.

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TASK 4: **Visit the place and know its characteristic features**

1 Reach the place of visit using the relevant transport arrangement according to the booking made and accommodate in the place arranged (if required).

2 Arrive at the place of water based sports at right time.

3 Use local guide to explain the details and explore the place of visit and gather the information.

4 Gather other information, spending time around the place of visit -like alternate accommodation of different category. guides. shopping, other interesting places nearby, Food habits , Restaurants, local culture and tradition.

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TASK 5: **Gather and tabulate information**

1 Collect all the information gathered at the time of visit.

2 Tabulate the information using the format given bellow.

3 Re do filling of the information gathered from task -2 in a fresh form adding (or) correcting with the information collected with the practical visit.

4 Pin all the information and File them for future reference.

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Format for Detailed Information About Identified Place of water based sports

Name of the place : _____				
S.No	**Details**	**Options**	**Choices**	**Contact Détails (Ph. No, Website, etc.)**
1	Transport	Rail	Train name, number and D.time _____ _____	_____
		Bus	Route No. Transport Operator _____ _____	_____
		Taxi	i. _____ _____ ii._____ _____	_____ _____
2	Tavel Agency / Tour operator	Option 1. Option 2.	_____ _____ _____ _____	_____ _____
3	Local Authority of the place of visit	1. 2.	Designation Name _____ _____ _____ _____	
4	Water based Sport event Organisers	Name 1. 2. 3.	Address and Contact Details _____ _____ _____ _____ _____ _____	Event Organised 1.____ 2. ____ 3.____ 1.____ 2. ____ 3.____ 1.____ 2. ____ 3.____
5	Accommo-dation	Star Category Budget category Low priced	_____ _____ _____ _____ _____ _____	_____ _____ _____
6.	Local Tour Guide	Option 1. Option 2	Name: _____ Name: _____	_____ _____
7.	Restaurants	Option 1. Option 2.	_____ _____	_____ _____
8.	Shopping	Option 1. Option 2.	_____ _____	_____ _____
9.	Places to visit nearby	1. 2.	Name Distance _____ _____ _____ _____	_____ _____
10.	Other Details (if any)			
11.	Other Details (if any)			

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Best time to visit such places and also learn about the companies organizing such sports activities (Land based)

Objectives : At the end of this lesson you shall be able to
- **collect detailed information on land based sports in India**
- **visit and Gather information on land based sports in India**
- **find out best time to visit these places**
- **learn about companies organising such sports activities**
- **file the information for further reference.**

Requirements

Materials and equipments:

- Atlas/Indian political Map/State Map - 1 No.
- Computer with Internet connection - 1 No.
- Smart phone - 1 No.
- File Folder - 1 No.
- A-4 papers /Forms - 12 Nos.
- Stationery items - 1 Set.

PROCEDURE

Instructor may arrange a tour for the trainees to visit a site nearby where land based sports are conducted according to convenience.

TASK 1: **Collect information regarding land based sports in india**

1 Use Aero sport related books to find out various land based sport related activities and list them out.

2 Find information related to places, organisation conducting land based sports activities in India, using internet, related books, tourism offices ,etc.

3 Gather information about the contact detail of places where land based sport activities are conducted, organisations conducting such events.

4 Enlist and tabulate the information gathered for future reference and to identify the place of visit, using the format given below.

Format for Contact Information regarding land based sports in India

S. No.	Name of the Place of land based Sports	Tourism Office Organising/Coordinating such event		Foreign Tourist Inflow		Remarks (special requirement like qualification /membership etc.)
		Name	Contact Details	Name	Contact Details	
1	Name : _____ Type : _____					• • •
2 3	Name : _____ Type : _____ Name : _____ Type : _____					• • • • • •
4	Name : _____ Type : _____					• • •
5	Name : _____ Type : _____					• • •

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6	Name : _____ Type : _____					• • •
7	Name : _____ Type : _____					• • •
8	Name : _____ Type : _____					• • •
9	Name : _____ Type : _____					• • •
10	Name : _____ Type : _____					• • •

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TASK 2: **Find the characteristics of the place and identify right time to visit**

1 Use internet to gather information like seasonality, weather condition, special programmes, events related to land based sports ..

2 Call the authorities of the place of visit and gather the information about right time to visit to take part in land based sports.

3 Gather details regarding timing, requirements like tools, licences required if any, membership, Fees, etc.

4 Tabulate the information collected for future reference.

5 Execute the event with the ..... of the experts.

Format for Detailed Information a place of land based sports

DETEAILS	**PLACE**
I. Timing	Morning : _____ To _____ Evening : _____ To _____
II. Programmes/Events: i. ii. iii. iv.	Timings: i. _____ To _____ ii. _____ To _____ iii. _____ To _____ iv. _____ To _____
III. Season i. Summer ii. Winter iii. Spring	 _____ To _____ _____ To _____ _____ To _____
IV. Special Details: (Places (of attraction nearby) • _____ • Trekking • _____ • Bungee jumping • _____ • _____ • _____	Details : _____ _____ _____ _____ _____ _____ _____

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Format for Detailed Information of land based sport activity organizers

Name of the Place:		District:	State:	
S. No.	**Name of land based Sport organisers/Agency and Contact details**	**List of Events**	**Timings**	**Special Programmes**
1	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
2	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
3	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
4	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....
5	Name:..... Address:..... .... Phone no.: E. Mail Website:	1. 2.	..... to .... to	....

5 Identify the right time to visit the place using above information according to the convenience.

— — — — — — — —

TASK 3: **Make relevant arrangements**

1 Using the map identify the shortest andconvenient route to the place of visit.

2 Find out the convenient transportation - one or many (Like Road (or) Road and Rail (Or) Road, rail and Taxi, etc.).

3 Book tickets with the convenient mode of transportation.

4 Make booking and other arrangements regarding accommodation, taxi arrangements, local approved guides, booking with the place of visit (if required) , etc.

5 Pack Clothing and other requirements according to the seasonand the aero sports activity participating (If any) of the place of visit.

6 Keep first aid kit for entrance.

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TASK 4: **Visit the place and know its characteristic features**

1 Reach the place of visit using the relevant transport arrangement according to the booking made and accommodate in the place arranged (if required).

2 Arrive at the place of land based sports at right time.

3 Use local guide to explain the details and explore the place of visit and gather the information.

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4 Gather other information, spending time around the place of visit -like alternate accommodation of different category, guides, shopping, other interesting places nearby, Food habits , Restaurants, local culture and tradition.

— — — — — — — —

TASK 5: **Gather and tabulate information**

1 Collect all the information gathered at the time of visit.

2 Tabulate the information using the format given bellow.

3 Re do filling of the information gathered from task -2 in a fresh form adding (or) correcting with the information collected with the practical visit.

4 Pin all the information and File them for future reference.

Format for Detailed Information About Identified Place of land based sports

Name of the place : _____

S.No	Details	Options	Choices	Contact Détails (Ph. No, Website, etc.)
1	Transport	Rail	Train name, number and D.time _____ _____	_____
		Bus	Route No. Transport Operator _____ _____	_____
		Taxi	i. _____ _____ ii._____ _____	_____ _____
2	Tavel Agency / Tour operator	Option 1. Option 2.	_____ _____ _____ _____	_____ _____
3	Local Authority of the place of visit	1. 2.	Designation Name _____ _____ _____ _____	
4	Land based Sport event Organisers	Name 1. 2. 3.	Address and Contact Details _____ _____ _____ _____ _____ _____	Event Organised 1.____ 2. ____ 3.____ 1.____ 2. ____ 3.____ 1.____ 2. ____ 3.____
5	Accommo-dation	Star Category Budget category Low priced	_____ _____ _____ _____ _____ _____	_____ _____ _____
6	Local Tour Guide (Approved)	Option 1. Option 2	Name: _____ Name: _____	_____ _____
7	Restaurants	Option 1. Option 2.	_____ _____	_____ _____
8	Shopping	Option 1. Option 2.	_____ _____	_____ _____
9	Places to visit nearby	1. 2.	Name Distance _____ _____ _____ _____	_____ _____
10	Other Details (if any)			
11	Other Details (if any)			

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Make a calendar of tourism promotional festivals of India Significance of festivals

Objectives : At the end of this lesson you shall be able to
- **identify the fairs and festival of India which helps in tourism promotion**
- **prepare packages for various fair and festival of India.**

Requirements

Materials and equipments:

- Internet connection - 1 No.
- Computer - 1 No.
- Perimeter - 1 No.
- Chart (Map) of India - 1 No.
- Tourism fairs chart of India - 1 No.
- Tourism festival chart of India - 1 No.
- Stationery - as reqd.

PROCEDURE

Note : All the itinerary should be checked and approved by the instructor.

TASK 1: **List down the fairs and festivals of India which promotes tourism**

1 Write the name of states and union territory of India alphabetically.

2 List down fairs and festivals of these states in sequence from January to December.

3 Select the fairs and festivals which contribute in tourism promotion.

4 List out according to season.

— — — — — — — —

TASK 2: **Prepare itinerary for festival tour (Delhi - Jaipur)**

5 Days/4 nights itinerary has been prepared in theory covering delhi- Mandawa- Bikannur- Jaipur.

1 Refer the Map of India.

2 Collect the information about kolyat festival ,Delhi, Madawa, Bikaner, Jaipur.

3 Find out transportation facilities available for the destination by road, rail, Air or water.— Make note of all the information

4 Prepare itinerary of kolyat festival covering

i Delhi – Manawa.

ii Delhi – Bikaner

iii Delhi – Jaipur.

iv Manawa – Bikaner.

v Manawa — jaipur.

vi Bikaner – Jaipur.

— — — — — — — —

TASK 3: **Prepare itinerary for Jaisalmur festival**

6 days/5 nights itinerary as been shown in theory covering Delhi, Jadhpur, Jaisalmer.

1 Collect information about jaisalmer desert festival, delhi, jodhpur, jaisalmer.

2 Find out the transportation facilities available for the destinations by road, rail, Air or water.

3 Make note of all the information.

4 Prepare itinerary of

i Delhi – Jodhpur.

ii Delhi – Jaisalmer

iii Jodhpur – Jaisalmer

7 days/ 6 nights itinerary has been shown in theory covering delhi, Agra, Jaipur,and pushkar.

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TASK 4: **Prepare itinerary for pushkar fair with Golden triangle tour**

1 Refer the political map of India.

2 Collect information about delhi, agra, jaipur, pushkar.

3 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation.

4 Make note of all the information.

Prepare itinerary for

i Pushkar – Delhi

ii Pushkar – Jaipur

iii Pushkar – Agra

iv Pushkar – Jaipur – Agra

Refer theory notes on Hemis festival.

— — — — — — — —

TASK 5: **Prepare itinerary for themis festival and Leh tour**

1 Refer the festival map of India.

2 Collect information about delhi, heh, themis, monastery, pangang lake, khardurg lake.

3 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation..

4 Make note of all the information..

Prepare itinerary for

i Delhi to heh

ii Delhi to themis monastery

iii Delhi to pangang lake

iv Delhi to khardurg lake

v Delhi to heh to themis monastery

vi Delhi to heh to themis monastery to ponging.

8 days / 6 nights itinerary has been discussed in theory covering Mumbai – Goa – cochin.

— — — — — — — —

TASK 6: **Prepare itinerary for Goa carnival with backwaters**

1 Collect the information about Mumbai, Goa and cochin.

2 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation.

3 Make note of all the information.

Prepare itinerary for

i Mumbai– Goa

ii Goa - Cochin

iii Mumbai - Cochin

— — — — — — — —

TASK 7: **Prepare itinerary for holy festival and golden triangle tour**

6 Days/ 5 nights package tour has been discussed in theory lesion.

1 Refer the Political map of India.

2 Collect information about Delhi, Agra and Jaipur.

3 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation..

4 Make note of all the information..

Prepare itinerary for

i Jaipur – Delhi during Holy.

ii Jaipur - Agra during Holy

iii Jaipur – Delhi – Agra during Holy.

7 days/6 nights itinerary has been discussed in related theory exercise.

— — — — — — — —

TASK 8: **Prepare itinerary for surajkund craft fair and golden triangle tour**

1 Refer to the political map of India.

2 Collect the information about surajkund fair, Delhi, Agra, and jaipur.

3 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation..

4 Make note of all the information..

Prepare itinerary for

i Delhi to surajkund

ii Surajkund – Delhi - Agra

iii Surajkund – Delhi – Agra – Jaipur.

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TASK9: **Prepare itinerary for south India mamallapuram dance festival tour**

6 days/5 nights itinerary has been discussed in theory Lesson.

1 Refer the political map of India.

2 Collect the information about south India, mamallapuram, Chennai, kanchipuram

3 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation.

4 Make note of all the information..

Prepare itinerary for

i Chennai – mahabalipuram

ii Chennai – mahabalipuram – kanchipuram

iii Chennai =- mahabalipuram – pondichery

Refer related theory for reference.

— — — — — — — —

TASK 10: **Prepare itinerary for khajuraho dance festival with wildlife tour**

1 Refer the Political map of India.

2 Collect information about delhi, garh, Kanga, Jebalpur.

3 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation..

4 Make note of all the information.

Prepare itinerary for

i Delhi – Khajuraho.

ii Delhi – Khajuraho - Bandhavgarh.

iii Delhi – Khajuraho – Kanha

iv Delhi – Khajuraho – Jabalpur.

Refer theory material of related theory.

— — — — — — — —

TASK 11: **Prepare itinerary for South India Elephant Festival**

1 Refer the Political map of India and locate Kerala.

2 Collect information about Trivandrum, Kovalam, Alapulah, Periyar, munnar, Kumbakonam, Thirissur and cochin .

3 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation..

4 Make note of all the information.

5 Combine various destinations and create itinerary for them.

Refer related theory for sample of itinerary.

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TASK 12: **Prepare itinerary for Ram Utsah of Gujarat**

1 Refer the Political map of India

2 Collect information about Gujarat, Bhaj, Dhordo and Ram of Kutch. .

3 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation..

4 Make note of all the information.

Prepare itinerary for

i Ahamadabad – Bhuj

ii Bhuj - Dhordo

— — — — — — — —

TASK 13: **Prepare itinerary for caves of Madhya Pradesh**

5 days/4 nights itinerary has been discussed in related theory.

1 Refer Madhya Pradesh in the Political map of India

2 Collect information about Jhausi, Orchha,khajurbis.

3 Find out the transportation facilities available for the destinations by road, rail, Air or water or any other mode of transportation..

4 Make note of all the information.

Prepare itinerary for

i Jhansi – orcha

ii Archa – khajurabis.

iii Jhausi – khajurabis.

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Collect the detailed information of museum and art galleries of India and their significance in the promotion of tourism

Objectives : At the end of this exercise you shall be able to
- **identify various museums of India**
- **collect details of art galleries**
- **tourism activities.**

Requirements

Materials and equipments:

- Indian political Map - 1 No.
- Computer - 1 No.
- Internet - 1 No.
- Stationery - as reqd.
- Phone connection - 1 No.

PROCEDURE

TASK 1: **Identify various museum of India**

1 Refer Indian political map.

2 Indentify various states of the country.

3 List down various museums of India.

4 Prepare a format model for each place with tourist visit details.

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TASK 2: **Prepare the format as given below**

Format of detailed information about identify place of museum & art galleries.

Name of the importance place of tourism

S.No	Details	Option	Choice	Contact details (ph.No.website,etc)
1	Transport	Rail	Train Name. Number & D.Time _____ _____ _____	_____
		BUS	Route No Transport operator _____ _____	_____
		Tax	i. _____ ii. _____	_____
2	Travel agency tour operator	Option 1 Option 2	_____ _____	_____
3	Local authority	1 2	Designation Name	_____
4	Accomdation	Star Category Butget Category Low priced	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____
5	Local tour guide	Option 1 Option 2	Name: _____ Name: _____	_____ _____
6	Restaurants	Option 1 Option 2	_____ _____	_____ _____

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7	Shopping	Option 1 Option 2	_____ _____	_____ _____
8	Place to visit near by	 1 2	Name Distance _____ _____ _____ _____	 _____ _____
9	Other Details (If any)			
10	Other Details (If any)			

Details	Place of tourism importance
1. Timing	Morning: _____ To: _____ Evening: _____ To: _____
2. Special programs: Dance Festival Excebition i. _____ ii. _____ iii. _____	Timing: i. _____ To _____ ii. _____ To _____ iii._____ To _____
3 Season: i. Summer ii. Winter iii. Spring	 _____ To _____ _____ To _____ _____ To _____
4. Special Detail (If any) • _____ • _____ • _____ • _____ • _____	Details: _____ _____ _____ _____ _____

Apply activity A & B given below to all the further TASK of their exercise.

Activity A:

Gather tabulate information (TASK – 2)

1 Gather all the information at the time of visit.

2 Tabulate the information using the format given.

3 Re do filing of the information from TASK -2 in a fresh form adding (or) correcting with the information collected with the practical visit.

4 Pin all the information and file them for future reference.

Activity B:

Find the characteristic of the place of visit & indentify right time to visit.

1 Call the local authorities of the place of visit & gather the information about the right season to visit.

2 Gather details regarding timings of the place of visit, Special events of cultural importance like dance, festivals concepts, etc.

— — — — — — — —

TASK 3: **Collect the information about the andaman and nicobar Islands museum**

1 Marine museum of Zoological survey of India.

— — — — — — — —

TASK 4: **Collect information about museums of Andra Pradesh**

1 Bhagwan Mahavir Goverment museum, Kadapa.

2 INS Kursura (S20), Visakapattinam

3 Victoria Jublee Museum, Vijayawada

4 Visaka Museum. Visakhapatnum.

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TASK 5: **Collect information about museums of Arunachal Pradesh**

1 Jawaharlal Nehru Museum, Itanagar.

— — — — — — — —

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TASK 6: **Collect information about museums of Assam**

1 Assam State museum, Guwahati.
2 Mayong central museum and Emporium, Mayong.
3 Shankardev Kalakshetra, Guwahati.

— — — — — — — —

TASK 7: **Collect information about the Patna Museums of Bihar**

— — — — — — — —

TASK 8: **Collect information about the Government Museum and Art Gallery, Chandigarh**

— — — — — — — —

TASK 9: **Collect information about the Museums of National Capital Territory of Delhi**

1 Indian air Force Museum, Palam , Delhi.
2 Eternal Gandhi Multimedia Museum, New Delhi.
3 National Gandhi Museum ,New Delhi.
4 Gandhi Smiriti, New delhi.
5 National Gallery of Modern Art, New Delhi.
6 National Handicrafts and Handlooms Museum, New Delhi.
7 National Museum, New Delhi.
8 National Museum of Natural History , New Delhi
9 National Rail Museum, New Delhi
10 National Science Center, New Delhi.
11 Nehru Memorial Museum & Library, New Delhi
12 Parliament Museum, New Delhi.
13 Teen Murthy Bhavan, New Delhi.
14 Sanskriti Kendra Museum, New Delhi.
15 Shankar's International DFolls Museum, Delhi.
16 Sulabh International Museum of Toilets, New Delhi.

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TASK 10: **Collect information about the Goa Museums**

1 Goa Chitra Museum, Benaulim.
2 Goa science center, Panaji.
3 Goa State Museum, Panaji.
4 Naval Avitaion Museum(India),Vasco da Gama.

— — — — — — — —

TASK 11: **Collect information about the Gujarat Museums of Bihar**

1 Baroda Museum & Picture Gallery, Vadodara.
2 Calico Museum of textiles, Ahmedabad.
3 Gandhi Smarak sangrahalaya, Ahmedabad.
4 Gujarat Science City, Ahmedabad.
5 Lalbhai Dalpatbhai Museum, Ahmedabad.
6 Kaba Gandhi No Delo, Rajkot.
7 Kirti Mandir, Porbandar.
8 Kutch Museum, Bhuj.
9 Maharaja Fetch Singh Museum, Vadodara.
10 Sabarmati Ashram, Ahmedabad.
11 Sanskar Kendra, Ahmedabad.
12 Sardar Vallabhai Patel National memorial, Ahmedabad.
13 Swami narayanan Museum,Ahmedabad.
14 Watson Museum,Rajkiot.

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TASK 12: **Collect information about the Haryana**

1 Dharohar, a museum in Kurukshetra University with thousands of articles, items and objects related to the life and culture of the people of Haryana.

— — — — — — — —

TASK 13: **Collect information about the Himachal Pradesh**

1 Library of tibetan works and Archives, Dharamsala.
2 Shivalik Fossil Park, Saketi.

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TASK 14: **Collect information about the Museums of Jammu and Kashmir**

1 Munshi Aziz Bhat museum of central Asian and Kargil Trade Artifacts.
2 Dogra Art Museum, Jammu.

— — — — — — — —

TASK 15: **Find out details about the Jharkhand**

1 Ranchi Science Center, Ranchi.
2 State Museum, Jharkhand.

— — — — — — — —

TASK 16: **Collect information about the Gujarat Museums of Kerala**

1 Arakkal Museum, Ayikkara.
2 Teak Museum,Nilambur.
3 Sardhar Vallabhbhai patel police museum, Kollam.
4 Krishnapuram Palace, Kayamkulam.
5 Indo-Portuguese Museum, Kochi.
6 Vallathol Museum, Thrissur.
7 Mural Art museum, Thrissur.
8 Archacologial Museum, Thirssur.
9 Vaidyaratnam Ayurvveda Museum, Thrissur.
10 Indian Business Museum, Kozhikode.
11 Kerala soil Museum, Thiruvananthapuram.
12 Napier Museum, Thiruvananthapuram.
13 Pazhassi Raja Archeological Museum, Kozhikode.
14 Wayanad Heritage Museum, Ambalavayal.
15 Hill Palace, Thiruvananthapuram.

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TASK 17: **Collect information about Maharashtra Museums**

1 Antarang – Sex Health Information Art Gallery, Mumbai.
2 The Arts Trust—Institute of contemporary Indian art Mumbai.
3 Ballard Bunder Gatehouse, Mumbai.
4 Cavalry tank Museum, Ahmednagar.
5 Chatrapati Shivaji Maharaj Vastu Sangrahalaya , Mumbai.
6 Cowasji Jehangir Hall, Mumbai.
7 Darshan Museum, Pune.
8 Indian institute of research in numismatic Studies, Nasik.
9 Joshi's Museum of miniature Railway, Pune.
10 Mahatma Phule Museum, Pune.
11 Mani Bhavan, Mumbai.
12 Nagpur Central Museum, Mumbai.
13 Nehru sc1ience center, Mumbai.
14 Raja Dinkar Kelkar Museum,Pune.
15 Raman Science center,Nagpur.
16 Siddhagiri Gramjivan Museum(Kaneri Math),Kolhapur.
17 Shree chatrapathi Shahu Museum,Kolhapur.
18 INS Vikrant(R11),Mumbai.
19 National Gallery of Modern Art, Mumbai.

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TASK 18: **Collect information about Museums of Mizoram**

1 Mizoram State Museum
2 Lunglei District Museum.

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TASK 19: **Collect information about Museums of Odisha**

1 Odisha State Museum
2 Regional Museum of Natural History, Bhubaneswar.
3 Tribal Research Institute Museum.
4 Odisha Ancient sea Trade Museum, Cuttack.

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TASK 20: **Collect information about the Museums of Punjab**

1 National Institute of Sports, Patiala.
2 sanghol Museum,Sanghol.
3 Sikh Ajaibghar ,Balongi.
4 Virasi -e-Khalsa, Anandpur Sahib.
5 Centrals Sikh Museum, Inside Harmandir sahib Complex, Amritsar.

— — — — — — — —

TASK 21: **Collect informations about the Museums of Tamil Nadu**

1 Gandhi Memorial Museum, Madurai.
2 Gass Forest Museum, Coimbatore.
3 Government Museum, Chennai(Largest in the state)
4 Government Museum, Karur.
5 Government Museum, Cuddalore.
6 Government Museum, Pudukkottai.(Second largest in the state)
7 Mahakavi Bharathi Memorial Library, Erode.
8 Regional railway Museum, Chennai.
9 Saraswathi Mahal Library, Thanjavur.
10 INS Vela(S40).
11 Vivekanandar Illam, Chennai.
12 Railway Heritage Center,Tiruchirappalli.
13 Government museum, Thiruchirappalli

— — — — — — — —

TASK 22: **Collect information about the Telangana**

1 Salar Jung Museum, Hydrabasd
2 Veiled Rebecca of salar Jung Museum.
3 AP State Archacology Museum,Hydrabad.
4 Birla science Museum,Hydrabad.
5 City Museum Hydrabad.
6 Nizam Museum,Hydrabad.

— — — — — — — —

TASK 23: **Collect information about the Museums of Uttar Pradesh**

1 Allahabad Museum, Allahabad.
2 Ibn Sina Academy of Medieval Medicine and sciences, Aligarh.
3 Kanpur Sangrahalaya, Kanpur.
4 Government Museum, Mathura.
5 Rashtriya Dalit Prena Sthal and Green Graden, Noida.
6 Sarnath Museum, Sarnath.
7 Swaraj Bhavan (Old Anand Bhavan), Alahabad.

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Do a map work and find out the train routes, Deccan odyssey fairy queen, Metro trains and hill trains of India

Objectives : At the end of this exercise you shall be able to
- **identify trains to various cities.**

Requirements

Materials and equipments:

- Laptop with internet connection - 1 No.
- Railway time table book - 2 Nos.
- Railway reservation form - 1 No.
- Rental car booking form - 1 No.

PROCEDURE

TASK 1: **Collect latest information about heritage on wheels.**

Visit www.Palaceonwheels.com

TASK 2: **Collect latest information about Royal Orient Express**

Visit w.w.w.mapssetindia.com

TASK 3: **Collect latest information about Deccan Odyssey**

Visit https.//The palace on wheels.com

TASK 4: **Collect latest information about fairy queen**

Refer fairy queen route rap (Maps of India.com)

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Learn reading of railway time table, E- reservation and cancelation and package tours organized by Indian Railway

Objectives : At the end of this exercise you shall be able to
- **get the train information using time table**
- **reserve, amend & cancel railway tickets.**

Requirements

Materials and equipments:

- Laptop with internet connection - 1 No.
- Railway time table book - 2 Nos.
- Railway reservation form - 1 No.
- Rental car booking form - 1 No.

PROCEDURE

The instructor should arrange a visit to travel agency, visit to the nearest railway booking center and to state road transport booking center.

TASK 1: **Collect the train information from the manual time table**

1 Visit to the nearest railway station

2 Get the latest railway time table

3 Follow the procedure from exercise 1 to 4

How to use this time table

Trains at a glance, is a handy guide brought out every year by the **Ministry** of railways for the convenience of regular intercity and long distance travelers as well as foreign and domestic tourists. The timings of all the mails/ express trains operated by Indian railways are indicated in this book. However, the tables do not indicate all the stoppages of a train only stoppages at important stations are shown. This publication does not include the timings of passenger (slow) trains, through and slip coach services. For these details, please refer the zonal time tables.

The tables in this book will give you details about the departure and arrival timings of trains, the stoppages at major stations, their days of service, classes of accommodation, distance in kilometers and availability of pantry cars.

A step by step guide to help you find the right table.

Method 1

Using the station index

a Go to the station index on the specified page number

This index lists out all the stations appearing in the tables, in an alphabetical order. Important stations have various destinations stations listed under them. The table numbers are given alongside the destinations stations. Numbers of the trains connecting these stations are also mentioned for your reference.

b If destination stations are not listed under it, the table numbers will be specified against the originating station itself.

c Go to the relevant table and choose the most convenient train.

Method 2

Using the train number index.

a When you know the train number.

b Go to the train number index on the specified page number, where train numbers are given in an ascending order, along with train names.

c Locate your train number and go to the table number given alongside.

Method 3

Using the train name index

When you know the train name

a Go to the train name index on the specified page number, train numbers are given in an alphabetical order, along with train number and table number.

b Locate your train number and go to the table number given alongside.

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Method 4

Route map with table numbers

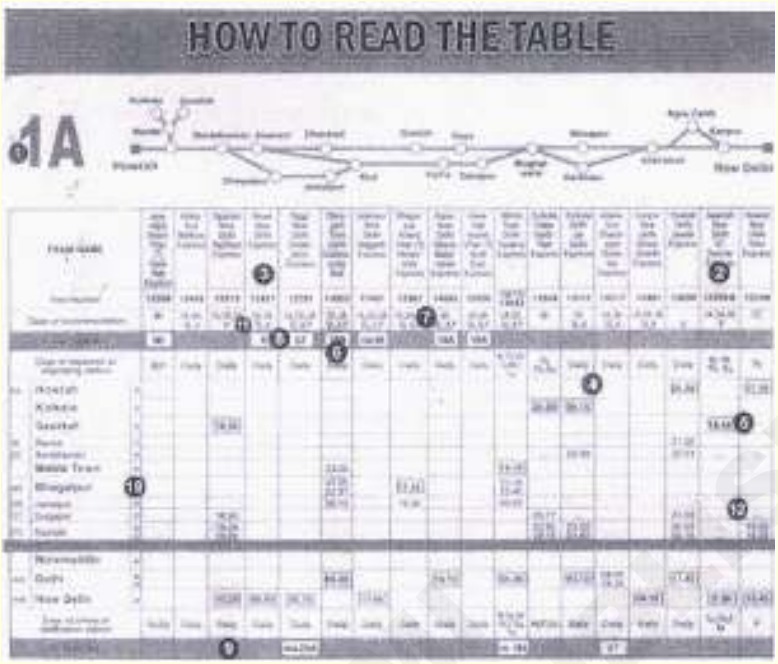
Passengers travelling between intermediate stations can easily locate the relevant table using the route map with table numbers.

a Go to the route map page.

b Locate your starting station and trace the route to your destination station

c The numbers along the route indicate the table numbers.

Fig 1



— — — — — — —

TASK 2: **Get the train information at enquiry counter or by etrain info**

1 Visit to the nearest railway station and approach enquiry counter.

2 Find the train number and departure time of Rajdhani express / any other train of the route.

3 Note down the station names and arrival timings of rajdhani express / any other train of the route.

4 Enquiry the procedure to get the different concessions and bulk booking.

5 Collect some reservation forms from the reservation counter.

— — — — — — — —

TASK 3: **Reserve railway ticket in bulk at counter**

1 Find the train number and place to travel

2 Check the availability of ticket on the travel date

3 Ask students to get concession form from the institution with sign of concession in charge and student representative

4 Ask the students to get bonafide letter from the institution

5 Collect the reserve form from the railway station

6 Fill the reservation form with the name, sex and age list as in the following table.

7 Ask the students to go to the station and get the permission for bulk booking from the reservation superintend by showing their ID card and bonafide letter

8 Ask the students to hand over the reservation forms and concessions forms to counter with required money.

9 Get the reserved tickets and one copy of the concession forms to produce during train travel.

10 Check the date, train name, number, departure time and total no. of tickets before leaving the counter.

— — — — — — — —

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This may be practiced as mock drill

RESERVATION / CANCELLATION REQUISTION FORM

If you are a medical practitioner

Please (Tick) in box Dr.

(You could be help in an emergency)

If you want senior citizen concession, please tick yes/no in box
(if yes, please carry a proof of age during journey to avoid
Inconvenience of penal charging under railway rules)

Train No. & Name ..... Date of Journey .....

Class ..... No. of Berth/Seat .....

Station from ..... To .....

Boarding at ..... Reservation upto .....

S.No.	Name in (Block letter)	Sex (M/F)	Age	Choice of Berth (Lower/Middle/Upper)	ConcessionTravel Authority No.

CHILDREN IN BELOW 5 YEARS (FOR WHOM TICKETS IS NOT USED)

S.No.	Name (Block letters)	Sex	Age

ONWARD / RETURN JOURNEY DETAILS

Train No. & Name……Date……

Class…….....Station from……..... To…….....……

Name of the Applicant…….....……..

Full Address…….....……..

Signature of the Applicant / Representative…….....

Telephone No. if any…….....Date:…….....……Time…….....

FOR OFFICE USE ONLY

S.No. of Requisition…….....…… PNR No. …….....……..

Berth/Seat No. …….....…… Amount collected .....

Signature of the Reservation Clerk

— — — — — — — —

TASK 4: **Collect latest information about Metro rails of India (https://the metro rail guy.com)**

1 Kolkatta
2 Delhi
3 Chennai
4 Mumbai
5 Bangalore
6 Hyderabad

— — — — — — — —

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TASK 9: **Collect information about Mono rail projects in India**

1 (https://www.walk through India.com)

— — — — — — — — —

TASK 10: **Collect information about the Mountain railways**

1 Darjelling Himalayas Railway
2 Nilgiri Mountain Railway
3 Kalka Shimla Railway
4 Matheran Hill Railway
5 Kangra Valley Railway

— — — — — — — — —

TASK 11: **Collect information about the various packages offered by IRCTC (Indian Railways Catering & Tourism Corporation)**

— — — — — — — — —

TASK 12: **E-tickets cancellation**

1 www.irctc.com visit for e-tickets & cancellation.
2 www.operations.irctc.co.in for cancellation/online cancel the PNR ticket.
3 Enter PNR number, train no & captcha.
4 Select the checkbox to confirm for rules.
5 Get OTP validated PNR details displayed on the screen.
6 After due verification click “Cancel Ticket” for full canellation.

— — — — — — — — —

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Plan on Itineraries for important circuits specially for golden Triangle, Buddhist circuit, Southern Triangle and Green triangle etc

Objectives : At the end of this exercise you shall be able to
- **golden triangle of India**
- **buddhist circuits of India**
- **southern triangle of India**
- **south India golden triangle.**

Requirements

Materials and equipments:

- Political map of India
- Laptop and Internet
- Printer
- Stationery
- Railway time table
- Smart phone

PROCEDURE

TASK 1: **Prepare itinerary for golden triangle of India**

1 Refer the political map of India

2 Collect the information about Delhi, Jaipur and Agra

3 Find out transportation facilities available for the destination by road, railways, air, water or any other mode of transportation.

4 Make note of all the information

5 Prepare itinerary to create various packages of golden triangle

Note

Refer related theory

Refer Ex-1 of Module – II

i Golden Triangle Tour with Varanasi

6 Nights

Delhi – Jaipur – Agra – Varanasi – Delhi

ii Delhi Agra Jaipur tour

2 Nights

Delhi – Agra – Jaipur – Delhi

iii Golden triangle with Tea tour

11 Nights

Delhi – Agra – Jaipur – Delhi – Bagdogra – Glenburn Tea Estate – Darjeeling – Bagdogra - Delhi

iv Rajasthan with Khajuraho and Golden Temple

13 Nights

Delhi – Udaipur – Ajmeer – Pushkar – Jaipur – Agra – Gwalior – Khajuraho – Orchha – Delhi – Amritsar - Delhi

v Golden triangle with Goa tour

8 Nights

Delhi – Agra – Jaipur – Goa

vi Golden Triangle Tour with Shimla

9 Nights

Delhi – Agra – Jaipur – Jodhpur – Udaipur – Mumbai – Goa - Mumbai

vii Golden Triangle with Rajasthan & Goa

15 Nights

Delhi – Agra - Jaipur – Jodhpur – Udaipur – Mumbai – Goa - Mumbai

viii Golden Triangle & Tiger tour

9 Nights

Delhi – Jaipur – Ranthambore – Bharatpur bird sanctuary – Agra - Delhi

ix Golden Triangle with Ladakh

8 Nights

Delhi –Leh – Delhi – Agra – Jaipur – Mandawa - Delhi

x Golden Triangle Tour with Ranthambore

7 Nights

Delhi – Agra – Ftehpur Sikri – Ranthambore - Jaipur – Delhi

xi Northern and Eastern Golden Triangle tour

13 Nights

Delhi – Agra – Jaipur – Varanasi – Bhubaneshwar – Konark – Puri - Kolkatta

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xii Golden Triangle with Beach and Backwaters

15 Nights

Delhi – Agra – Jaipur – Goa – Cochin – Periyar – Kumarakom – Alleppey – Kovalam - Delhi

xiii Wildlife with Golden Triangle tour

22 Nights

Delhi – Sariska – Jaipur – Ranthambore – Bharatpur – Agra – Khajuraho – Bandavgarh – Kanha – Nagpur – Bhubaneshwar – Kolkatta – Kaziranga – Delhi

xiv Golden Triangle Tour with Central India

11 Nights

Delhi – Jaipur – Agra – Khajuraho – Bandhavgarh – Kanha - Mumbai

xv Golden Triangle with Golf tour

11 Nights

Delhi – Jaipur – Agra – Delhi – Chandigarh – Shimla – Delhi

xvi Khajuraho Varanasi Golden Triangle tour

10 Nights

Delhi – Jaipur – Agra – Jhansi – Orchha - Khajuraho - Varanasi

xvii Indian Panorama

11 Nights

Mumbai – Udaipur – Jaipur – Agra – Khajuraho – Varanasi – Delhi

— — — — — — — —

TASK 2: **Prepare itinerary for Buddhist circuits of India**

1 Refer the political map of India

2 Collect information about Bodhgaya, Kesariya, Vaishali, Rajgir, Nalanda, Kushinagar, Sarnath, Varanasi.

3 Find out transportation facilities available for the destination by road, railways, air, water or any other mode of transportation.

4 Make note all the information.

Prepare itinerary for –

i Bodhgaya - gaya

ii Bodhgaya - Rajgir

iii Bodhgaya - Nalanda

iv Bodhgaya - Patna

v Bodhgaya - Vaishali – Kesariya

vi Bodhgaya - Kushinagar

vii Bodhgaya - Sarnath/Varnasi

— — — — — — — —

TASK 3: **Prepare itinerary for south India golden triangle**

1 Refer the political map of India

2 Collect information about Chennai, Mahabalipuram and Kancheepuram

3 Find out transportation facilities available for the destination by road, railways, air, water or any other mode of transportation.

4 Make note all the information.

Prepare itinerary for

i Chennai - Mahabalipuram

ii Chennai - Kancheepuram

iii Mahabalipuram - Kancheepuram

iv Chennai - Mahabalipuram kancheepuram

— — — — — — — —

TASK 4: **Prepare itinerary for southern triangle**

1 Refer the political map of India

2 Collect information about Bangalore, Mysore and Ooty.

3 Find out transportation facilities available for the destination by road, railways, air, water or any other mode of transportation.

4 Make note all the information.

Prepare itinerary for

i Bangalore - Mysore

ii Bangalore - Ooty

iii Mysore - Ooty

iv Bangalore - Mysore - Ooty

— — — — — — — —

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TASK 5: **Prepare itinerary for green triangle**

Prepare itinerary for green triangle

1 Refer the political map of India

2 Collect information about Delhi, Agra and Jaipur.

3 Find out transport facilities to the destination by Air/ Rail and connecting rood

4 Make note of all information

5 Prepare itinerary for

6 Delhi Agra Jaipur

7 Gowhathi kasiranga shilling

8 Coimbatore ooty mudumalai

— — — — — — — —

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Try to fetch information of chain hotels in India

Objectives : At the end of this exercise you shall be able to
- **categorize hotel on the line of facilities**
- **differentiate hotels a s 1*, 2*, 3*, 4*, 5* and 5* deluxe**
- **list down existing chain hotels in India.**

Requirements

Materials/Equipments

- Copy of latest classification norms of hotels by HRACC (Hotel & Restaurant Approval and Classification Committee). Ministry of Tourism, Government of India – 01
  (Note: Refer www.ministryoftourism.gov.in/www.indiatourism.nic.in)
- Computer with internet - 1 No.
- Printer - 1 No.
- Stationery - 1 No.

PROCEDURE

TASK 1: **Observe the following check list of facilities for classification of hotels.**

NOTE: 'N' - Necessary 'D' - Desirable

CHECKLIST OF FACILITIES FOR CLASSIFICATION OF HOTELS

FACILITIES & SERVICES	1*	2*	3*	4*	5*/5*D Yes/No	COMMENTS
GENERAL						
Full time operation 7 days a week in season	N	N	N	N	N	
Establishment to have all necessary trading licenses	N	N	N	N	N	
Establishment to have public liability insurance	D	D	D	D	D	
24 hr. lifts for buildings higher than ground plus two floors	N	N	N	N	N	Mandatory for all hotels. Local laws may require a relaxation of this condition. Easy access for the differently abled guests
Bedrooms, Bathroom, public areas and kitchen fully serviced daily	N	N	N	N	N	
All floor surfaces clean and in good shape	N	N	N	N	N	
GUEST ROOM						
Minimum 10 lettable rooms,all rooms with outside windows/ventilation	N	N	N	N	N	
Minimum size of bedroom excluding bathroom in sq. ft	120	120	130	140	200	Single occupancy rooms may be 20 sq ft less. Rooms should not be less than the specified size.
Air-conditioning - % of rooms	25%	50%	100%	100%	100%	Air-conditioning / heating depends on climatic conditions & architecture. Rooms temp. should be between 20c to 28c.

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A clean change of bed and bath linen daily & between check – in	N	N	N	N	N	Definitely required between each check – in. on alternate days for 1&2 star hotels
Minimum bed width for single 90cm and double 180cm	D	N	N	N	N	
Mattress thickness minimum 10 cm	D	D	N	N	N	Coir, foam or spring foam
Minimum bedding 2 sheets, pillow & case, blanket, mattress protector / bed cover	N	N	N	N	N	Blankets available in air conditioned rooms as per seasonal requirement in non A/C rooms. Mattress protector is desirable in 1* and 2* and necessary for all others.
Hairdryers complementary	D	D	N	N	N	Where not provided in bathroom, must be available on request. All 3 star, 4 Star, 5Star and 5 Star deluxe hotels shall provide a hair dryer facility in the room on basis. In 1 Star and 2Star, this facility will be made available on request.
Safe keeping / in room safe	D	D	N	N	N	1, 2 & 3 Star hotels to have facilities for safe keeping in the reception.
Minibar / Fridge from	D	D	N	N	N	Contents must conform to local news. All 3 star hotels shall have the facility of a mini fridge and all 4 Star, 5 Star and 5 Star deluxe shall have the facility of mini bar with effect 1.4.2014
Drinking water with minimum one glass tumbler per guest water	N	N	N	N	N	All category hotels to provide two sealed bottles of branded bottle of minimum 500 ml. per person per day on complimentary basis.
Guest linen	N	N	N	N	N	Good quality linen to be provided
Wardrobe with minimum 4 clothes hangers per bedding	N	N	N	N	N	In one star or two star hotels this may be without doors.
Sufficient lighting, 1 per bed	N	N	N	N	N	
A 5 amp earthed power socket	N	N	N	N	N	
A bedside table and drawer bed.	N	N	N	N	N	1 per two twins and two for a double
TV-with remote	N	N	N	N	N	3*, 4*, 5* and 5* Deluxe must have 1/2
A writing surface with sufficient lighting	D	D	N	N	N	
Chairs	N	N	N	N	N	Preferable one per bedding
A wastepaper basket	N	N	N	N	N	
Opaque curtains or screening at all windows	N	N	N	N	N	All 4 Star, 5 Star and 5 Star deluxe hotels shall install blackout curtains by 1.4.2015
A minor at least half length (3")	N	N	N	N	N	
A stationary folder and containing stationary	D	D	N	N	N	Not below 2 star hotel
A ‘do not disturb’ notice	N	N	N	N	N	

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Night spread / bedcover	D	D	N	N	N	
Energy saving lighting	N	N	N	N	N	
Linen room	N	N	N	N	N	Well ventilated
BATHROOM						
Number of rooms with attached bathrooms	All	All	All	All	All	It will be mandatory w.e.f 01.09.2010 for all 1 & 2 Star category hotels to have attached bathrooms. All bath-rooms to have sanitary bin with lid
1 Bath towel and 1 Hand towel to be provided per guest	N	N	N	N	N	
Bath mat	N	N	N	N	N	
Guest toiletries to be provided – minimum 1 new soap per guest	N	N	N	N	N	Quality products
PUBLIC AREA						
Lounge or setting area in the lobby fixtures	N	N	N	N	N	Lobby shall have furniture and which shall include chairs / arm chairs, sofa, tablestand fress floral display.
Reception facility	N	N	N	N	N	Manned minimum 16 hours. Call service 24 hours. Local directions to hotel including city street maps to be available.
Valet (parking) services to be available	D	D	N	N	N	
Services, F & B and other tariff	N	N	N	N	N	
Heating and cooling to be provided in public areas				N	N	Temperatures to be between 20 degrees celcius to 28 degrees celcius. Air-conditioning common areas like lobby, Restuarants, Varandas, Bar where they are open to nature on one or more sides shall not be mandatory for beach, lake, backwater, river, hill, mountain, forest or nature Hotels & Resorts.
Bottled toiletry products to be provided	D	D	N	N	N	
Clothes – hooks in each bath / shower room	N	N	N	N	N	The bathrooms of all star hotels shall have hooks for atleast 3 garments in the bathroom
A sanitary bin	N	N	N	N	N	These must be covered
Each western WC toilet to have a seat with lid and toilet paper	N	N	N	N	N	
All star hotels shall provide water sprays or bidets or washlets or other modern water based post-toilet-paper hygiene facilities.	N	N	N	N	N	This condition shall be applicable to all new hotels that will start operating from 1.4.2016. for the hotels which have come into operation or will come into operation before 31.3.2016, these facilities will be mandatory from 1..2022.

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Floors and walls to have non-porous surfaces	N	N	N	N	N	
Hot and cold running water 24 hours	N	N	N	N	N	It will be mandatory w.e.f 01.09.2010 for all 1 & 2 Star category hotels to provide hot & cold running water
Shower cabin	N	N	N	N	N	Where shower cabins is not available, a shower with shower curtain will suffice
Bath tubs			N	N	N	In 4 star and above hotels, some rooms should offer this option to guests.
Water saving taps – showers	N	N	N	N	N	
Energy saving lighting	N	N	N	N	N	
Public rest rooms for ladies and gents with soap and clean towels, a washbasin with running hot and cold water, a mirror, a sanitary bin with lid in unisex & ladies toilet	N	N	N	N	N	
ROOM AND FACILITIES FOR THE DIFFERENTLY ABLED GUEST						
Atleast one room for the differently abled guest	N	N	N	N	N	Minimum door width should be one meter to alow wheel chair access with suitable low height furniture, low peep hole, cupboard to have sliding doors with low clothes hangers etc. room to have audible and visible (blinking light) alarm system
Bathroom	N	N	N	N	N	Minimum door width should be one meter. Bathroom to be wheel chair accessible with sliding door suitable fixtures like low wash basin low height WC, grab bars etc. No bath tub required.
Ramps with anti-slip floors at the entrance. Minimum door width should be one meter to allow wheel chair access	N	N	N	N	N	To be provided in all public areas. Free accessibility in all public areas and to at least one restaurant in 5 Star and 5 Star deluxe.
Public restrooms	N	N	N	N	N	Unisex, minimum door width should be one meter. To be wheel chair accessible with low height urnal (24" maximum) with grab bars
FOOD & BEVERAGES						
1 Star & 2 Star category						1 & 2 Star categories should have minimum one dining room serving all meals. Room service not necessary
3 Star category						One multi-cuisine restaurant cum coffee shop open from 7 a.m to 11 p.m and 24 hr. room service
4 Star category						**Grade A cities:** One multi-cuisine restaurant cum coffee shop open from 7 a.m to 11 p. m one specialty restaurant and 24 hr. room service **Grade B cities:** One multi-cuisine restaurant open 7 a.m to 11 p.m and 24 hr. room service

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5 Star category restaurant						**Grade A cities:** One multi cuisine restaurant cum 24 hr. coffee shop / all day dinning, one speciality restaurant and 24 hr. room service **Grade B cities:** One multi cuisine restaurant cum coffee shop from 7 am to 11 pm one specialty and 24 hr. room service
5 Star deluxe category						**Grade A cities:** One multi cuisine restaurant cum 24 hr. coffee shop / all day dining. One specialty restaurant and 24 hr. room service **Grade B cities:** One multi cuisine restaurant cum coffee shop open from 7am to 11 pm., one specialty restaurant and 24 hr. room service
Grade A: Delhi,** Mumbai, Koolkata, Chennai, Bangalore, Pune, Hyderabad, Secunderabad. **Grade B:** Cities in the rest of the country excluding Grade 'A' cities						Note The Ministry of Tourism may review and revise the cities falling under the Grade 'A' – Grade 'B' from time to time. **Delhi would include the hotels falling in gurgaon, Faridabad, Ghaziabad, Noida, and Greater Noida"
Crockery & Glassware	N	N	N	N	N	Plastic is not accepted in pool area
Cutlery to be at least stainless steel	N	N	N	N	N	All categories should use good quality metal cutlery no Aluminium cutlery
Bar	D	D	N	N	N	Wherever bar license is prohibited for a hotel as per local law, the bar will not be mandatory and wher ever bar is allowed as per local laws, then the hotel will have to obtain bar license first and then apply for class-ification to the Ministry of Tourism.
GUEST SERVICE						
Provision of wheelchair for the differently abled guest	N	N	N	N	N	Wheel chair to be available on a complimentary basis in hotels of all categories
Valet (parking) services to be available	D	D	N	N	N	
Dry-cleaning / laundry	D	D	N	N	N	In house for 5 Star deluxe hotels. For 5 Star category and below may be outsourced
Tea / coffee making facility in the room	D	D	N	N	N	Tea/coffee making facilities in the room to be made available on complimentary basis in all 4 Star 5 Star & 5 Star deluxe categories.
Iron and iron board facility	D	D	D	N	N	Iron and Iron board to be made available on request in 1 to 3 Star category hotels on complimentary basis. For 4, 5, 5 Star deluxe categories to be available in the room on complimentary basis.
Paid transportation on call	D	D	N	N	N	Guest should be able to travel from hotel.

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Shoe cleaning, shoe horn & slippers	D	D	N	N	N	Free facility to be provided for in house guests.
Ice (from drinking water) on demand	D	D	N	N	N	Complimentary on request
Acceptance of common credit cards	N	N	N	N	N	
Assistance with luggage on request	N	N	N	N	N	
A public telephone on premises. Unit charges made known	D	D	N	N	N	There should be at least one telephone no higher than 24* from floor level in 5 and 5 Star deluxe (to also cater to differently abled guests)
Wake-up call service on request	N	N	N	N	N	
Messages for guests to be recorded and delivered	N	N	N	N	N	A prominently displayed message board will suffice for 1 & 2 Star categories
Name address and telephone numbers of doctors with front desk	N	N	N	N	N	Doctor on call in 3, 4, 5 & 5 Star deluxe 1&2 also
Stamps and mailing facilities	D	D	N	N	N	
Newspaper available 1, 2 & 3 Star hotels	D	D	N	N	N	This may be placed in the lounge for
Access to travel desk facilities 1, 2 & 3 Star categories	N	N	N	N	N	This need not be on the premise for
Left luggage facilities	D	D	N	N	N	This must be in a well secured room/ 24 hour manned area. All 4 Star, 5 Star and 5 Star deluxe hotels shall provide luggage racks, portable or fixed, for two large suitcases by 1.4.205. this will be started on the hotels website under the head 'Facilities and Amenities provided on complimentary basis' and mentioned to guest while checking in.
Provision for emergency suppliers toiletries / first aid kit	D	D	N	N	N	
Health – fitness facilities preferably be offered	D	D	D	D	N	Indian system of treatments should
Beauty salon and barbers shop	D	D	D	D	D	
Florist	D	D	D	D	D	
Utility shop / kiosk	D	D	D	D	N	The presence of a utility kiosk/shop will not be a mandatory condition for classification under one to four star categories. For 5 Star & 5 Star deluxe categories one utility kiosk or shop will be a must. No separate book shop shall be necessary.
Money changing facilities	D	D	D	D	D	Money changing facility to be available
SAFETY & SECURITY						
Metal detectors (door frame of hand held)	D	D	N	N	N	
CCTV at strategic locations	N	N	N	N	N	

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						shall be applicable to all new hotels that will start operating from 1.04.2016. for the hotels which have come into operation or will come into operation till 31.3.2016, this guideline will be applicable from 1.4.2022. however, till such time as this facility is provided on a permanent basis, it will be mandatory for all star hotels to provide multi-socket adapter plugs on request.
A telephone for incoming & outgoing calls in the room	D	N	N	N	N	4 Star and above should have direct dialing facilities. 1, 2 and 3 Star category hotels may go through a telephone exchange
PC available for guest use with internet access	D	D	N	N	N	This can be a paid service. Upto 3 Star, PC can be in the executive offices, Interent subject to local access being available
E-mail service	D	D	N	N	N	Subject to local internet access being available
Fax, photocopy and printing services	N	N	N	N	N	On request
In room internet connection / data port	D	D	D	N	N	Subject to local interent access being available Wi-Fi wherever possible.
Business center	D	D	D	N	N	This should be a dedicated area. (This provision maybe relaxed for resort destinations, tourist and pilgrimage centers)
Swimming pool	D	D	D	N	N	This can be relaxed for hill destinations. Mandatory to have trained life guard. Board containing Do's & Don'ts, No Divingsign, pool depth etc., should be displayed at a strategic location in the pool area All 4 Star, 5Star and 5 Star deluxe hotels shall provide a luminous LED wall clock with numerals of three inches or more on display near their swimming pools. It will desirable for all 5 Star Deluxe hotels to have air-conditioned porches and heated swimming pools.

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TASK 2: **Prepare the checklist of facilities for 1* hotels on the basis of your observation done in TASK-1**

Sl.No.	Facilities & Services	Comments if any

— — — — — — — —

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TASK 3: **Prepare the checklist of facilities for 2* hotels on the basis of your observation done in TASK-1**

Sl.No.	Facilities & Services	Comments if any

— — — — — — — —

TASK 4: **Prepare the checklist of facilities for 3* hotels on the basis of your observation done in TASK-1**

Sl.No.	Facilities & Services	Comments if any

— — — — — — — —

TASK 5: **Prepare the checklist of facilities for 4* hotels on the basis of your observation done in TASK-1**

Sl.No.	Facilities & Services	Comments if any

— — — — — — — —

TASK 6: **Prepare the checklist of facilities for 5* hotels on the basis of your observation done in TASK-1 in the given format**

Sl.No.	Facilities & Services	Comments if any

Display the chart in the class room.

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TASK 7: **Find out the information about chain hotels.**

- Chain hotels of India

Instructor may add or deleted the hotels chains as per the existing situation, as it keeps changing from time to time.

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- A

  ABAD Hotels Accord Hotels
- C

  CamBay Hotels Carison Hotels CGH Hotels Choice Hotels

  Chokhi Dhani Group Citrus Hotels Clarks Inn Group Club Mahindra Hotels Concept Hotels
- F

  Fortune Hotels
- G

  Ginger Hotels Golden Tulip Group
- H

  Hilton Hotels Hyatt Hotels
- I

  Inter Con\Hotels ITC Welcome Group ITDC Group
- J

  Jaypee Group of Hotels JHM Group
- K

  Keys Hotels KTDC Hotels
- L

  Leela Hotels Lemon Tree Hotels
- M

  Mandakini Group of Hotels Mapple Hotels Marriott Hotels Mayfair Hotels
- O

  Oberoi Hotels
- P

  Panoramic Group Hotels Pride group Hotels
- R

  Ramada Hotels Ramee Hotels Royal Orchid Hotels
- S

  Sarovar Hotels Sinclair Hotels StarWood Hotels Sterling Hotels Sun-N-Sand Hotels
- T

  TAJ Hotels The Lilit Hotels The Park Hotels Trident Hotels
- U

  UP Tourism Usha Lexus Hotels
- W

  Welcome Heritage Hotels
- Z

  Zuri Hotels

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X-Ray machine checks	D	D	D	D	N	For 5 star deluxe category, it would be Necessary' to have an X-Ray Machine at the guest entrance for screening of baggage Manual may be conducted for staff and suppliers at designated entry points
Under belly scanners to screen vehicles	D	D	D	N	N	
Verification suppliers	N	N	N	N	N	All hotels to conduct a antecedent verification of their staff and by the police / private security agencies.
Staff trained in fire fighting drill. law.	N	N	N	N	N	All hotels to conduct periodic fire drills and maintain 'Manuals' for disaster management, first aid and fire safety. Quarterly drills as per
Security arrangements for all hotel entrances.	N	N	N	N	N	
Each bedroom door fitted with lock and key, viewport / peephole & internal securing device.	D	D	N	N	N	A safety chain / wishbone latch is acceptable in place of viewport / peephole.
Parking facility	D	D	N	N	N	
Conference facility	D	D	D	D	N	
Smoke detectors	N	N	N	N	N	These can be battery operated.
Fire and emergency procedure notices displayed in room behind door.	N	N	N	N	N	
Fire and emergency alarms should have visual & audible signals.	N	N	N	N	N	
First aid kit with over the counter medicines with front desk	N	N	N	N	N	
Fire exit signs on guest floors with emergency / backup power.	N	N	N	N	N	
COMMUNICATION FACILITIES						
Telephone facility within arm's reach of the toilet seat	D	D	D	N	N	All hotels in the categories 4 Star, 5 Star & 5 Star deluxe shall provide a telephone within an arm's reach of the toilet seat. This condition shall be applicable to all new hotels that will start operating from 1.4.2016. for hotels which have come into operation or will come into operation or will come into operation before 31.3.2016, this guideline will be applicable from 1.4.2022.
Provide at least two multi-purpose sockets	N	N	N	N	N	All star hotels shall provide at least two multi-purpose sockets capable of handling US,European community and Japanese plugs at or just above the table level. It should be possible for guests to charge a laptop and cell phone simultaneously. This condition

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Make a project on regional festive cuisines of India

Objectives : At the end of this exercise you shall be able to
- **prepare list of Major festival of India**
- **list down the special dishes of the said festival**
- **practice the preparation it derived.**

Requirements

Materials and equipments:

- Computer with Internet
- Printer
- Stationary as required
- List of Indian Festivals

PROCEDURE

TASK 1: **List down the Major Festivals of India**

- Discuss among yourself.
- Refer internet.
- Consult with your seniors/Contact tourism dept.
- Finalize the List.

— — — — — — — —

TASK 2: **Collect information on recipies of following for**

Durga Puja

- Luchi
- Misbli Doi
- Kalakand.
- ChumChum
- Rasaquila
- Sabudana ki khichadi
- Carrot Burfi
- sabudana Kheer
- Badam halwa
- sondesh

— — — — — — — —

TASK 3: **Collect information on recipies of following for**

Bhai Dooj

- Cashew Barfi
- Kesar Burfi
- Beasn Burfi
- Malpua
- Moong Dal Ka Halwa
- Makhana Kheer
- Pista Sandesh
- Rasgulla

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TASK 4: **Collect information on recipies of following for**

Diwali

- Cashew Barfi
- Dahi Bhalle
- Jalebi
- Moong Dal Halwa
- Gulab Jamun
- Phirni
- Lapsi
- Rasgulla
- Suji Lodoo
- Date Burfi
- Shahi Paneer
- Chana DAl Dhokla
- DoodhaCHI Kheer
- Gulgula
- Gulkand peda

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TASK 5: **Collect information on recipies of following dishes for**

Dussehra

- Badam Kheer
- Jalebi
- Moong Dal Halwa
- Punjabi Cholle
- Seekh kebab
- Sondesh
- Seekh Kebab

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TASK 6: **Collect information on recipies of following dishes for**

Eid

- Butter Chicken
- Hyderababi Biryani
- Mutton curry
- Nargisi Kofta
- Nawabi iryani
- Semiya Payasam
- Seekh Kebab
- Tandoori Chicken

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TASK 7: **Collect information on recipies of following for**

Ganesh Chaturathi

- Besan Ke Ladoo
- Cashew Barfi
- Badaam Phirni
- Karanji
- Malai Peda
- Motichoor Ladoo
- Suji ladoo
- Chana Dal Payasm
- Kozhukattai

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TASK 8: **Collect information on recipies of following dishes for**

Holi

- Gujia
- Peda
- Kusli
- Rabri
- Malpua
- Petha Burfi

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TASK 9: **Collect information about the following recipies**

Karwa Chauth

- Dum Shindi
- Rheer (RIce)
- Kachori
- Kala Jamun

— — — — — — — —

TASK 10: **Collect information about the following recipies**

Raksha Bandhan

- Ghevar
- Gulab Jamun
- Vermicelli Kheer
- Pista Sandesh
- Rava Laddoo
- Rasgulla
- Mohan Thal

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TASK 11: **Collect information about the following recipies**

Chistmas

- Pineapple Souffle
- Rolled Super Cookies
- Fruit Cake
- Pineapple Cake
- Christmas Cake Christmas Jelly Candy
- Eggless Black Forest Cake

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TASK 12: **Collect information about the following recipies for**

Pongal

- Receipe for Pongal
- Urad Dal Vada
- Sweet Pongal
- Kannu Pongal
- Milk Pongal

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TASK 13: **Collect information about the following recipies for**

Onam

- Parpu Curry
- Parpu Payasam
- Banana Chips (fried in Coconut Oil)
- Ada pradanam
- Avial

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Study of maps, longitude & latitude, International date time, variations, time difference

Objectives: At the end of this exercise you shall be able to
- **use the map to give directions**
- **locate the place by using latitude and longitude**
- **calculate the travel distance**
- **identify the nature of the place by using index.**

Requirements

Materials/Equipments

- Orient Longman School Atlas - 1 No.
- Mumbai, Chennai city map - 1 No.
- Thread 50cm - 1 No.
- World map - 1 No.
- Laptop with net - 1 No.
- Scale with cm and inch - 1 No.
- Calculator - 1 No.
- Smart phone - 1 No.

Refer Exercise 1.1.04

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Preparing brochures for different tourist destinations

Objective: At the end of this exercise you shall be able to
- **fluent in preparing brochures for tourist distinctions.**

Requirements

Materials/Equipments:

- World map - 1 No.
- Destination list – India - 1 No.
- Destination list –Abroad - 1 No.
- Laptop trainee - 1 for each
- Coral Draw 1 Photoshop – to be installed in each computer
- Internet connection – for each system.

PROCEDURE

TASK 1: **Practice using coral draw / Photoshop**

1 Install coral draw or Photoshop package in the system.

2 Practice using, different options available with the assistance of the computer tutor.

3 Open a fresh page in the Photoshop

4 Click icons available in the tool bar and start using in the page.

5 Practice again until you are familiar with all the icons.

6 Click 'save' option and be familiar with saving the file that is being used.

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TASK 2: **Gathering relevant materials**

1 Choose the destination for which the brochure is to prepared.

2 Collect information on the destinations unique feature like

i Historical signification

ii Geographical fractures

iii Architectural marrels

iv Cultural features

v Heritage

vi Cuisine

vii Shopping activities

— — — — — — — —

TASK 3: **Choosing the method**

Method 1 of 2: The Text

Fig 1



1 Introduce an attractive sentence that would impress the customers and gets them to read the rest of the brochure.

Fig 2



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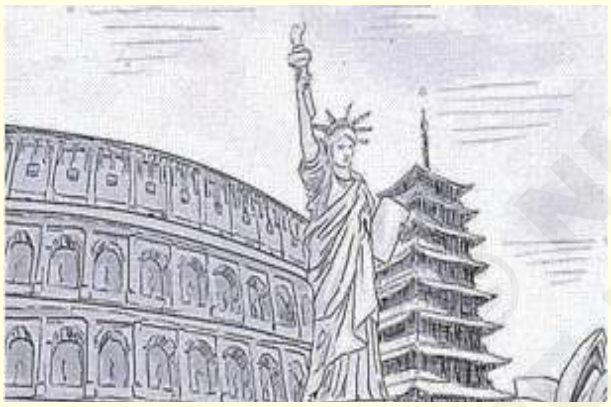
2 Do not immediately include the price. If it is something really expensive, give details about your product, then introduce the price.

Fig 3



3 **Choose your target audience**. Budget tourists will have very different travel goals than family or luxury travellers.

Fig 4



4 Craft the literature according to the location and customers.

A tour of a historic village can be educational, and brochures may target schools. Conversely, a South American resort specializing in destination weddings should focus on the romantic details unique to the locale and why those details will make a client's wedding memorable.

5 **Highlight the main features:** Carefully choose the top features that will most appeal to your target audience and list in bullet points. Do not try to provide complete in-depth detail; these features are the teaser that should encourage clients to seek your agency for more details.

- Compartmentalize brochures marketing genera] destinations by activity. Group accommodation options in one space, and recreation information in another.

6 **Organize for clarity and readability**

- Make the brochure easy to scan. If there is too much text, potential visitors will probably not take the time to read everything.
- Write short, concise sentences.
- Check the brochure for proper punctuation, spelling and grammar. Nothing can cause you to lose more credibility than misspelling the name of your destination.

7 **Choose reader-friendly fonts**

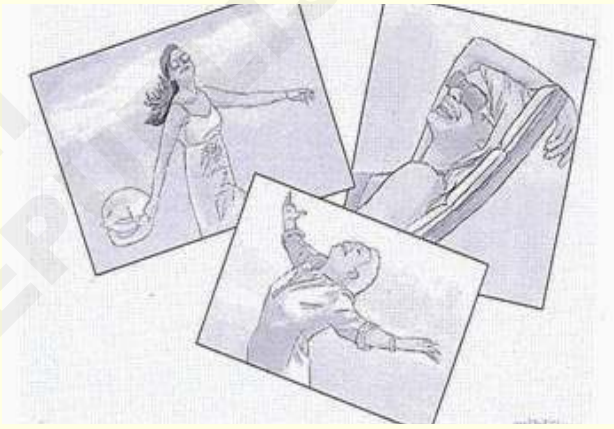
- Enlarge or use a different colour for key words or headlines so they stand out from your text

8 Include your office contact information and business hours.

9 Consider using one or two positive testimonials from past visitors.

Method 2 of 2: The Visuals

Fig 5



1 Choose eye-catching photos that tell a story about the destination.

- Examples: A beaming visitor hugging a dolphin at a sea life attraction, or a woman relaxing with a massage in an open-air spa that overlooks the tropical sunset.
- Choose photos that are current and of high quality.
- Include photos of people enjoying themselves at your destination rather than showing an empty hotel room or deserted beach, as people enjoy seeing others having fun This will invite readers to project themselves into the photo.

2 Consider the colour scheme carefully.

- Convey a relaxed feeling appropriate for a spa, use muted pastel tones. Children's destinations are best marketed with bright, bold colours. Historical site brochures can be given an "antique" feeling with sepia and earth tones.

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3 Organize the brochure so the copy and visuals work together.

4 Invest in a professional printing company.

- Provide a final copy proof. This will ensure no major changes that affect the layout or design occur.

Final Outcome

Fig 6

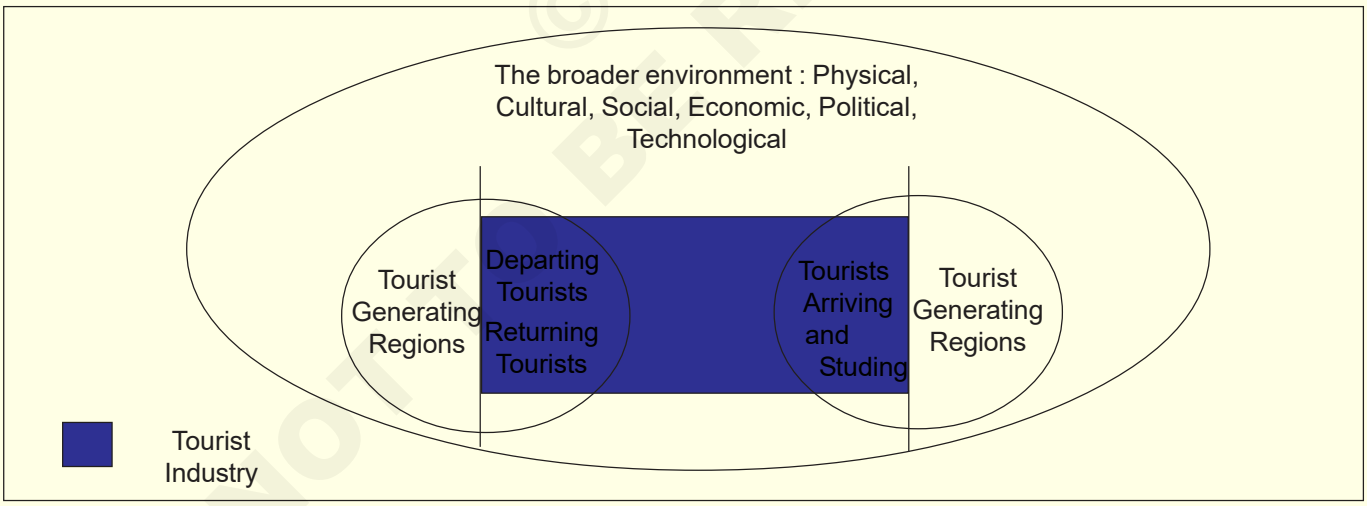


Draw chart on tourism market systems

Objective: At the end of this exercise you shall be able to

- **draw chart on tourism system by integrating tourism markets, transportation destination & there marketing.**

TASK 1 : **Draw chart integrating tourism and its environment**



TASK 2 : **Draw chart integrating tourism and its variables**

1 Factors include economic, socio - cultural political, technological legal and environmental variables

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TASK 3 : **Draw a flow chart integrating tourism and its market**

Inclusive Tourism Strategy Outline - Key Elements

Infrastructure - Accessible Assets

Loading | Hospitality | Attraction | Transport | Outdoor spaces | Activities

Product Development

Comprehensive customer information by product type by establishment including information for all abilities.

Baooking engines to suppert all categories of customers ana dll product types.

Incorporation of inclusive product into wholesale, tour operator and consolidator product as mainstrem additions to tourism product.

Regional guides, National Guides, and a Tourism Data warehouse including all accessiblility information as part of the mainstream.

Product offerings and training icorporated into the retail travel industry, bricks and mortar and online.

National advertising reflects inclusive tourism with appropriate imagery of people of all abilities → Excellence recognised in National and Regional Tourism Awards

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Assumption

The key underlying assumption of the above is that inclusive tourism is seen as a "valid" market and travelers with a disability are seen as customers. The key transition is from supplying or building the infrastructure to fully incorporating it into the tourism offering. The cultural change that needs to occur is the recognition andunderstanding of the needs of the disabled traveler. Accessible infrastructure has to been seen as a

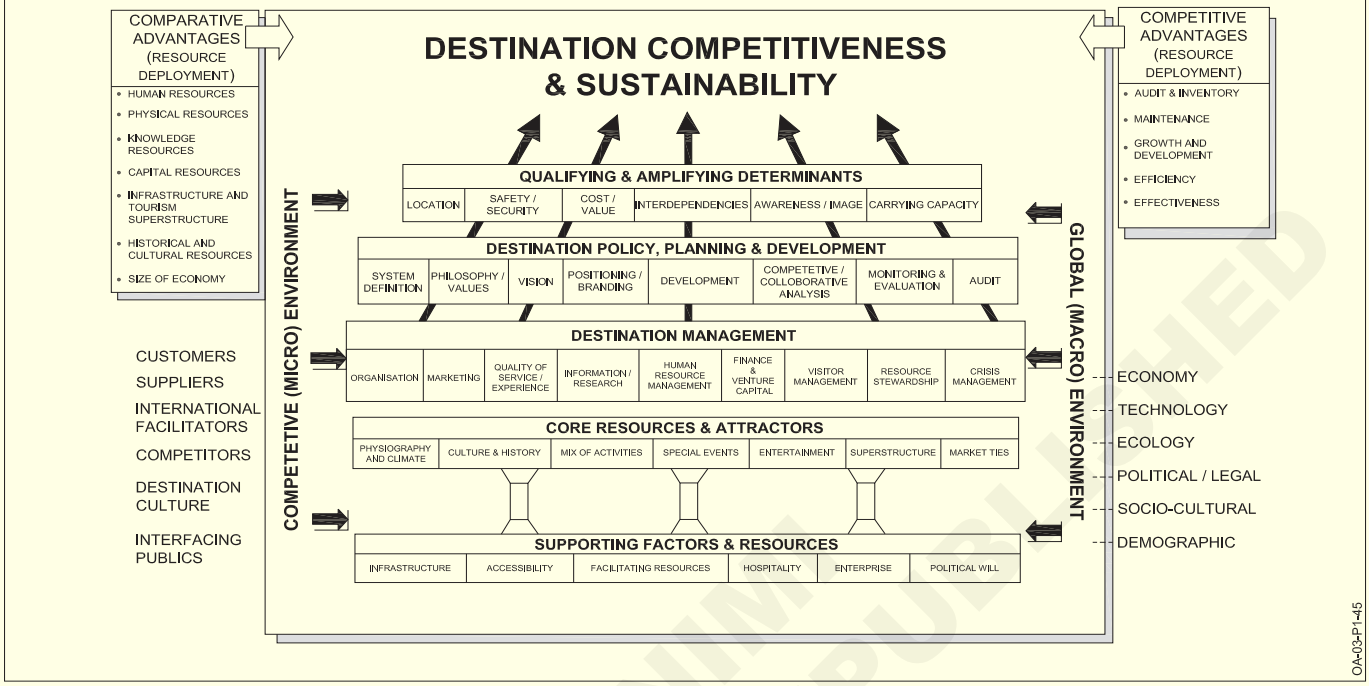
competitive advantage and the principles of universla design applied to product development, staff training and most importantly information provision.

Inclusive tourism will not work until it is fully incorporated into all levels of the tourism industry and is incorporated into all mainstream product offerings and retail sales.

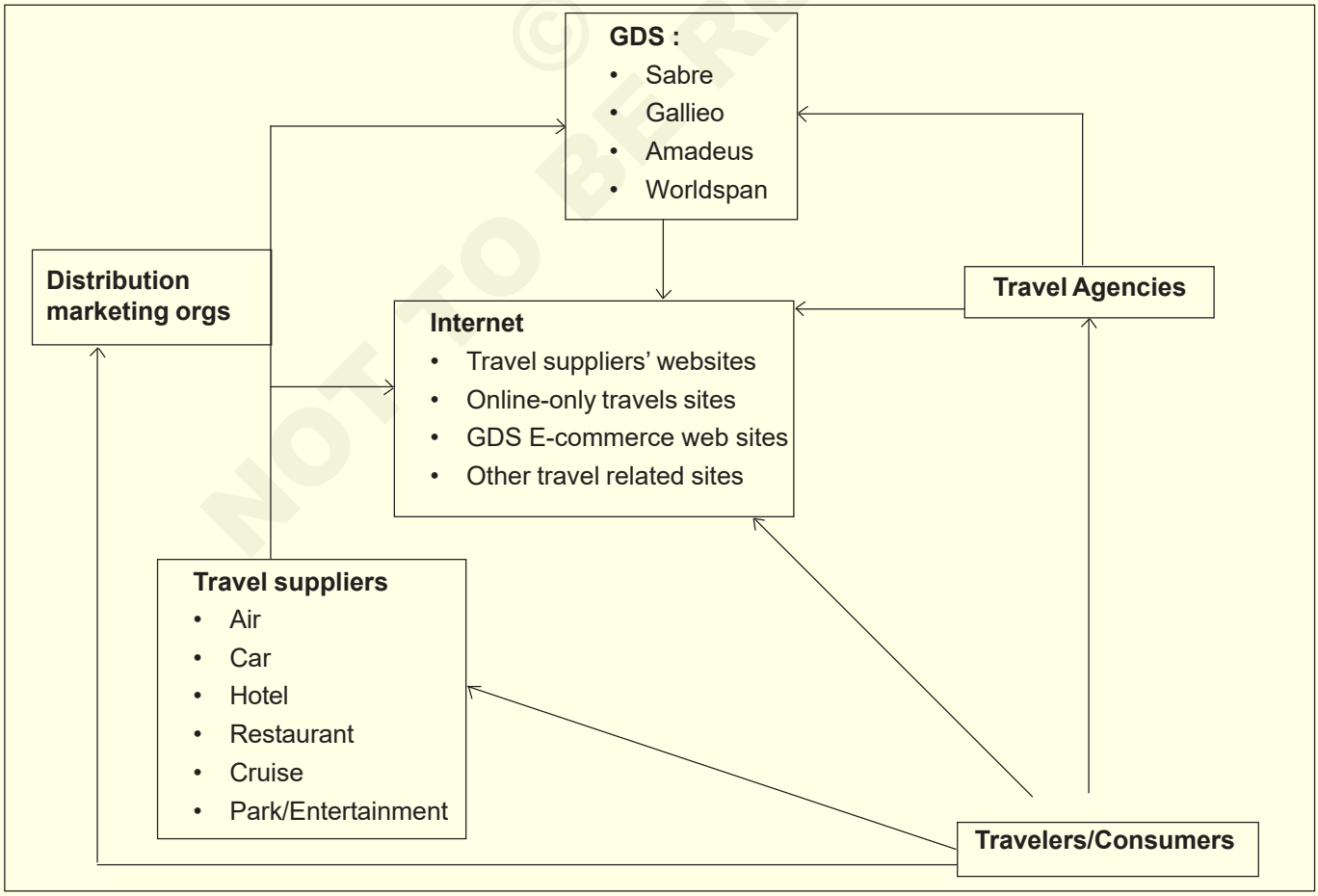
In other words is has to be seen as “just another product offering” to cater for another market sector.

TASK 4 : **Draw chart integrating tourism and destination sustainability**

Fig 1



TASK 5 : **Draw chart integrating tourism and transport services**



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Basis of segmentation-identifying target market

Objectives : At the end of this exercise you shall be able to
- **identify the target market**
- **identify the type of tourism**
- **establish the tourism product.**

Requirements

Materials/Equipments:

- Previous Database of the tourists
- Guide books on type of tourism
- Notepad - 1 No.
- Pen/Pencil - 1 No.
- Laptop trainee - 1 for each
- Tourist flow chart for the dept of tourism

PROCEDURE

TASK 1: **Identify the target market in tourism**

1 Select the appropriate segmentation criterion .example Age, Gender, Money spend, Country of origin etc..

2 Group the customers into segments by assigning each customer to the respective segment.

3 Profile the segments by identifying in which personal charteristics segments differ significantly.

4 Conduct managerial assessment of the usefulness of the market segments and formulation of targeted market activities.

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TASK 2: **Identify the type of tourism applicable in the destination**

1 Use the previous records / data of the tourism that is available.

2 Identify the location.

3 Pick the factors that have motivated the tourist to choose the destination like
- Adventure
- Sport
- Medical
- Culture
- Heritage
- Gastronomy
- Religion / Faiths etc

4 Classified the tourism based on the above like adventure tourist destination, medical tourism destination etc.

5 Gather relevant information that would facilitate in marketing a destination after indentifying the type of tourism in the destination.

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TASK 3: **Establish the tourism product**

1 Identify a location for which tourism is being marketed.

2 Classify the following products based on the availability in the destination.
- i Hotels , Motels, floatels, roatels, Restarrents.
- ii Tourist Transportation.
- iii Travels agencies, Tour operator.
- iv Shopping Mall.
- v Food and Beverages.
- vi Tourism Information center.
- vii Sourness outlets.
- viii Museum.
- ix Temple and other religious places.
- x Gardens.
- xi Theme Park.
- xii Eco-clubs.

3 Choose the product that is predominantly available in the destination from the above furnished list.

4 Showcase the product as an unique opportunity to sell it to the tourists.

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Collection of advertisement from newspapers, magazines & analysis

Objectives: At the end of this exercise you shall be able to
- **newspapers**
- **magazines**
- **analyse the different advertisements and infer meanings.**

Requirements

Materials/Equipments:

- Daily Newspapers - - 30 Nos.
- Tourism & other Business Magazines - 30 Nos.
- Chart Papers - 2 Nos for each trainee
- Sketch Pen set - 1 set for each trainee
- Rough sheets - as reqd.
- Scale - 1No.
- Pencil / Pen - 1No.
- Scissors

PROCEDURE

TASK 1: **Collect tourism advertisement from newspaper**

1 Spread the newspapers on the floor.

2 Search page by page for any material relevant to tourism advertisement.

3 Use Scissors to cut the AD material.

4 Select the AD material and place them on a file.

5 Paste all the collected advertisements on to a chart.

6 Number the AD accordingly.

7 Mark a boarder around the advertisement.

8 Write the name of the newspapers dated and page number below the advertisement for further reference.



Sample AD in Newspaper

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TASK 2: **Collect Tourism advertisements from magazines.**

1 Identify magazines which are likely to have tourism advertisements like
   - Express Hospitality.
   - Travel trends.
   - Travel Bizz.
   - Hospitality Bizz.
   - Go Now.
   - Sevan seas.
   - Outlook Express.
   - The Week.
2 Search page by Page for any tourism advertisement that is available.
3 Use scissors to cut the advertisement from the page.
4 Note the page number of the magazine ,issue number, Volume number and place the publication for the future reference.
5 Repeat the above step until all the magazines are utilized for collecting the advertisement.
6 Separate the advertisement material & place it on a file.
7 Paste all the collected advertisement on a chart.
8 Number the advertisement accordingly.
9 Draw a border around the advertisement to separate one another.
10 Deposit all the magazines back on the self.

— — — — — — — —

TASK 3: **Analysing the advertisement.**

1 Place the chart that has the newspaper advertisement on to yours left side.
2 Place the chart that has the magazine advertisement on to yours right side.
3 Observe the art work and make a note of the following points on the notepad.
   i Shape the advertisement.
   ii Title “Caption” of the advertisement.
   iii Color scheme used.
   iv Sentence and text used.
   v Language used.
   vi Promotional aspect.
   vii Objects used.
   viii Length of advertisement.
   ix Season.
   x Product chosen for promotion
   xi Catchy slogan available if any.
   xii Any money back sheme/offers for discount.
4 Make the report using above indicators.

— — — — — — — —

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Collection of brochures from tourist office & hotels for tourism promotion

Objective: At the end of this exercise you shall be able to
- **collect browsers from tourist offices and hotels to understand tour promotion activities.**

Requirements

Materials/Equipments:

- List of hotels
- Smart phone
- Address of the tourist officers
- Notepad - 1No.
- Pen - 1No.

PROCEDURE

TASK 1: **Collecting brochures from tourist offices**

1 Locate the address of the nearest tourist office available to your city.
2 Find telephone number.
3 Speck to the tourist officer and obtain an appointment.
4 Present yourself at the said date & time.
5 Request for various brochures, phamphelets and flyers and related materials.
6 Enquire about the significance of each browser.
7 Note down all the importance provided by the officer.
8 Clarify doubts before leaving the office.
9 Thank the officer before leaving.

— — — — — — — —

TASK 2: **Collecting brochure from hotels.**

1 Locate at least 2 hotels nearby.
2 Gather the address and contact numbers of the front office manager.
3 Speak to the front office manager for an appointment.
4 Note down the Date & Time of appointment.
5 Report to the front office manager at the said date & time.
6 Request for brochures, phamphelets & other promotional materials that are available with the front office manager.
7 Enquire the significance of the brochure and its feature.
8 Note the information on your notepad provided by front office manager.
9 Clarify doubts before leaving the hotel.
10 Thank the front office manager.

— — — — — — — —

TASK 3: **Analysing the collected brochures.**

1 Observe the description given in the browser.
2 Observe the photos and image printed in the brochure.
3 Observe the type of room & rate's presented in the brochure.
4 Read the value-added services mentioned in the brochure.
5 Note the method of payment, time & condition of the hotel.
6 Repeat the above steps by rising various other hotels.
7 Differentiate the service offered by one hotel and the other.
8 Differentiate the room categories & rate's offered by various hotels.
9 Record the analysis on a computer for future reference.

— — — — — — — —

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Maintaining & compilation of different records used in travel office

Objectives: At the end of this exercise you shall be able to
- **list the records available in a trade office**
- **compile information pertaining to each record**
- **maintain the relevant records.**

Requirements

Materials/Equipments:

- Notepad - 1 No.
- pencil - 1 No.
- Camera - 1 No.
- Lap top with net conaction - 1
- Scale - 1 No.

PROCEDURE

TASK 1: **List the records maintained by the trade office**

Note down the following records/ registers on the notepad kept in the trade office.

1 Trade agent vouchers
2 Enquiry register
3 Reservation form /register
4 Guest/Tourist Indian register
5 Condemnation form/register
6 Group travel register
7 Foreign Exchange register
8 Insurance register

— — — — — — —

TASK 2: **Compile information pertaining to the registers**

1 Identify a manager/Executive who can assist with sharing relevant information regarding the formats
2 On your notepad, using scale and Pencil, draw the formats of forms and registers that are available in the office
3 Enter the old data, or enhanced information, fill the forms and complete the form without learning any column empty.
4 Ask the manager/Executive about the significance of each register or form
5 Enquire about the specific use of form and its relevance

— — — — — — — —

TASK 3: **Maintain relevant records**

1 Enquire about the routine filling up of the forms/ registers
2 Classify the registers which hare to be maintained on a daily, weekly, monthly, half-yearly & on a yearly basis.
3 Enquire about the approved of the record by the superiors or hands who will sign the registers and records
4 Classify the records that will have to be prepared or filled by the staff and those of which has to be filled by the guest/tourists.

— — — — — — — —

TASK 4: **Practice**

1 Obtain ample copies of the registers/forms
2 Practice drawing the same in the class room
3 Use chart purpose to draw the formats
4 Hang the charts on the hall of the class room for easy remembrance.

— — — — — — — —

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Procedure of travel office management

Objective: At the end of this exercise you shall be able to
- **perform the steps involved in managing the trade office.**

Requirements

Materials/Equipments:

- Reception counter
- Chair
- Computer/Net connection
- Tele phone
- Racks for file
- Notepad
- Pencil/pens
- Photo copier
- Claim for vision

PROCEDURE

TASK 1: **Manage inventory**

1 Align and ensure that the stationeries are readily available for the staff for their daily use.

2 Order new supplies when needed.

3 Arrange all the registers and stationeries neatly so that it is eye appealing.

4 Discard the damaged forms.

5 Apply cost cutting techniques in minimizing the use of stationeries.

6 Identify supplies who are cost effective & quality oriented.

— — — — — — — —

TASK.2 : **Manage equipments**

1 Operate the equipments as per the guide.

2 Trawn the staff in purpose usage of the equipments.

3 Access the equipments with at most case.

4 Attend to the facility equipments with immediate effects if not in use the equipments with immediate effect.

5 Switch-off the equipment if not in use to save power.

— — — — — — — —

TASK 3: **Manage staff**

1 Plan & prepare propose staffing schedule.

2 Train the staff to handle the Guinness correctly.

3 Involve the staff in various activities like decision making.

4 Encourage the staff to come up with innovative solutions to problem.

5 Motivate the staff to complete the tasks in time.

— — — — — — — —

TASK.4: **Manage interiors**

1 Plan the office space in such a way that morning space is optimum

2 Ventilate the office as much as possible.

3 Place sofas continently so that the tourists are scatted computably

4 Arrange the chaiss property

5 Internish sufficient brochures, advertisement materials on the notice loards so that the tourists will known the current offers

6 Display forgin-Exchange currency rates on a separate board.

7 Display wall of different time zones.

— — — — — — — —

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Procedure of opening of a travel office

Objective: At the end of this exercise you shall be able to
- **able to relate the procedures involved in opening a travel agency office.**

Requirements

Materials/Equipments:

- Guide line book
- Notepad
- Pencil/pen
- Necessary form from the tourism department
- Telephone

PROCEDURE

TASK 1: **Filling the application form**

APPLICATION FORM FOR RECOGNITION / RENEWAL OR EXTENSION AS AN APPROVED TRAVEL AGENT / TRAVEL AGENCY (TA)

Self attested passport size photograph of Managing Director/ Managing Partner/ Proprietor

1 Name of the Organization

Address off Head office

Telephone Numbers

Fax Numbers

Email Address

Website Name

Address of the Branch offices (if any……
……
…… ……

2 Nature of the organization (Proprietary concern, Partnership or Incorporation)

3 Year of registration/commencement of business (with documentary Proof)

4 Name of Proprietor/ Partners/ Directors, etc.

Details of their interests, if any in other business may also be indicated

5. Particulars of staff employed:

Total number of staff

Name Designation Qualifications Experience Salary Length of Service with the firm

I

II

III

Name of focal points for "Safe & Honorable Tourism":

I

II

6 Details of office Premises (Documentary Proof/Rent Agreement/ Ownership Deed to be made available)- Office Space in sq. ft.

Location area (Please tick mark the right category) commercial residential

Reception area in sq. ft

Accessibility to toilets (Please write Yes or No)

7 Name of Bankers (please attach a reference letter on original letterhead from your Bankers)

8 Name of Auditors

A Balance-Sheet and Profit and Loss Statement Pertaining to the travel business, as Prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding the data of submission of your application. Also finish details of your turnover in the following statement:

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Particulars of the Travel Agency (TA) concerned:

a Paid up capital (Capital employed)

b Loans:

i Secured

ii Unsecured

c Reserves

d Current liabilities and provisions

e Total (a to d):

f Fixed assets (excluding intangible assets).

g Investment

h Current assets

i Intangible Assets

j Total (f to i)

Notes

i Intangible assets should include goodwill expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss etc.

ii Reserves should include balance of profit and loss Account and exclude taxation reserve.

iii Current liabilities and provisions would include taxation reserve.

iv Current assets should include sundry debts, loans advances, cash and bank balance.

9 A copy of Acknowledgement in respect of Income tax returns for the current assessment year should be enclosed.

10 Please indicate whether any activities are undertaken by the firm besides travel related activities

11 Please indicate membership of International Travel Organizations, if any ……
……

12 Letter of approval of IATA and Certificate of Accreditation for current year should be enclosed. General Sales Agent (GSA) / Passenger Sales Agent (PSA) of IATA airlines should be enclosed (in this regard documentary proof to be attached).

13 The names of the Air/Shipping/ Railway ticketing agencies held by the firm

14 Please enclose Demand Draft of 3,000/- for Head Office and Rs. 3,000/- for each Branch Office as fee for recognition/ renewal or extension.

For Head Office, Please mention:

Demand Draft No.

Date

Amount

For Branch Office (S), please mention:

Demand Draft No(S)

Date

Amount

Signature / Name of Proprietor/Partner/ Managing Director

Rubber Stamp

Place:

Date:

— — — — — — — —

TASK 2: **Taking pledge for commitment towards safe and honourable tourism and sustainable tourism**

PLEDGE

I/We solemnly pledge and reiterate our commitment to conduct our business in a manner that benefits the culture and ethos of our rich and ancient civilization and the tolerant and accommodating nature of our multicultural Society and protects all individuals, especially women and children. We hereby commit to abide by the code of Safe and Honorable Tourism.

Recognizing that every earth resource is finite and fragile, I /We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and future sustainable uses.

Signature:

Name:

On behalf of:

In the Presence of:

— — — — — — — —

TASK 3: **Checking the enclosures using a check list**

Llist of documents (check list) required for first approval as an approved travel agent / travel agency (TA)

1 Application form duly filled in.

2 Two attested photographs.

3 Documentary proof (Preferably registration certificates from Government) in support of beginning of operations of your firm.

4 A signed copy of the Pledge of commitment towards “Safe & Honorable Tourism”. The pledge is attached in English & Hindi as Annexure I &II, respectively.

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5 A copy of complete Audited Balance Sheet with the Director's Report for the latest financial year.

6 Income Tex Acknowledgement for the latest Assessment year.

7 Service Tax Registration number from the concerned authority.

8 Certificate of Statutory Auditor of the firm starting Paid-up Capital not less than 3,000

Lakh. For Travel Agents from the North- Eastern region, remote and rural areas, the minimum Paid Up Capital (or Capital employed) should be at last Rs.50, 000/- duly supported by the statutory chartered Accountant's Certificate.

9 A copy of IATA approval letter indicating Numerical code Number and a copy of IATA Accreditation Certificate for the Current year.

10 Reference letter from Bank on its original letterhead regarding firm's bank account and address With telephone numbers.

11 The details of staff employed giving names, designation, education qualification & experience in Tourism field and length of service in the organization (copies of certificates to be enclosed):

a There should be a minimum of four qualified staff out of which at least one should have Diploma/ Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified Employees.

b The academic qualifications may be relaxed in case of the other two staff members who are exceptionally experienced personal in airlines, shipping, Transport and PR agencies, Hotel and other Corporate Bodies and those who have worked for three years with IATA/UFTA Agencies.

c For the agencies located in the North- Eastern region, remote and rural areas, there should be a minimum of two staff out of which one should be a qualified employee with a Diploma / Degree in Tourism and Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.

d Names of focal points.

12 List of Directors/Partners or name of the Proprietor.

13 Details of office premises, whether located in commercial or residential areas , office space in sq. ft (the minimum office space should be at least 150 sq. ft for rest of India and 100 sq. ft for hilly areas which are above 1000 meters from sea level) and accessibility to toilet and reception area.

14 A Demand Draft for Rs. 3,000/- towards processing fee payable to pay and Accounts Officer,Ministry of Tourism, Government of India.

15 Documents duly stamped & attested by the Managing Director/ Managing Partner/ Proprietor of the firm.

— — — — — — — —

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Demonstration on selling the package by explaining the features

Objectives: At the end of this exercise you shall be able to
- **at the end of the exercise you will be able to demonstrate selling of tour package in a polite way.**

Requirements

Materials/Equipments:

- Package details
- Brochure
- Information sheet on accommodation
- World map
- Photos & Picture of the destination

PROCEDURE

TASK 1: **Speak politely**

1 Greet the guest polity by wishing them as per the time like "Good Morning sir/madam. How are You today"?

2 Maintain a smiling face throughout the conversation

3 Maintain Constant eye contact.

4 Do not show any kind of Mannerism like searching the neck or picking the nose etc

5 Use words like phase sorry, excuse me .thank you

6 Mention name of the customer while conversing

7 Adjust the voice Tone accounting to the customer's volume

— — — — — — — —

TASK 2: **Selling the tour packaging**

1 Enquire about the tourists/customers interest and plan.

2 Ask for the member of days

3 Ask for the country which they are keen to visit .if it is an international tour.

4 Offer them the pictures/ photos of various destinations and observe their interest lord

5 List out the points that may best attract the tourists about a destination

6 Share for testimonial of tourists who have already visited place

7 Share information about the type of accommodation that you would be providing the rates the discounts and benefits.

8 Assist the tourists to choose a package

9 Do not force or compel the tourists to purchase or package from you.

10 Offer them with various discounts/money saving packages like tailor made tours.

11 Assistant then in currency exchange for the travel.

12 Findout their budget and convince then for better selling of products.

— — — — — — — —

TASK 3: **Gather tourist information**

Collect the following information of the customer upon choosing a package:-

1 Name

2 Designation

3 Official address

4 Residential address

5 Contact number

6 E-mail address

7 Method of payment

8 No. of. Adults & no of children

9 Passport no. if international Tour

10 Food preference

11 Travel Insurance if required

12 Special requests if any by the customer

— — — — — — — —

TASK 4:

Repeat the above steps using the 'Role- play' method with the assistance of the Tutor or Instructor. ensure very trainee gets the opportunity to act as staff and customer as well

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Practice in computer using MS office, Internet & other software packages

Objectives: At the end of this exercise you shall be able to
- **identify the main parts of computer**
- **identify the pheripherals of computer**
- **switch on and Switch of the computer**
- **practice using mouse**
- **use keyboard.**

Requirements

Tools/Instrument/Equipments

- Monitor
- Keyboard
- Mouse
- CPU
- Printer
- Joystick
- Touchpad
- Lap Top
- Microphone
- Web camera
- Projector
- Speaker
- CD&DVD
- Pen drive
- UPS
- Computer system with mouse - 1 No.
- MicroSoft office software - 1 No.

PROCEDURE

- Protect it from direct Sunlight and drit
- Keep it covered when not in use
- Handle it with clean hands
- Do not bang the keys of keyboard too hard.
- Handle the mouse gently
- Do not eat or keep any food / drinks near it
- Clean it with a soft dry cloth

TASK 1: **Identify the main parts of computer**

1 All the parts are jointed to the CPU and together they from the computer system

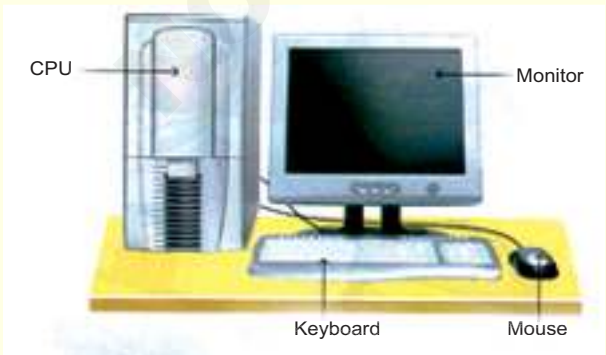
2 Besides these four main parts the computer also has many other parts

TASK 2: **Identify the Peripherals (other parts)of computer**

Uses

- The monitor looks like a TV screen. It shows What We type in through the Keyboard or draw with the mouse.

Fig 1



Keyboard

The Keyboard is used to type words, numbers and symbols.

Fig 2



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Mouse

We use the mouse to point to items on the screen and give commands to the computer.

Fig 3



Central processing Unit (CPU)

The CPU is the most important part of the computer. It controls the Computer and its Parts. It is known as the Brain of the computer.

Fig 4



Printer

The printer is used to take printouts of letters and pictures on paper. The printout can be colored or in black and white.

Fig 5



Joystick

The joystick makes computer games a fun. When it is moved, it gives signals computer.

Fig 6



Touch pad

A laptop computer has a touch pad which works like the mouse.

Fig 7



Microphone

The microphone allows us to records and songs in the computer.

Fig 8



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Web camera

A web camera takes pictures and stores them in the computer. The web camera is also used to Communicate with people over the internet.

Fig 9



Projector

The projector allows us to see the display on a large screen. This is useful when you want Many people to see a presentation.

Fig 10



Scanner

A Scanner can copy picture from a book or scan photographs and put them into the computer.

Fig 11



Speakers

Speakers let you listen to songs Played on the computer.

Fig 12



CD and DVD

CD and DVDs are a part of the computer memory. They are used to store document picture,Songs and movies. The CD or DVD has to be placed in the CD or DVD player the computer.

Fig 13



Pen drive

A pen drive is very small in size but it can store hundreds of documents, pictures and songs. It forms a part of the computer's memory.

Fig 14



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UPS

The UPS (Uninterrupted Power Supply) keeps the computer working even when the power supply is off.

Fig 15



— — — — — — — —

TASK 3 : **Switch the computer on and off**

1 Switch on the power Apply

2 Switch in the ups

3 Switch on the ups by processing the power button.

4 Switch on the monitor by processing the monitor button.

— — — — — — — —

TASK 4 : **Practice using mouse**

- The mouse has two buttons
- The mouse has a roller pall under it
- The pall roller an the mouse pad and circular the movement of printer on the screen
- A mouse is usually connected to the CPU with a wire
- The wireless mouse in connected to CPU without a wire.
- The optical mouse does not have a roller tall under it, there is a red light under it which controls the movement of printer on screen the optical mouse also has a scroll what between the two mouse buttons

- We can give interaction to the computer by clicking the buttons of the mouse

1 Single click the left mouse to select an item to which the mouse is printing on screen

2 Right click the mouse to get a list of commands related to the pointed

3 Double click the lift button to give open command to open the icon.

— — — — — — — —

TASK 5 : **Practice using key Board**

- The keyboard has six different types' keys
- Number keys such as - 1,2,3,4,5……
- Function keys such as – F1,F2,F3,……
- Arrow keys such as –
- Specil keys such as – Tab key, caps lock, Shift
- Alphabets keys such as – A,W,E,R,S,T
- Special character key such as – number lock Home

Alphabetic keys

1 Press all the alphabet from a to you cam by me

2 Observe it's appearance on screen

Numeric keys

1 Press number keys from 0 to 9

2 Observe on screen

3 Press Number lock to the number key

Special character Keys

1 Press Shift key with the number key to get special character.

Faction keys

1 Collect the information of an user of function keys

2 Practice using all the Technique keys

3 Practice using all the touch keys

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Arrow keys

Notes :Arrow key are used to muse the currant or printer on the screen They are also known as cursor control keys.

The correct is a small mark on the computer screen. It shows the perition where a letter or number can be typed.



Press up arrow to move the cursor up



Press down arrow key to move cursor down



Press arrow key to move the cursor lift



Press right arrow key to move the cursor

Special keys

1 Caps lock key
2 Press caps lock key
3 Observe a light glows an the top right-hand correct
4 Type capital letters
5 Spacebar key
6 Press spacebar key to leave a small gap between each word typed.
7 Use the Spacebar key to insert a letter or word in between the spacebar
8 The Back space key
9 Press the backspace key to delete letter just be for the cursor
10 The Delete key
11 Press the delete key to remove any letter on the right side of the cursor

Enter key

1 Press enter key bring down the cursor to the beginning of the next time

Shift key

1 Type capital letters or upper can letter using shift key
2 To type NANO
3 Hold down the Shift key
4 Type the key NANO an after another
5 Observe the screen it shows NANO
6 To type NANO
7 Hold down the shift key and type N
8 Release the shift key
9 Now jest press the key NANO one after another
10 The screen shows the name NANO
11 Type a special character given on the upper half of a key
12 Hold down the shift key and press special character key





observe on the screen symbol

— — — — — — — —

TASK 6: **Switch off the computer**

1 Click the start button
2 Click on shut down
3 Wait till the screen is blank
4 Switch off the monitor by pressing the button on it
5 Switch off the UPS

Create, Save, Edit, Format, Align & Create Folder in Word Document

Objectives: At the end of this exercise, the trainees will be able to
- **open and create a word file and save a document in micro soft word processor**
- **insert, delete, undo, redo, select, and copy the word document**
- **edit text using direct commands and make a text bold and change letter sizes**
- **formatting text using font style and size and align the text using various styles**
- **do various alignment using short-cuts and create a folder**
- **cut/copy and paste files and folders.**

TASK 1: **Open a word file open a new word file from desktop**

1 Click start button corner of the desktop
2 Go to programs and click

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Fig 1



3 Select MS word in the program list

4 Check the new blank word page that appears in the screen

5 Check the screen should be similar

Open an existing word file

1 Click file in left corner of main menu

2 Select the Directory of the file in the Scroll down list at the LOOK IN column

3 Select the file name in the open window and OPEN option at the bottom right corner.

Open new world file while working with MS word

- Click the New Blank Document icon on t left corner of the standard toolbar located the top of the MS Word page.
- Choose file in main menu in the left corn of the MS word page and select New in the line
- Press ctrl and N in the key board simultaneously.

— — — — — — — —

TASK 2: **Create a word document**

1 Type the given text using the key board

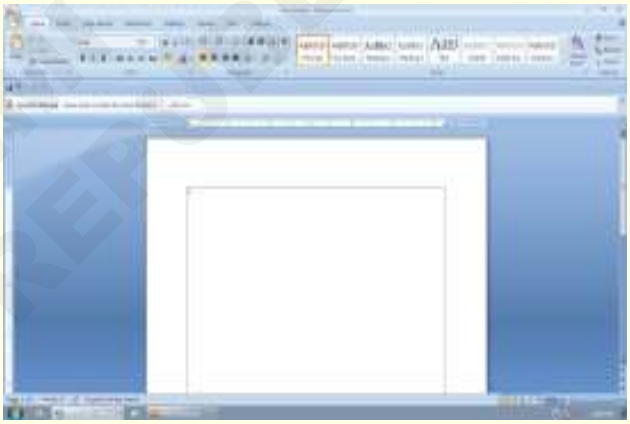
2 Press Caps Lock once to type capital letters continuously and press again to release the caps lock

3 Press shift alphabet simultaneously to type caps and other buttons for special symbols

4 Press Enter to go to next line

5 Bold, underline the side heading by selecting the B and U option in standard tool bar in the top of the MS Word.

Fig 2



— — — — — — — —

TASK 3: **Save the document**

1 Choose any one from following two ways to save a new document

2 Open file command in main menu and select Save As.

3 Select directory by clicking the scroll down arrow key in SAVE IN column at the save as window.

4 Type document name at FILE NAME column at the bottom of the Save as Window.

5 Selsct word Document by clicking the scroll down arrow in the Save as type column.

6 Click Save in the right of the save as window.

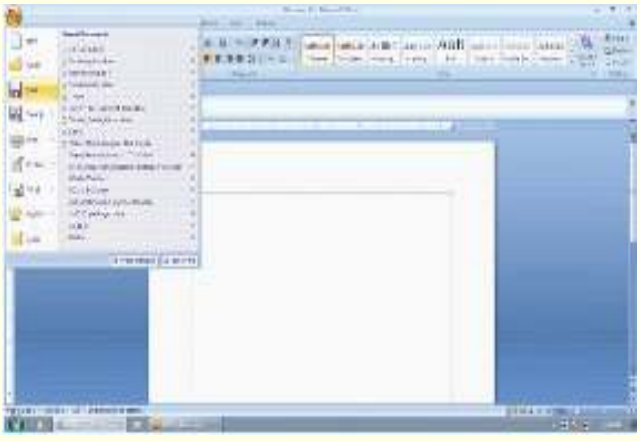
Direct control commands using Key Board

Control and N simultaneously – To create new document.

(Ctrl + N)

Ctrl + O- To open document

Fig 3



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Ctrl + S – To save document

Ctrl + P– To print document

Ctrl + W – To exit document

Alt + F4 – To exit from Word

— — — — — — — —

TASK 4: **Practice the commands**

Type the following paragraph and practice the above exercises

Types of tour packages

FIT or Foreign Independent Traveler

For travelers who do not want to be part of a group, but they want to travel in an organized tour. This is the most popular way to travel to Latin America. A tour for FIT's can be operated as a Seat-in-Bus tour (SIB) or as a private Tour. Foreign Independent Traveler "does not mean" you Will be on your own; you will always have a local host for every service you have arranged.

Group tour

When the same group follows the same itinerary from beginning to end. Variations or modifications of the itinerary are impossible. Option Pre and post Tours are very popular for group tours. A group tour can be locally hosted or fully escorted.

Locally Hosted

Every service you receive will be hosted by a loc representative or by a bilingual tour guide.

Fully Escorted

In addition to your local tour guide, a tour manager travel with you throughout the complete Itinerary, and he available 24-hours a day. The tour manager responsibilities are to oversee the complete operation the itinerary, organize dinning outing and activities the free time in the itinerary. Sort of hold your hand the while trip. Fully Escorted Group Departures were popular several years ago when Latin America was popular than it is today. The price of a fully escorted tour higher because all the participants must share the cost the airline ticket, meals, hotels and remuneration of tour manager. Airline usually provide one free ticket groups larger than 25 prisons and hotels will grant or complimentary room for group using 15 or more room

Travel Agents

Travel agents plan, organize, and conduct tours and for individuals or group. The duty of a travel agent is assist travelers with the travel schedules, available vacation packages, food facilities, guiding them in new places, needs and help them with the best possible arrangements.

Also, many major hotels, resorts, cruses use travel agency to promote their travel package to millions of people year. Travel agents give guidance and suggestion various tourist destinations around the world and arrangements for transportation, hostel accommodation car rentals, tours, and recreation. Travel agencies also advice on weather conditions and recreation spots . For foreign trips, travel agents provide information on customs regulations, currency exchange rates passports, visas, and certificates of vaccination.

Online travel agents in India consult a variety of computer based sources for information on departure and arrival times, hotel ratings and accommodations fares etc. Travel agencies also visit hostel, motels, resorts, and restaurants to evaluate their comfort, clean lines, and the quality of food and service so that based on their experiences, they can recommend on their clients. Scales and marketing skills are very essential for travel agents to promote their services.

Travel agents make presentations, advertise and suggest company- sponsored trips to business managers. Many travel agencies specialize in special trips such as leisure or business. This particularly depends on the size of the agency and experience in the industry. Apart from offering the usual service that a travel operator provides with online travel agencies give an edge by offering service like online travel blogs, agency discussion boards, review sites and social networks.

There may also be Asia specialist travel agents that particularly concentrate on exotic tourist destinations of Asian countries. People prefer specialist travel agencies as they are more familiar with the regions and also known a lot about different specialties of different regions. Many tours and travelers in Asia offers customized traveling and execute the dream of a perfect tour. Travel agent Asia specialists dispense consumers with everything they need for right from researching and planning to purchasing a whole trip.

Travel and tourism industry is developing in a great way and thus in this booming sector travel Agents have a key role to play. Because of stiff competition, more and more travel agencies are offering customized and special services along with great holiday packages at a discounted rate. Technology and communication has grown an extent that travel and tourism has become easy and convenient. The impact of low cost carries for online travel and distribution is also enormous. Internet and telecommunications have paved way for travel agencies and it has become necessary for travel agents to advertise themselves over the net and have their websites. Asian tourism becoming more and more famous and people all around world are desirous of coming to visit it.

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TASK 5: **state the edit tools**

1 Select text

Select text in the word document created in the TASK 1

2 Select a word

Double click the mouse on the word to select.

3 Select a line

Double –click the mouse to the right side of the line to select the whole line.

4 Select a part of a paragraph

Click the sentences holding down ctrl key

5 Select a paragraph:

Triple click the paragraph to select the whole paragraph.

6 Select a document

Triple clicks the document to select the whole document.

7 Insert Text

- Position the courser where the text to be include and click insert option in the key board.
- Type the text to insert.
- Click again to cancel the action.

Delete Text

Delete Character

- Click delete or Backspace by keeping cursor on the characters to delete few characters.

Delete Paragraph

- Click delete or Backspace keeping cursor on the selected area on the line or the paragraph.

Backspace delete to the left & Del delete to the right.

1 Undo

Select the undo key in the standard toolbar to bring the last change made to the document again in the document.

2 Redo

Click the Redo button in the standard toolbar to bring sequence of change in the document.

3 Copy

Select the text to be copied and Right click to select copy. Copy text uses to paste a copy of the Selected text in another part of the document, without moving the original text from its location.

4 Cut

Select the text to be copied and Right click to select Cut.

Cut text uses to paste a copy of the selected text in another part of the document, by removing the original text from its location.

Paste

1 Position the courser where text to be included and right click it.

2 Click paste option in the menu opened in the screen.

3 Click the Paste option to paste the text which is cut or copied finally.

Keyboard direct command controls

- Ctrl + Y – Redo last action
- Ctrl + Z – Undo last action
- Ctrl + X - Cut text
- Ctrl + C – Copy text
- Ctrl + V – Paste text
- Ctrl + A – select entire document
- Ctrl + F – Find text or word

TASK 6: **Save the edited text**

1 Click save icon in left side of the standard toolbar.

2 Check the save icon blinks a second at the bottom of the word screen

To avoid lost of typed and edit text due to power failure and other uncircumstances save it after every action. It will save and store in the same original word document.

TASK 7: **Practice the commands**

1 Open the 'introduction' document by selecting the File option in the main menu

2 Click open in the menu and Scroll down the directory

3 Find the word document it be edited and select it

4 Practice the commands and procedures explained above and learn them.

5 Close the document without saving.

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TASK 8: **Select Format Window**

Formatting can be done using three different ways:

1 Toolbar

2 Keyboard

3 Font dialogue box

Select Format Toolbar

1 Click view in the main and select Toolbars option.

2 Select the Format Toolbar the scroll down list.

3 Check new format Toolbar has appeared in the screen.

Format with Font Dialog Box

1 Click Format option in the Main menu and Font in the Format menu

2 Select Font in the Font Window.

— — — — — — — —

TASK 9: **Learn to Format**

Bold the Sentence

1 Type a Sentence.

2 Double click to select a word.

3 Click 'B' in the formatting toolbar to bold letter

4 Click outside after the change.

Underline a word

1 Double click to select a word.

2 Click 'U' in the formatting toolbar.

3 Click outside the word after the result.

Change Fonts

1 Type the sentence.

2 Double click the sentence to select it.

3 Click Font option in the Format Toolbar

4 Select the desired font in the scroll down list at window

5 Check the preview at the bottom of font window

6 Click OK to apply the format.

Change Letter Size

MS word has default size of the letter. When open a new text page to create a document size will be 10.

1 Type the sentence.

2 Document click the text select.

3 Click Font in Font Toolbar

4 Select the desired size of font in the scroll down

5 Check the preview at the bottom of the font

6 Click Ok

Keyboard direct command controls

1 Bold-ctrl+B

2 Italic- ctrl+I

3 Underline- ctrl + U

4 Increase Font Size- ctrl +]

5 Decrease Font size- ctrl +[

— — — — — — — —

TASK 10: **Format the Text document**

1 Open a new MS WORD page

2 Type the text paragraph given to you given in Ex. No. 1

3 Use the formatting commands learned above;

4 Change the font of entire paragraph with font size of 12, 14,and 18

5 Change the font size of heading to 18 and 20.

6 Change the font style to Bold, Italic and underlined with Different Fonts.

7 Save the file.

— — — — — — — —

TASK 11: **Align the Text**

1 Open the new word text page

2 Type the given text

3 Select the text using the method learned in previous exercise

4 Click the icons in the Standard tool bar to Align the text to Left, Right, Center and justified manner.

— — — — — — — —

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TASK 12: **Use Short Cut methods to align text**

1 Open the new Word text page

2 Type the given text

3 Select the text using the method learned in previous exercise

4 Use the Following commands to align the select text.

— — — — — — — —

TASK 13: **Use and practice the commands**

1 Open a new WORD text document.

2 Type the text given to you.

3 Use the following institution to do the alignment.

Heading – CENTRAL ALIGNMENT

1st Paragraph- RIGHT ALIGNMENT

2nd paragraph – LIFT ALIGNMENT

3rd paragraph – JUSTIFY ALIGNMENT

4 Close the file without saving.

— — — — — — — —

TASK 14: **Create Folders**

1 Keep the curser on the Desktop or save as window in the directory and Right click the mouse

2 Select New option in the list

3 Go to folder option and click

4 Check New folder will appear in the screen

5 Click the new folder once to open the place to rename it.

— — — — — — — —

TASK 15: **Cut and Copy a Folder**

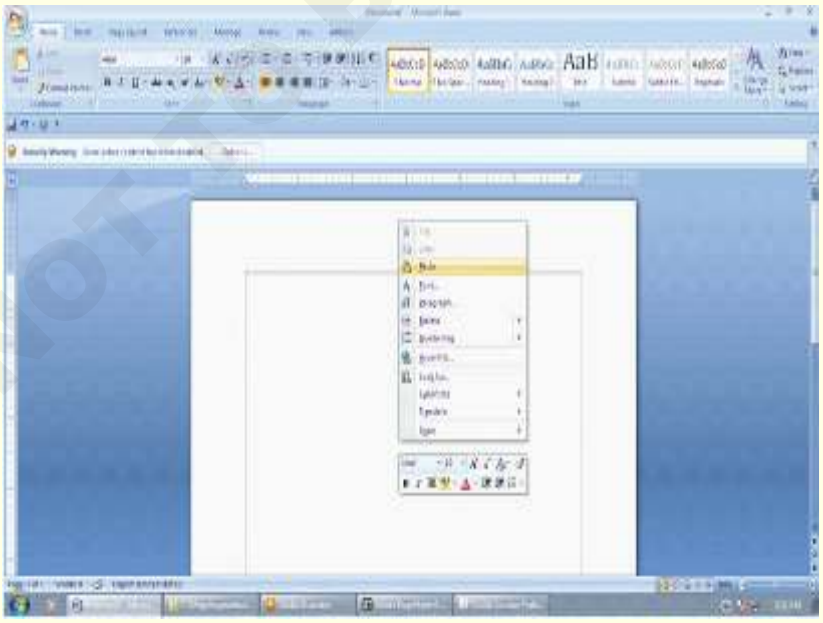
1 Click the folder once to select it

2 Right click selected folder and click Cut or copy in the menu

Paste files and Folder

- Place the curser where folder to be pasted and Right click it
- Select paste option in the menu
- Check the selected folder pasted in the required location. Direct commands using key board
- Ctrl + X – Cut text
- Ctrl + C – Copy text
- Ctrl + V – Paste text

Fig 4



— — — — — — — —

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TASK 16: **Create the Folder 'Tour programmers'**

1 Create a new folder

2 Copy and paste all the files created in the previous exercises.

3 Name it 'Tour Programme'

4 Save the folder in Documents and Settings.

5 Open a new folder in Desktop

6 Copy and paste the contents of the 'Tour program folder in this folder.

7 Read the error messages

8 Apply all the formatting commands learnt in exercise to solve the new folder.

9 Apply your Name to the new folder.

Fig 5



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Accessing websites, e-mail, sending and receiving mails, search engines, access to sites, online message etc

Objectives: At the end of this exercise you shall be able to
- **create the word file**
- **save a document in Microsoft word processor**
- **check for a grammar in a word document and do spell check**
- **set the printer and page settings**
- **print a document in a printer**
- **can work on excel**
- **start MS Excel**
- **create worksheet and save worksheet**
- **insert chart in worksheet.**

Requirements

Materials/Equipments

- Computer system with mouse - 1 No.
- A3 and A4 size of printer paper - as reqd.
- Printer - 1 No.
- Microsoft office software - 1 No.
- Internet connection - 1 No.
- LCD projector - 1 No.
- Screen - 1 No.

PROCEDURE

TASK 1: **Paragraph alignment**

Line spacing

1 Set the paragraph to be format

2 Select paragraph format by clicking the format in the main menu

3 Select the desired line spacing from scroll down menu in line spacing option

4 Select ok.

Paragraph Spacing

1 Select the page to be format

2 Select paragraph format by clicking the format in the main menu.

3 Select the desired paragraph spacing from scroll down arrow in spacing option

4 Check the preview at the bottom of the paragraph format menu.

5 Click ok.

Set Tab:

1 Open the new word page

2 Select format and paragraph format option

3 Set indentation in inches for left and right side of the paragraph

4 Select TABS

5 Fix the Tab distance in inches by clicking the scroll down arrow

6 Check the preview at the bottom of the format window

7 Click SET to finish the settings

8 Select clear all to clear the previous settings

— — — — — — — —

TASK 2: **Open the new word page**

1 Type the given text to you.(Ref.Ex.No.1)

2 Use all formatting commands explained above

Alignment : How a line of text relates to the edges of a column

Flush right text makes effective captions side bars and marginal notes

Justified text makes a clean, figural shape on the page. Its efficient use of space makes ot the norm to newspapers and books to continuous text.

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Designers choose to set text flush left when they want to respect the organic flow of language and avoid uveven spacing.

Centered: Text, which is format and classical, invites the designer To break a text for sense and create an organic shape Responding to the follow of ccntcnl.

— — — — — — — —

TASK 3: **Know the method of formatting page**

Set margins to page

1 Go file option, go to page setup options. Choose margin set ups.

2 Select Top, bottom, Right, Left, options and Gutter positions

3 Enter as per your requirements and set the margins.

Change page orientation

1 Choose file option, go to page setup.

2 Select desired orientation.

Two types of page orientation:

1 Portrait and 2 Landscape

3 Check the preview at the bottom of the page.

— — — — — — — —

TASK 4: **Format the pages**

1 Open a new word page

2 Set the tab for the paragraph by using the TAB option

3 Type the text given to you.

4 Set the margin for the page first on letter size and then in A4 size.

5 Change the page orientation first to landscape and then to portrait.

6 Find changes in the screen.

7 Close the document without saving.

8 Exit word without saving.

— — — — — — — —

TASK 5: **Spelling and grammar check**

MS Word is provided with an in-built dictionary to identified & correct spelling and grammatical errors in the typed text

- Four methods of spell and grammar check:
- Select tools in main menu and go to spell and grammar check option
- Right click the underlined word
- Press F7

1 Find green underline for grammatical mistake in the typed text.

2 Find read underline for spelling mistake in the typed text.

3 Right click to check the spelling and grammar.

4 Select correct spelling and grammar given in the check box.

5 Check the correct sentence or word replaced origin

6 Save it.

— — — — — — — —

TASK 6: **Use and practice the commands**

1 Open a new word document.

2 Type the given text paragraph. Do the spell and grammar check as learned.

3 Save the document.

A computer is a machine that manipulates data according to a list of instructions.

The first device that resemble modern computers date to the mid 20th century (1940-1945), although the computer concept and various machines similar computers existed earlier. Early electronic computers were the size of a large room, consuming as much power as several hundred modern personnel computers (PC). Modern computers are based on tiny integrated circuits and are millions to billions of times more capable while occupying a fraction of the space. Today, simple computers may be made small enough to fit into a wristwatch and be powered from a watch battery. Personnel computers, in various forms, are icons of the information Age and are what most people think of as “a computer”, however the most common form of computer in use today is the embedded computer. Embedded computers are small, simple devices that are used to control other devices- for example, they may be found in machines ranging from fighter aircraft it industrial robots, digital cameras, and children toys.

The ability to store and execute lists of instructions called programs makes computers extremely versatile and distinguishes them firm calculators. The church-turing thesis is a mathematical statement of this versatile. Any computer with a certain minimum capability in principle, capable of performing the same tasks that any other computer can perform. Therefore, computers with capability and complexity ranging from that of a personal digital assistant to a super computer are all able to perform the same computational tasks given time and storage capacity.

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TASK 7: **Create new table**

1 Go to view in main menu select tool bars click borders and tables or go to tools in main menu and click draw table.
2 Check pointer changes to a pencil.
3 Position the pointer, click and drag it to draw the table
4 Define the outer boundaries by drawing a rectangle.
5 Draw the row & column lines inside the rectangle.
6 Click eraser in borders and tables toolbar to erase a line or a block of lines by drag over the line.
7 Click inside the cell and start typing or insert a graphic.

— — — — — — — —

TASK 8: **Insert table**

1 Keep the curser where the table to be draw and go to main menu select tables
2 Select insert and table in the scroll down window
3 Decide the number of columns and rows in the scroll down arrow.
4 Give ok.

— — — — — — — —

TASK 9: **Format a table**

1 Click the table in main menu
2 Click table auto format in the window.
3 Select required format, check the preview.
4 Click default option and check the options to fix the table format only to current document or all documents
5 Click ok and apply

Add arrows & columns to a table:

1 Place the cursor where column or row to be added
2 Go to tables & borders toolbar, click insert table.
3 Select the command insert row top, bottom, insert column right or left based on requirement.

Merge cells into one cell

1 Select tables & borders toolbar, click eraser.
2 Drag the eraser over the cell divides you want to remove.

Quick merge cells

1 Select the cells to be merged
2 Click merge cells in tables and borders toolbar.

— — — — — — — —

TASK 10: **Create a table on tour packages**

Type the following data in the form of table:

— — — — — — — —

TASK 11: **Print a page**

Printing can be done in two ways:

1 Go to file in the main menu select print
2 Keep the cursor on the document and press
3 Go to page to be print
4 Go to file select print preview and check page format and alignment.
5 Do format and alignment if needed
6 Select print
7 Select the page number to be print.
8 Select the number of copies
9 Press OK.

— — — — — — — —

TASK 12: **Set print settings**

1 Click the down arrow and select the printer
2 Click properties and select the page orientation
3 Click to find printer to know the printer datas.

Page range settings

1 Select the page to print by clicking all, check page or page numbers
2 Select the page range from the scroll down
3 Click options and set the properties of print range

Copies settings

1 Select number of copies from scroll down tab
2 Check the collate box and view the changes set box to decide the order of printing

Zoom settings

1 Scroll down the arrow and decides the pages print in one side of the paper
2 Scroll down the arrow and decide the paper size A4,Letter pad…etc
3 Five OK.

Printer Instructions

1 The printer ink cartridge should be check periodically
2 Do not stack too much of papers in the paper

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3 Do not push papers for printing

4 While printing do not pull or push papers.

5 Incase paper jams remove the back of the printer cabinet and gently remove the paper

— — — — — — — —

TASK 13: **Type and print the document**

1 Open a new word document.

2 Type the given text and take THREE copies of printout with different settings.

— — — — — — — —

TASK 14: **Starting MS Excel**

MS Excel can be opened in any of the following ways:

1 Double-click an icon already created on the desktop.

2 From the windows taskbar in the following way:

- Click the start button on the window taskbar.
- Select the program option.
- Click the Microsoft Excel 2007 option.

3 By using the run command as follows:

- Click the start button on the taskbar.
- Choose the run option to display the run dialog box.
- Types excel in the dialog box and then click OK.

— — — — — — — —

TASK 15: **Creating worksheet**

To create a worksheet, perform the following steps:

1 Open the MS Excel-Book 1 window

2 Insert data into the cells according to requirement.

— — — — — — — —

TASK 16: **Saving worksheet**

To save a worksheet, perform the following steps:

1 Click the file menu

2 Select the save option

3 Choose a destination to save the worksheet.

4 Enter the file name.

5 Click the save button.

— — — — — — — —

TASK 17: **Inserting charts using chart wizard**

1 Select the range of data for which we want to make a chart.

2 Select the chart option from the insert menu.

3 Select the type of chart required. Click the press and hold to view sample button to preview the chart.

4 If the chosen chart is not our choice, click the custom types tab.

5 Select the graph type and click the next button.

6 If any data range has to be changed, then it can be done now. The chart title or additional information on the X and Y axes can be added.

7 Click the next button

A dialog box appears asking us to specify where the chart is to be placed.

8 Click the finish button to insert the chart into the worksheet.

Create an Email account, make powerpoint presentation & work with search engine

Objectives: At the end of this exercise, the trainees will be able to

- **search phrase in the web**
- **search a link and title in the web**
- **search images in the work**
- **search advanced searching for a specific domain in the web**
- **search images in the web**
- **search news article in the web.**

TASK 1 : **Create an email Account**

1 Switch on computer and modem to connect the internet.

2 Click the internet Explorer icon in the Desktop.

3 Type www. Yahoo. Com in the address column to open an email account in

4 Yahoo.

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5 Click the new user option located below the User name and password

6 Enter your personal details like your name, address, date of birth and so on…

7 Enter user ID and check the availability by clicking the ID Availability function near the ID column

8 Select the ID suggested by the web and enter the your own password

9 Re-enter the password to conform it.

10 Check you entered all required details in the screen

11 Click Register Me at the bottom of the form

12 Check new page with the request of enter the alphabets and numbers given in the box

13 Type the alphabets and numbers in appropriate column given in the screen

14 Check welcome message appears in the screen sent by the E Mail provider

15 Use your user ID and password create to open your Email Account

— — — — — — — —

TASK: 2: **Create and send a new mail**

1 Open your email account

2 Go to Inbox

3 Click New message option

4 Check the new mail page will open with address column and text area

5 Type E mail ID of the receiver and Subject it respective column

6 Click the curser in the Text area and start type message

7 Use the Word Editor Toolbar at the top of the box to edit the text

8 Click send option at the bottom of the mail

9 Check the new page will appear with Success Sent massage

10 Click Sign out option at the top right corner of the mail window to exit your mail account properly

— — — — — — — —

TASK 3: **Receive a mail**

1 Open your Email account

2 Go to Inbox and check number of new mails information

3 Find Unopened envelopes symbol for New Unleaded mail

4 Check Sender name, Email address and subject

5 Click on the subject to open the mail

6 Check the Text content of the mail will open at the bottom of the Index

7 Click open in New window option to open mail in new window

8 Click close to close the new window

9 Click sign out option at the top right corner of the mail window to exit your mail account property.

— — — — — — — —

TASK 4: **Send an attachment**

1 Open your email account

2 Go to new message option

3 check the new mail page will open with address column and text area.

4 type e mail ID of the receiver and subject in the respective column

5 click the cursor in the text area and start to type the message

6 use the word editor toolbar at the top of the text box to edit the next

7 Click Attachment option at the above to text box

8 Check new attachment window will open in screen

9 Click Browse in the attachment column

10 Select the Directory and File to be attached

11 Check the Directory and file name will appear in the attachment column

12 Repeat the process to attach all file with in the limit of attachment capacity

13 Click attach

14 Check the screen the attaching information will come

15 Wait till Attached screen appears

16 Click Send option

17 Check the new page will appear with Successfully sent message

18 Click sign out option at the top right corner of the mail window to exit tour mail account properly.

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TASK 5: **Receive and Save an Attachment**

1 Open your Email account
2 Go to Inbox and check number of new mails information
3 Find Unopened envelope symbol for New Unleaded mail with Attachment Symbol
4 Check Sender name, Email address and Subject
5 Click on the subject to open the mail
6 Check the content of the mail will open at the bottom of the Inbox
7 Click Attachment at the top of the text box
8 Check the Attachment whether it contains any virus by clicking Scan option in the attachment window
9 Click open in the Attachment window
10 Check the attachment massage in the new opened window and read it
11 Click Save option to save the attachment
12 Select the directory and give file name to the attachment
13 Click save
14 Click Sign out the top right corner of the mail window to exit your mail account properly

— — — — — — — —

TASK 6: **Create email**

1 Make an email account named tour guide for
2 open your internet browser and go to www.gmail.com
3 create an email: tour salesman @gmail.com and password: tourism
4 Now create a mail with the introduced document attached and send it to different people.
5 Make a power point Presentation

— — — — — — — —

TASK 7: **Open New Power point slide**

1 Click the start button in the left bottom corner of the desktop
2 Select Microsoft office from the start window
3 Click Microsoft power point to open a Microsoft power point.
4 Check new blank slide opened in the screen

— — — — — — — —

TASK 8: **Select Layout to the Slide**

1 Click Home in the main tool bar at the top of the page
2 Click Layout Lit and select required layout from the Scroll Down list.
3 Change layout for next slide if needed.

— — — — — — — —

TASK 9: **Create Slide**

1 Type title where “Click to add Title”
2 Type text where “Click to add text”
3 Click different font style icons in the Font and Styles tool bar at the top of the page to change the font style and size
4 Click Alignment icons in the Paragraph tools top of the page to align the text
5 Click “Add picture” and navigate the picture 1 picture in the slide.

— — — — — — — —

TASK 10: **Insert picture and text**

1 Click Insert option in the Standard tool bar
2 Select Insert picture and navigate to the picture inserted and insert it
3 Click Insert text window and drag the curser a slide to draw the text window
4 Type the text in the new text window.

— — — — — — — —

TASK 11: **Insert slide numbers**

1 Click Insert in the main tool baratthe top of ther
2 Select Slide numbering in the Text tool bar
3 Check the box before Slide numbering column if Header and Footer window
4 Click Apply.

— — — — — — — —

TASK 12: **Insert design and animation**

1 Click Design in the main menu at the top of the
2 Keep the curser on the designs and watch out changes in the slide
3 Select required design by clicking the respec design icon in the tool bar
4 Click Animation in the main menu

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5 Keep the curser over the different animations c watch out changes in the slide

6 Select required animation by clicking the respecl icon in the tool bar

— — — — — — — —

TASK 13: **Show Slide show**

1 Click Slide show in the main menu

2 Select From beginning icon to show the slides from the beginning

3 Click on the slides to stop the show and to return to the Edit window.

— — — — — — — —

TASK 14: **Edit the Slides**

Rearrange Slides

1 Click slide at the Slide tab at left side of the page and Drag it Rearrange the slides

Copy text and slide

2 Select the text by click and dragging the curser

3 Keep the curser where text to be pasted, write click and select to paste.

4 Select the slide in the slide tab

5 Right click and select Copy

6 Keep the curser on the new slide, right click and Paste it to copy the whole slide

Delete Slide

7 Select the slide in the Slide tab

8 Press Delete to delete slide

— — — — — — — —

TASK 15: **Save the File**

1 Click the Save as icon at the left top corner of the power point window

2 Select the directory by navigating the scroll down arrow at the top of the save as window

3 Type Name to the file

4 Select the Save as type based on your requirement.

— — — — — — — —

TASK 16: **Create a power point presentation**

1 Make a Power Point presentation on Incredible India

2 Prepare a 30 minutes presentation on Incredible India with images and description of the image in a sentence

— — — — — — — —

TASK 17: **Search phrase in the web**

1 Double click on the internet explorer icon. Found on your desktop to invoke explorer.

2 Type www.google.com in the address bar.

3 Type the keywords in the search box to find TIPS ON WRITING A RESUME

Identify the basic components of google search engine

A Top links: Click the link for the Google service you want to use you can search the web, look for images, browse Google groups (use net discussion archive), or use froogle to search the products.

B Google search button: Click on this button to submit another search query you can also submit your query by hitting the 'enter' key

C Advance search: This links to a page on which you can do more precise searches

D Search field: To do a search on google, just type in a few descriptive search terms, then hit 'Enter' or click the "Google Search" button.

E Preferences: This link to a page that lets you set your personal search preferences, including your language, the number of result per pages, and whether you want your search results screened by our safe search filter to avoid to seeing adult material.

F Statistics bar: This line describes your search and indicates that total number of results, as well as how long the search look to complete.

G Tip: Information that helps you search more efficiency and effectively by pointing out Google features and tools that might improve the query you just made.

H One box results: Goggles search technology finds many sources of specialized information. Those that are most relevant to you search are included at the top of your search results. Typical one box results include news, stock quotes, weather and local websites related to your search.

I Page title: The first line of any search result items is the title of the web page we found. If you see a URL instead of a title, then either the page has no title or we haven't yet indexed that pages full content, but its place in our index still tell us that it's a good match for your query.

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J Text below the title: This is an except from the result page with your query terms are bolded. If we expanded the range of your search using stemming technology, the variations of your search terms that we search for will also be bolded.

K URL of result: This is the web address of the returned result.

L Size: This number is the size of the text portion of the web page, and gives you some idea how quickly it might display. You won't see a size figure for sites that we haven't yet indexed.

M Cached: Clicking this linking will show you the contents of the web page when we last indexed it. If for some reason the site link doesn't connect you to the current page, you might still find the information you need on the cached version.

N Similar pages: When you select the similar pages link for a particular result, google automatically scouts the web for pages that are related to this result.

O Indented result: When google finds multiple results from the same website, the most relevant result is listed first, with other relevant pages from that site indented below it.

P More results: If we find more than two results from the same site, the remaining results can be accessed by clicking on the "more results from…" link.

4 Click the Google Search button

5 The suitable webpage can be viewed by clicking on the link.

Illustration of Tamil and Hindi searching

6 Clicking on the link www.muthu.org/kural a website

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TASK 18: **Search a link in the web**

1 Type the keywords in the search box to find link:www.hindu.com

2 Click the google search button

3 The suitable webpage can be viewed by clicking on the link.

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TASK 19: **Search a title in the web**

1 Click the advanced search link to the right of the search box.

2 Use the search form to perform a title search to find information on the relationship between hyperactivity and food. In find results with all of the words search box, type hyperactivity and food.

3 Change the occurrences drop down box to 100 results.

4 Click the google search button

5 Scroll down and review the results. Click on any links of interest.

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TASK 20: **Advanced search for a specific domain in the web**

1 Click the advanced search link to the right of the search box.

2 Use the search form to perform a title search to find information on the automobile in edu (education0 domain only. In the find results with all of the words search box, type automobile.

3 Change the occurrences drop down box to 100 results.

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TASK 21: **Search images in the web**

1 Click the image option from the top links of the google search box.

2 Type flowers in the google search box.

3 Click the search button

4 Scroll down and review the first 20 results. Click any links of interest.

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TASK 22: **Search news article in the web**

1 Click the news top links from the google search

2 Type times of India in the google search box.

3 Click the search button

4 Scroll down and review the first 10 results. Click any links of interest.

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Estimate cost for domestic and international tour; demonstrate, compare & sell packages

Objectives: At the end of this exercise, the trainees will be able to

- **calculate the fixed cost of tour and variable cost of tour**
- **mark the price for the tour**
- **calculate the cost of inbound and outbound tour**
- **demonstrate the package to a customer**
- **motivate the customer t buy the package**
- **compare and select proper tour packages for a customer**
- **sell a package.**

Requirements

Materials/Equipments

- Visit to travel agencies in Agra, Delhi and Mumbai
- Visit to hotels at Agra, Delhi and Mumbai.
- Visit to site seeing places at Agra, Delhi and Mumbai.
- Group of students
- Laptop
- Flyers and brouchers of different tour package
- Photo album of a tour.

PROCEDURE

Situation; the college students of MCC with 97 students and 3 staffs members want to trip to Agra, Delhi and Mumbai for 10 days.

TASK 1: **Calculate fixed cost of tour**

1 Find the train name and fare to travel Chennai to New Delhi from the rail website.

2 Calculate train fare for Chennai to New Delhi and New Delhi to Chennai for the one student with concession.

3 Calculate the fare for 100 passengers

4 Add the guide fare(Full fare no concession)

Calculate entrance fees

1 Visit the site seeing places and note entrance fees (see Table no 1)

2 Ensure that all the students are Indian otherwise take the list of the foreigners

3 Ask permission from the incharge of them or place to pay same entrance fees of others

4 Visit all the places and add it

5 Calculate it for one student and make it(including guide)

Table 1

SITE SEEING	ENTRANCE
AGRA:	
Agra Fort	
Taj Mahal	
Sikkandara	
Jimma Masjid	
DELHI:	
Red Fort	
Gudup Minar	
India Gate	
MANALI:	
Hadimba Temple	
Total / Student	
Total	

TASK 2: **Calculate the variable cost of tour**

1 Contact the travel office in New Delhi and ask the fare of semi sleeper bus per day (50Seate/ non AC)

2 Calculate the total days of requirement of bus

3 Find the taxes imposed by the state governments on the bus when it crosses the border

4 Plan the travel according to cross the state boundary within 24 hours to avoid extra taxation

5 Calculate the total cost of a bus for whole travel

6 Calculate the cost of two bus

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7 Enquire about jeep travel fare per day to visit snow point in manali (10 person/jeep)

8 Calculate it for 101 persons

9 Add the jeep fare and bus fare

Calculate accommodation cost

1 Decide the places of fresh up and places of night stay in the trip

2 Contact the3 star hotels in that area and enquire about the rent of rooms for fresh up and full day stay (Hotel will vary based on the tourist interest)

3 Calculate the total rent payable for the rooms for 101 persons

Calculate food cost

1 Decide whether you are carrying cook or arranging food from hotels

2 Decide the number of times of non vegetarian food going to serve

3 Find number of vegetarians in the group

4 Decide the menu based on the interest of tourist and find the cost of breakfast, lunch and dinner per day.

5 Calculate it for 6 days (normally during train journey food will be taken care of tourist himself)

6 Calculate snacks expenditure includes tea, coffee and biscuits etc

7 Add it with food expenditure.(see table No 2)

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TASK 3: **Mark the price of the tour**

1 The total expenditure per person in the whole trip

2 Calculate the total expenditure for 101 people (97 students+3 staffs+1guide)

3 Add all the fares, expenses and costs calculated in task 1 to 5

4 Add tax amount

5 Add your percentage of profit

6 Calculate the total cost (See table no 3)

7 Divide the total cost by total number of students (i.e 97) to get the price of the tour.

Table 2

Food Items	Cost
Breakfast:	
Dosa/Idly	
Pongal	
kichadi	
Uppma/Vada	
Bread and Omelet	
Lunch	
Meals	
Chapatti	
Barota	
Fried rice	
Dinner	
Veg Biryani	
Chicken Biryani/Bajan thalcha	
Mutton Biryani / raitha	
Poori	
Chapatti	
Snacks;	
Tea	
Coffee	
Biscuits	
Chips	
Total/ person	x101
Total	

Table 3

Variables	Cost
1 Train Fare	
2 Entrance fees	
3 Bus fare	
4 Accommodation rent	
5 food Expenses	
Total Expenses	
Tax	
Profit (Normally 10%25% . It will change based on the type of the tour, tourist etc)	
Total cost of the tour	Total cost of the Tour/No. of Student
Tour price per student.	

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TASK 4: **Cost of an inbound tour**

Situation; the college students of MCC with 97 students and 3 staffs members want to trip to Agra, Delhi and Mumbai for 10 days.

1 Enquire the charges of entrance fees and regulations for international tourist in the site scene

2 Calculate the cost of accommodation, food and travel for the tax of 101 tourist(Ref Ex.no:1.15)

3 Add all the cost including tax and profit and find cost of the tour per person

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TASK 5: **cost of an outbound tour**

Situation; the college students of MCC with 97 students and 3 staffs members want to trip to Agra, Delhi and Mumbai for 10 days.

1 Check all the tourist have valid passport and visa if no, arrange it

2 Calculate the air ticket fare per student and calculate it for101 person

3 Contact travel agency at London and find the site seeing locations

4 Find the trip and accommodation cost

5 Contact insurance agent and arrange travel insurance for the tourist

6 Add all the cost including tax and profit and find cost of the tour per person.

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TASK 6: **Demonstration of a tour package**

1 Meet the customer when he/she are free from their busy schedule.

2 Show the different brouchers.

3 Explain the significance of your package compare with other operators.

4 Present a power point presentation to explain the features of tour.

5 Show the hotel rooms in the laptop and explain facilities associated with it.

6 Explain the plan of travel and show the photos of vehicle to be traveled.

7 Show the menu and explain how special foods that are.

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TASK 7: **Motivation the customer**

1. Motivate the customer by explain the following features
   - Visa approval
   - Embassy guidelines
   - Money transfer and conversion
   - Insurance facilities
   - Guide arrangement
   - First aid
   - Shopping guidelines

TASK 8: **Compare various tour packages**

1 Visit to different tour agencies or tour sites

2 Collect the information about cost of different types of accommodation, food and travel

3 Follow the step and prepare different for a trip

4 Compare the cost of the tour based on they offered

Tour package		**Package A Star category**	**Package B Economy Category**	**Package C Budget Category**
Visiting Places	Accommodation			
	Food			
	Travel			
Visiting Places	Accommodation			
	Food			
	Travel			

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TASK 9: **Decide and select proper package for a customer**

1 Ask the customer which place they are willing to visit
2 Show the manual you prepared and ask them to select the category based on their financial commitment
3 Show them different tour packages for their commitment
4 Explain features of facilities offered packages
5 Select the tour package which is opt for customer satisfaction

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TASK 10: **Find the customer**

1 Meet the customer in their respective places.

Place	Customer
College	Head of the departments Staff in charge for the tour Students represetentative
School	Head master Tour incharge Class teacher Physical teacher
Company	General manager In charge of outdoor activities Leader or Labour union

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TASK 11: **Sell a package**

1 Meet the customer and get the appointment to discuss about tour packages
2 Meet at right places right time and create good impression on you
3 Ask what the customer need is
4 Show the different packages and explain salient features
5 Show different types, brouchers and phamphlets
6 Show the albums of tours
7 Give them more offers with different packages
8 Explain how your package is best
9 Give more option and time to take decision
10 Meet frequently with appointment
11 Convince them to buy a required package get order from the customer

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TASK 12: **Practice how to sell a package**

1 Assume you and your friend are a tour sal and customer respectively
2 Explain about difference tour packages and how to buy
3 Sell required package
4 Collect the feedback form and prepare a database

Food	Breakfast Lunch Dinner Refreshments
Travel Arrangement	Comfort of travel Luggage carrying Punctuality
Site seeing arrangements	
Shopping facilities	
Guide facilities	

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TASK 13: **Analyze a tour package and its success rate**

1 Create a data base of feedback of customer and prepare the report (box)

Tour success report

Name of the customer (name of organization) Total nio.of pax Places of Tour Total days (from–To)	

Rating

Services offered	**No. of excellent**	**No. of very good**	**No. of good**	**No. of average**	**No. of poor**	**No.of Very Poor**
Accomodation	Water supply					
	Heater					
	A/C					
	Lighting					
	Bed					
	Room service					
	Telephone					
	Security					
Food	Breakfast					
	Lunch					
	Dinner					
	Refreshments					
Travel arrangements	Comfort of travel					
	Luggage carrying					
Puctuality						
Site seeing arrangements						
Shopping facilities						
Guide facil.ities						
Total						
Rating (no of response / no of pax) X 100						
Total						
Rating Excellent + Very good + Good > 50 = Positive result Average + Poor + Very poor > 50 = Negative result						

2 Find the rating for individual; services also.

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Identify different sources of accidents and precaution to be considered on tour

Objectives: At the end of this exercise, the trainees will be able to
- **practice the steps to be taken in case fire**
- **cut off the fire using fire extinguisher.**

Requirements

Materials and equipments:

- First aid box
- Charts of first aid activities
- Fire extinguisher

PROCEDURE

TASK 1: **Practicing the steps to be taken in case of fire**

Practicing the steps to be taken for cutting off fire caught in clothing worn

1 Ensure you do not run if the fire has caught on your clothing

2 Stop where you are standing

3 Drop to the ground

4 Cover your face with the hand

5 Roll over and over to smoother the flame.

Practicing the steps to be taken for cutting off fire caught in someone else cloth

1 Ensure that you do not allow the person to run

2 Push the victim to the ground

3 Take a flame resistant blanket or carpet.

4 Put over the flame with blanket

5 Roll them over and over if blanket or carpet not available

6 Lay the victim flat on his or her back

7 Check whether any burned clothing be stuck to the victims skin

8 Do not attempt to remove it, unless materials is on fire or smoldering.

9 Remove jewellery, tight-fitting clothing from around burned areas before swelling begins.

10 Elevate the injured areas, if possible.

Practicing the steps to be taken for first and second degree burns:

1 Place the injured part gently under slowly cool running water or immerse in cool waer

2 Keep it inside atleast 10 to 15 minutes or until the pain ceases

3 Ensure the first-or second – degree burn has been cooled

4 Apply a clean, dry dressing to the burned area

Third degree burns requires immediate medical treatment

1 Don't use adhesive dressing, apply or ointments

2 Don't apply butter or any other grease (including medical ointments) or grease holds in heat, which could injury worse.

3 Don't break blisters: this could germ to enter the world

Practicing the steps to be taken while there fire

1 Identify the exits, stairwells and escape from the building

2 Count the number of doorways between and the nearest exit

3 Ensure any machines or other objects exit way

4 Check whether the exit is usable

5 Notice how the lock opens

6 Do not plan to use the elevator

7 Raise the alarms

8 Breaking the glass of the firm alarm point

9 Call the fire police

10. Do not get panic

11 Do not wait for the fire to get out of the accident

12 Do not put in danger your own safety

13 Ensure the fire fighting equipments are available

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TASK 2: **Practice first aid method for a person met with an electrical shock**

1 Switch off the main switch or cut the power
2 Free the person by using dry insulating materials
3 Make the person to lie down
4 Make him comfortable and warm
5 Give artificial respiration if the breathing has stopped

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TASK 3: **Practice first aid method for a person who had fainted**

1 Bring the person to a well air circulating place
2 Make sure he has not meet with any injuries during fainting
3 Make him to lie in a comfortable place.

Doesn't stand around the person: see to that the gets a good air circulation, because the reason for fainting is a hot, and badly ventilation.

4 Lift the legs slightly above the level of head
5 Allow him in a fresh air for a while after recovers from consciousness.

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TASK 4: **Practice first-aid method for a person who has a cut**

1 Wash the cut clean
2 Cover immediately with a waterproof dressing
3 Stop bleeding as soon as possible

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TASK 5: **Practice first-aid method for a person who has an external bleeding**

1 Use a sterlit disposable silicon gloves
2 Make your mouth with face shield
3 Make the patient calm down from panic stage
4 Lay the patient in a relaxed stage preventing from fainting
5 Check the wound for any foreign materials
6 Remove the foreign material using a soft pad
7 Fold a soft cotton pad and cover the wound directly with slight pressure
8 Allow the pad to rest on the wound for 5-10 minutes
9 Keep the injured part in a position that is above the level of heart.
10 Apply firm direct pressure using clean, folded cloth over the injured area
11 Do not remove cloth if blood soaks through, but cover that cloth with another r one and continue to apply pressure to the wound for 7-10 minutes
12 Ensure that the bleeding is stopped
13 Call upon the house doctor for further treatment if the bleeding doesn't stop.
14 Apply pressure to the closest pressure point if direct pressure and elevation do not sufficiently slow the blood flow
15 Apply a tourniquet proximal to the wound on very rare occasions when everything listed above has failed
16 Should not be loosen or remove tourniquet until the victim has reached medical help
17 Write down somewhere on the victim the time tourniquet was applied, so medical personnel will know how long it has been in place.

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TASK 6: **Practice first-aid method for a person who has a sprain**

1 Make the patient feel calm and relaxed
2 Let the patient rest and affected his/her limb.
3 Apply ice or a cold compress to reduce swelling
4 Compress the affected area of the limb with equal pressure
5 Pad the affected area limb with foam or cotton wool secured with bandage
6 Keep the limbs in an elevated position to reduce blood flow
7 Call for a house doctor in cases of any emergency

Practice first-aid method for a person who has a fracture and dislocation

1 Immobilize the affected area (especially the neck if there is any possibility of an injury to the cervical spine)
2 Keep the patient still and support the injured arm
3 Support with a sling for an arm fracture
4 Use splints (any long firm object) for support immobilization
5 Splint the affected area to another part of the body when appropriate, e.g. using one leg to splint in other leg

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6 Treat the open fractures with sterile dressing a apply pressure if required

7 Call for a house doctor in case of any emergency

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TASK 7: **Prepare first aid box**

1 Collect and arrange the following clinical items and medicines in the first aid box.

First Aid Box

Medicines	**Expiry date**
Tincture iodine Tincture benzene Dettol Burnol Crocin tablets Aspirins Mercurochrome Fruits salts Antiseptic creams	Anitiacid for Iodigestion CPR pocket mark. Disposable strile gloves hand work.

Clinical items

- Clinical themometer
- Cotton wool
- Bandage roll
- Adhesive dressing
- Sterilized gauze pads
- Tweezers
- Pen torch
- Safety pins
- Bedpan and urine bottle

2 Ensure clinical items are sterilized

3 Ensure that al medicines are well before expiry date.

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TASK 8: **First aid treatment for heart attack**

1 Chew & swallow aspirin while waiting for help.

2 Ask the term to sit down, & try to keep calm loosen the cloth.

3 Advice to take nitroglyces in tablet for chest pain.

4 Call the local emergency on for further action.

5 Trapen to the nearest hospital for further treatment.

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