

TOURIST GUIDE

NSQF LEVEL - 3

TRADE PRACTICAL

SECTOR : TOURISM & HOSPITALITY

(As per revised syllabus July 2022 - 1200 hrs)



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

Sector : Tourism and Hospitality

Duration : 1 - Year

Trades : Tourist Guide - Trade Practical - NSQF Level - 3 (Revised 2022)

Developed & Published by



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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 2022 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 **Tourist Guide - Trade Practical 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

Addl. Secretary / Director General (Training)
Ministry of Skill Development & Entrepreneurship,
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New Delhi - 110 001

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

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 **Tourist Guide - 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.

INTRODUCTION

TRADE PRACTICAL

The trade practical manual is intended 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 **Tourist Guide** 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 Seven modules.

- Module 1 **Introduction to Tourism**
- Module 2 **Role of Government Tourism Department**
- Module 3 **Transport Sector**
- Module 4 **Time Management & Social Economic Impact**
- Module 5 **Travel Agencies & Its Operation**
- Module 6 **Indian Geography**
- Module 7 **Festival Communication & Advertising**

The skill training in the shop floor is planned through a series of practical exercises centred around one 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 Tourist Guide Trade. The contents are sequenced according to the practical exercise contained in the manual on Trade practical. 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 perceptual 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

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2	Assess the types of tourists visiting different places and ascertain their needs.	1.1.02-03
3	Motivate tourists visiting different places and promote tourism.	1.1.04-05
4	Identify different categories of accommodation available in the city and different modes of transport available for the tourists.	1.2.06-07 1.3.08
5	Prepare a project report on travel destinations covering history.	1.4.09
6	Interact with different transportation agencies like airline, Railways, taxies etc. to find out their routes, timings of flights and Trains, The fares of different classes of airlines, trains& rental taxis including Radio cabs.	1.4.10 1.4.11
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12	Prepare handouts on present & future tourism zones as specified by WTO, IATA, Geography, PATA areas.	1.6.21-22
13	Carryout survey of tourists at a tourist place to prepare their profile and arrange site-seeing tours to local boys and girls to a tourist place.	1.6.22-25
14	Plan and prepare the advertisements for newspapers, magazines etc. and make brochures for tourist office, hotels, etc. for tour promotion of tourist activities.	1.7.26-27
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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	Enumerate the Duties and responsibilities of Tourist Guides. (Mapped NOS: THC/Q4407)	1. Familiarize with the Significance of Training in the Tourist industry. (42 hrs.)	a) Introduction to Tourism industry b) Career opportunities in Tourism industry. c) Different types of Tourism industry. d) An orientation programme on the course and related job opportunities by the industry expert and instructor. e) Organizational hierarchy of Tourist industry f) Attributes of Tourism industry service personnel g) Communication skills & etiquettes h) Duties and responsibilities of Tourist Guides. (12 Hrs)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Assess the types of tourists visiting different places and ascertain their needs. (Mapped NOS: THC/N4410)	2. The demand, infrastructure facilities, types of tourist visiting different places & prepare a report. (18 hrs.) 3. Make a survey of any 10 places of tourist interest in state to know about their perceptions about availability of accommodation, transportation & other infrastructure facilities & prepare a report. (24 hrs.)	a) Tourism: Definition, Meaning, Nature & Scope. b) Definition & differentiation of: Tourist, Traveler, Visitor and excursionist. Domestic & international tourists, c) Forms of tourism: Inbound, outbound, domestic and international. d) Leisure, recreation Tourism their Interrelationship. e) Components and element of Tourism. f) Type & Typologies of Tourism. g) World geography in details about continents & countries, capital and languages etc. (12 Hrs)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Motivate tourists visiting different places and promote tourism. (Mapped NOS: THC/N4421)	4. Motivation of different types of Tourists visiting different places. (18 hrs.) 5. Visit to Railway Station/Airlines to find out different packages offered to promote tourism & prepare a report. (24 hrs.)	a) Understanding Tourism motivations b) Nature, Characteristics & components of tourism industry: <ul style="list-style-type: none"> • Tourism attraction, • Accommodation, • Catering • Shopping, • Entertainment, • Infrastructure, • Hospitality, • Transport.

			c) Factors affecting growth and development of International a national Tourism. (12 Hrs)
Professional Skill 63 Hrs; Professional Knowledge 18 Hrs	Identify different categories of accommodation available in the city and different modes of transport available for the tourists. (Mapped NOS: THC/N4410)	6. Study of tourist facilities available in state. (20 hrs.) 7. Collect the information regarding different categories of accommodation available in the city. (30 hrs.) 8. Collect information regarding different modes of Transport Available for the tourist. (13 hrs.)	a) Role & function of Govt. & Tourist Boards, ITDC, State Govt. Tourist Dept. & Tourism Corporations, National Trade Associations & International organization, Pacific Asia Travel Association (PATA), Indian association of Tour operators (IATA), Travel Agent's Association of India (TAAI), Federation of Hotel & Restaurant Association of India (FHRAI), Adventure Tour Operators Association (ATOT). b) Tourism Infrastructure- Types, forms & Significance. c) Accommodation- Forms & Types. d) Transport Sector- Modes & relative significance. e) Other supporting Infrastructure required for Tourism f) Transport systems of India- Indian Railways (Luxury Trains) Road Transport etc. (18 Hrs)
Professional Skill 21 Hrs; Professional Knowledge 06 Hrs	Prepare a project report on travel destinations covering history. (Mapped NOS: THC/N9407)	9. Prepare project report on travel destinations covering history. (21 hrs.)	a) Time management, resource management, manpower management and inventory b) Management cost - benefit analysis, Economic Impact of Tourism - Income and employment multipliers of Tourism, balance of payment foreign exchange etc. c) Socio cultural Impacts on Tourism. d) Impacts of Tourism on ecology & environment. (06 Hrs)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Interact with different transportation agencies like airline, Railways, taxis etc. to find out their routes, timings of flights and Trains, The fares of different classes of airlines, trains& rental taxis including Radio cabs. (Mapped NOS: THC/N4410)	10. Operations & understand organization & role of travel Agency. (18 hrs.) 11. Interact with different transportation agency like airline, Railways, taxis etc. to find out their routes, timings of flights and Trains, The fares of different classes of airlines, trains& rental taxis including Radio cabs. (24 hrs.)	a) Travel agencies & tour operators - meaning, role, future prospects & types. b) Departmental organizational setup, linkage & arrangements with hotels, airlines & transport agencies & other segments of tourism industry, c) Travel terminology. (12 Hrs)
Professional Skill 42 Hrs;	Plan the inbound and out bound Tour programmer	12. Tour planning inbound and out bound. (16 hrs.)	a) Procedure for approval of Travel agents, tour operators by Dept. of Tourism, GOI

Professional Knowledge 12 Hrs	for Indian Nationals in India. (Mapped NOS: THC/N4410)	13. Programme for Indian National in India depending upon cost, mode of transport etc. (26 hrs.)	<ul style="list-style-type: none"> b) IATA rules & regulations & procedure for getting IATA Certificate. c) Basis of approval of a travel agency. d) Fiscal and non-fiscal incentives available to branch agencies & tour operators. e) Terms and conditions to become sub agent of IATA approved agencies f) Assessing locality, capital investment, risk & market potential for opening a travel Agency. (12 Hrs)
Professional Skill 63 Hrs; Professional Knowledge 18 Hrs	Plan tour programme for inbound and out bound foreign nationals taking into consideration factors such as (food habit, sensitivity, interpreter, caterer etc.) (Mapped NOS: THC/N9408)	<ul style="list-style-type: none"> 14. Practical exercises/ field visits to know the procedure for booking accommodation in a hotel for a tourist. (15 hrs.) 15. Visit to the Passport Office to learn the procedure of obtaining passport for a tourist. (15 hrs.) 16. Tour planning programme for inbound and out bound foreign nationals taking into consideration factors such as (food habit, sensitivity, interpreter, caterer etc.) (33 hrs.) 	<ul style="list-style-type: none"> a) Role and functions of travel agents and tour operators, b) Providing travel information & counseling to the tourists. c) Mode of transport in different localities, d) Reservation (both air transport & Hotel accommodation). e) Procedure of ticketing: Ticket bookings, Cancellation, Changing tickets in railways road transport & sea travel for domestic & International travel. f) Documentation - passport, VISA, handling business & corporate clients, handling conferences & connections, incentive tours. Procedures of hotel booking & cancellation. (18 Hrs)
Professional Skill 63 Hrs; Professional Knowledge 18 Hrs	Perform bookings, cancellation, changing of tickets & concession given in Railways. (Mapped NOS: THC/N4410)	<ul style="list-style-type: none"> 17. Exercises in reading timetable to know the types of trains, class of travel, types of fare & use of Railway Time Table. (30 hrs.) 18. Visit to a Railway station to study the procedure for bookings, cancellation, changing of tickets & concession given in different respect. (33 hrs.) 	<ul style="list-style-type: none"> a) On Line Bus booking & cancellation. b) Idea of map for different types of transport. c) Current and popular travel trade abbreviations & other terms in air, rail, road & sea travel, Indian airlines, Indian railways, ABC, TIM, Air Tariff Manual, large tariff manual, hotel bookings. (18 Hrs)
Professional Skill 63 Hrs; Professional Knowledge 18 Hrs	Perform bookings, cancellations and changing of air tickets & the concessions given. (Mapped NOS: THC/N4410)	19. Visit to the office of an airline/travel agency to study its workings in respect of bookings, cancellations and changing of air tickets & the concessions given in different respect. (63 hrs.)	<ul style="list-style-type: none"> a) Procedure of travel insurance covering life, baggage, sickness etc. b) Procedure of becoming agent of national & International airline. c) Basics of air ticketing: <ul style="list-style-type: none"> • (domestic & international) types of fares, • Details of ticket, Procedure for booking, • Cancellation,

			<ul style="list-style-type: none"> • Rules governing working of basic fares • Extra mileage percentage • Baggage rules & bounding, <p>d) Familiarization with travel related foreign exchange regulations, coding, decoding, time differentials, GMT, CRS, outbound tour making of package programmes,</p> <p>e) Travel related documents, Visas, ITC, health certificate, RBI regulations, passport, tax, currency conservation, customs, travel insurance. (18 Hrs)</p>
Professional Skill 63 Hrs; Professional Knowledge 18 Hrs	Carryout the registration procedure of different types of vehicles, the formalities involved etc. (Mapped NOS: THC/N4204)	20. Visit the office of regional transport office to learn the registration procedure of different types of vehicles, the formalities involved etc. (63 hrs.)	a) Concept and types of package tour: <ul style="list-style-type: none"> • Itinerary preparation and techniques, • Handling of tour file, • Costing of tour, • Charter operations, • Documentation for surface transport, • Contract carriage permits, • State carriage, • All India tourist permit, • Taxes, registration, license & fitness certificate. (18 Hrs)
Professional Skill 63 Hrs; Professional Knowledge 18 Hrs	Prepare handouts on present & future tourism zones as specified by WTO, IATA, Geography, PATA areas. (Mapped NOS: THC/N9409)	21. Prepare handouts on present & future tourism zones as specified by WTO, IATA, Geography, PATA areas. (30 hrs.) 22. Tourist generating regions to India and preferred tourist destination. (33 hrs.)	a) Meaning and concept of resources, attractive destinations and resorts. b) Types of resources - natural, man-made, socio-cultural, religious, Indian heritage. c) Basic knowledge of Indian and world geography, culture wild life, fairs, festivals, trade fair exhibitions, musical concerts, coastal areas and sea beaches, museums, art galleries, places of historical importance, islands, etc. selection of tour sites in different states. (18 Hrs)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Carryout survey of tourists at a tourist place to prepare their profile and arrange site-seeing tours to local boys and girls to a tourist place. (Mapped NOS: THC/N9410)	23. Make a survey of tourists at a tourist place to prepare their profile. (15 hrs.) 24. Arrange site-seeing tours to local boys and girls to a tourist place. (15 hrs.) 25. Communication skill, imparting running comments of the area concerned. (12 hrs.)	a) Meaning and roll of tourism marketing, b) Difference between selling and marketing, c) Special features of tourism marketing, d) Marketing concept, e) Elements of marketing Product promotion, Physical distribution Price. (12 Hrs)

Professional Skill 63 Hrs; Professional Knowledge 18 Hrs	Plan and prepare the advertisements for newspapers, magazines etc. and make brochures for tourist office, hotels, etc. for tour promotion of tourist activities. (Mapped NOS: THC/N9411)	26. Collection of advertisements from newspapers, magazines and making an analysis of the same. (30 hrs.) 27. Collection of brochures from tourist office, hotels, etc. to understand tour promotion of tourist activities is being done. (33 hrs.)	a) Basis of segmentation, identifying target market, types of tourism, profile of tourist, establishing a product, creating a position statement, principles of product positioning, pricing the product. Meaning, importance, methods, tourism communication, advertising, publicity, VCR, coupons, picture postcard, personal selling, press and media, public relations and communications. b) Marketing techniques of travel agency, marketing of fairs and festivals, marketing of conventions, incentive travel, workshops, and seminars. (18 Hrs)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Prepare MS-office files and other packages related with tourism. (Mapped NOS: THC/N9412)	28. Practical knowledge of Computer operating systems, MS-office and other packages related with tourism. (42 hrs.)	a) Use of communication systems such as internet, e-mail, fax etc., b) Basics of computer, parts of computer, operating systems of computer. (12 Hrs)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Handle CRS, typing letters, fax messages, mail merging, sending fax and e-mail. Prepare simple profit and loss account and balance sheet using an accounting package, mailing list of customers along with Storing and retrieving information of customer's creating and using a database packages. (Mapped NOS: THC/N9413)	29. Visit to travel agency, airlines for familiarity with handling of CRS, typing letters, fax messages, mail merging, sending fax and e-mail. (12 hrs.) 30. Preparing simple profit and loss account and balance sheet using an accounting package. (10 hrs.) 31. Preparing mailing list of customers. (10 hrs.) 32. Storing and retrieving information of customer's creating and using a database packages. (10 hrs.)	a) Basic application of computers, knowledge of MS-office, making road, transport, airlines, hotel booking and different packages, developing tour packages, travel accounting, basics of accounting systems. b) Maintenance of ledger, simple final accounts, familiarity with foreign exchange, credit card transactions. (12 Hrs)
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Draw charts on tourism systems interrelating tourism market, transportation, destination and marketing in the context of India's popular tourism states. (Mapped NOS: THC/N9415)	33. Draw map of India and locate major tourist destination and adjoining tourism market. (6 hrs.) 34. Study tours to locate tourist organization tourist offices, regional tourist offices, Directorate of Tourism, etc. to analyse their strength and weaknesses in attracting serving tourists. (18 hrs.) 35. Draw charts on tourism systems interrelating tourism market, transportation, destination and marketing in the context of India's popular tourism states. (18 hrs.)	a) Aviation Geography- <ul style="list-style-type: none"> • Time differences, • Flight time, • Elapse time, b) Booking Familiarization, Important Airlines, Airport of India, c) Coding & decoding of country domestic ticketing. (12 Hrs)

Familiarize with the significance of training in the tourist industry

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

- **identify the tourism importance**
- **practice training for the significance of tourism.**

Requirements

Materials

- | | | | |
|--------------------------------|----------|--|-------------|
| • India tourist map | | • Broom | - 1 No. |
| • Local map | | • Person | - 2 members |
| • Smart phone | | • Telephone | - 1 No. |
| • India political map | | • Table cleaning Brush | -1 No. |
| • Computer with net connection | | • Floor cleaner | -1 No. |
| • Hand wash | - 1 No. | • Field visit to nearest hotel or restaurant Kitchen | |
| • Towel | - 1 No. | • Meeting or guest lecture by an tour operator | |
| • Cleaning cloths | - 5 Nos. | • Voice recorder | - 1 No. |

PROCEDURE

TASK 1: Instructor may arrange various tourist attraction places with importance of tourism for the student

Identify the tourism sports and brief them with the help of map

- | | |
|---|--|
| 1 Refer tourist map. | 5 Train them for gaining protestation and practical skill development. |
| 2 With the attach map to spot the places | 6 Educate them for practice good communication. |
| 3 Educate them by clarifying the various tourists. | 7 Practice them to operate computer for better job execution. |
| 4 Educate that about the importance of tourism for revenue growth, economy and job opportunities. | |

TASK 2: Practise training for the significance of tourism

- 1 Practice them by taking them to the nearest travel agency, railway station and airport about the travel operation.

TASK 3: Create a data base

- 1 Crete a database: visit to the nearest tourist place of interest and brief them the importance of the place. Store the data in the computer.

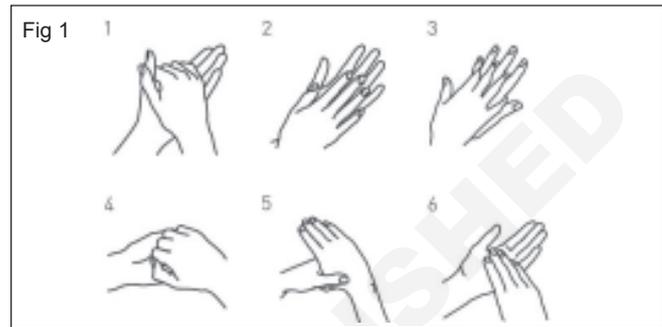
Practice various skills for tourism industry

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

- follow personal hygiene
- follow hygiene in kitchen and dining
- practice social skills
- evaluate and maintain the personal hygiene
- communicate effectively
- observe and react for the message from customer
- practice and express the conversation
- construct a conversation.

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.



TASK 2: Follow Hygiene at Kitchen and Dining

- 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.

- 5 Wear a head cap/chef cap/and apron white on kitchen duty.

- 6 Wear kitchen gloves when cooking.



TASK 3: Practice social skills

- 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.

TASK 4: 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.

TASK 5 : Communicate effectively

(Conversation between tourist and tour Guide Box 1)

- 1 Be polite and helpful.
- 2 Modulate your voice.
- 3 Speak clearly, slowly and distinctly.
- 4 Be briefed not rushed.
- 5 Do not sound mechanical, indifferent or impatient.
- 6 Do not use technical or unfamiliar terms.
- 7 Use friendly tone.
- 8 Show your interest to do help.
- 9 Be cheerful and concerned.

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 ex-penses, 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 6: Observe and react for the message from customer

- 1 Look at the face of the customer.
- 2 Keep your body straight to him.
- 3 Be patient till the complete the talk.
- 4 Show your interest to listen.
- 5 Reply the customer properly.
- 6 Say Pardon to get it repeated again.

Don't interrupt between their talk.

Don't give attention to any other person or activities.

Don't make them repeat more than once.

- 7 Try to understand at the first incidence.
- 8 Try to understand tourist nature like native, religion, mother tongue and education.
- 9 Ask the customer that his queries are clarified properly.

TASK 7 : 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 movements.

TASK 8: Construct a Conversation

- 1 Record your conversation with a tourist talking about a specific tour to Tajmahal.
- 2 Listen to the conversation and check your grammar and accent.

TASK 9: Handling telephone

- 1 Get organized-keep pencil and paper ready.

Answer pleasantly and with greeting.

- 3 Answer all calls courteously.
- 4 Identify your establishment.
- 5 Identify your department.
- 6 Identify yourself.
- 7 Ask caller's identity.
- 8 Ask caller's need.
- 9 Keep the phone in easy accessible position.
- 10 Place the handset in right position.
- 11 Keep notepad and pen near the phone.
- 12 Keep the instrument clean and disinfected.
- 13 Read the Telephone Handling book and operate the instrument.
- 14 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.

Do n't transfer the call fust 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

TASK 10: Practice following 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."

TASK 11: 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 12: 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 & 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 saute their partner to reach the target. Everybody has to identify his mates voice. It needs more concentration, carefulness and accuracy

TASK 13: Develop Independency and Responsibility Skills

- 1 Organize a function in the class.
- 2 Prepare a theme for the function.
- 3 Decide the chief guest and check the availability.
- 4 Separate the students into committees like Invitation, Hospitality, Reception, Decoration and assign the task.
- 5 Prepare the budget for the function.
- 6 Prepare the schedule of the events with timing up.
- 7 Prepare the invitation.
- 9 Send the invitation.
- 10 Organize the function as per schedule.
- 11 Get the feedback from your superior.

TASK 14: Develop creativity, thinking ahead and ability to transfer

- 1 Inform the students to develop a there based creative mode.
- 2 Provide all the requirements to the students individually.
- 3 Ask students to keep any one theme in the mind.
- 4 Ask them to prepare a model individually to explain their theme.
- 5 Insist them to use the things provided to them not others.
- 6 Give them time limit.
- 7 Ask explanation for their model.
- 8 List the problem faced and find the solution.

TASK 15: Manage the challenges

- 1 Ask the students to prepare the interview board of 4 persons among themselves.
- 2 Ask students one by one to meet the board.
- 3 Ask rapid questions to the student based on his resume. curriculum and ambition.
- 4 Ask tourism related question.
- 5 Put marks for their reply
- 6 Give very short period of time.
- 7 Collect the feedback from them.
- 8 Identify the difficulties faced and find the solution.
- 9 Wish all the students for practicpation.

The board members can changed to give opportunity to others.

Board should sit in other room not with all students.

Students should keep the resume with them

Report preparation on infrastructure and facilities for tourism

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

- identify the infrastructure requirements in a destination
- chalk out the facilities that a destination should provide its tourists.

Requirements			
Materials			
• Local map	- 1 No.	• Notepad	- 1 No.
• Camera	- 1 No.	• Pen	- 1 No.

PROCEDURE

TASK 1: Identifying a destination

- | | |
|---|--|
| <ol style="list-style-type: none"> 1 Use the local map or the tour guide book. 2 Locate the nearest tourist destination. 3 Write down the address & phone no. of the tourism information office, in case you need to contact them. | <ol style="list-style-type: none"> 4 Note down the bus route or train route and timing for a better planned trip. 5 Local conveyence from the touri place to railway station, bust stop. |
|---|--|

TASK 2: Visiting the destination

- | | |
|---|---|
| <ol style="list-style-type: none"> 1 Use bus mode of transport if it is easily available. 2 Use train if frequency is more. | <ol style="list-style-type: none"> 3 Choose the mode whichever is economical. 4 Carry also an umbrella. |
|---|---|

TASK 3: Observe the various infrastructures present in the site and put a tick mark on the given checklist

Access to the building/premises

- | | |
|--|--|
| <ul style="list-style-type: none"> • Accessible parking for people with disabilities close by <input type="checkbox"/> • Accessible public transport close by <input type="checkbox"/> • Accessible parking for scooter users <input type="checkbox"/> • Clear external and internal directional signs including symbols <input type="checkbox"/> • Clear path of travel from outdoor to indoor areas • Protection from wind, rain and noise in outdoor areas • Step free access <input type="checkbox"/> • Wide self opening or easy to open doors <input type="checkbox"/> | <ul style="list-style-type: none"> • Wide, clear internal and external walkways <input type="checkbox"/> • Clear space between furniture and exhibits for a person to maneuver a mobility aid (e.g. wheelchair, walking frame, stick, crutches) <input type="checkbox"/> • Slip resistant floor and ground surfaces <input type="checkbox"/> • Ramp or a lift access to all levels <input type="checkbox"/> • Direct access to an accessible toilet with an 'access sign' <input type="checkbox"/> • Accessible easy baby change area <input type="checkbox"/> • Access to stage and change room areas <input type="checkbox"/> • Access to and within viewing areas and lookouts <input type="checkbox"/> |
|--|--|

Ease of access when moving around the premises

- | | |
|---|---|
| <ul style="list-style-type: none"> • A handrail from the entrance to service counters <input type="checkbox"/> • Low height, 'clutter free' service counters with a seat <input type="checkbox"/> • Consistent and even lighting throughout <input type="checkbox"/> | <ul style="list-style-type: none"> • Accessible rest areas including seating, lighting, drinking fountains, <input type="checkbox"/> • Shelter at regular intervals along paths <input type="checkbox"/> • Wider passing areas along narrow paths <input type="checkbox"/> |
|---|---|

- Access to mobile attractions e.g. trains, buses, rides
- Accessible boat ramps, jetties or fishing platforms
- Access via decking or floating entry to beach or lake areas
- Access via ramp or beach entry to swimming area/pools
- Accessible camping sites and facilities
- Availability of 'beach / pool accessible' wheelchair on request
- Accessible picnic areas with shelter, seats and BBQs
- Accessible playgrounds and play equipment
- Effective lighting throughout facilities
- Colour contrasting handrails and seating on mobile exhibits
- Use of plants along paths that provide a distinctive warp
- Appearance and a distinctive texture or sound
- No overhanging foliage on pathways
- Limited use of roped barriers
- Handrails and contrasting edges on any steps
- Tactile tiles prior to steps, ramps, jetties, piers and other hazards
- Brochures, printed materials and displays at an accessible height
- Neat garden area with lawn.

Accessible amenities

- Safety markings on glass doors and adjacent panels'
- Colour contrasting door frames / trims
- An accessible buzzer on service counters
- Seating with backs and armrests
- Space for storing mobility aids and baggage
- Accessible vending machines / food outlets / kiosk / drinking taps
- Low height ticket counters, kiosk, bar determine etc.
- Accessible self service counters / display area

Accessible provision of information

- Information about services for people with disabilities e.g.
- lift
- Accessible toilets
- Emergency procedures
- A taped phone message about services and facilities
- An accessible Web site with information about services
- A mobility map of site indicating accessible parking, toilets, paths attractions etc.
- Clearly signed passenger stops and vehicles
- Clear, large print name tags on staff
- Large print, raised tactile, Braille and audio signage
- An 'assistance animal welcome' sticker at entry (e.g. guide dog, hearing dog)
- Information in large print and Braille
- Audio description of performances and displays
- Audio guides for exhibits and displays
- Tactile depiction of artist displays e.g. paintings
- Audible descriptions of attractions on shuttle service
- Raised tactile and Braille markings on any lift buttons
- Audible information in any lifts
- Raised tactile signage and Braille on mobile exhibit
- A 'hearing awareness' card on the service counters
- Alternatives to any audible announcements e.g. visible display

Staff who are able to communicate appropriately with people with disabilities

- Friendly helpful staff, trained in assess awareness
- Staff available to assist in self service areas
- Staff available to read information for customers if required
- Staff with basis sign language skills
- Sign language interpreter if required

- Staff who speak clearly and look at the customers when talking (for easy lip reading)
- Effective glare free lighting at service counters
- Pen and paper for exchanging information
- Appropriate acoustic environments to reduce background noise
- Hearing augmentation at service counters and in performance areas
- An accessible public telephone and telephone typewriter (TTY)

Responsive evacuation procedures

- Visible and audible fire alarms
- Accessible emergency exits
- Emergency evacuation procedures that respond to all users

Other issues to consider

- An Internet booking system

- A phone booking system
- Accessible payment options
- Acceptance of 'companion cards'
- Water for assistance animals
- First aid support
- Discounts for pensioners
- Wheelchairs for loan
- Accessible guided tours
- An accessible shuttle service
- Accessible on-site transport if required
- Seatbelts on mobile attractions
- Suitable height exhibits for people using wheelchairs
- Raised garden beds
- Lever style door handles at an accessible height

Prepare a survey of 10 tourist (spot) interest to know about their perceptions and prepare a report (checklist)

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

- identify the site importance of the various aspects like physical, Religious, Cultural, Garden, National park, Hill station, major city, Temple, etc
- find the restriction involved in the tourist place
- identify the facilities available in the tourist place
- create data base.

Requirements	
Materials/Equipments	
<ul style="list-style-type: none"> • Field visit to Tourist spots • Computer 	<ul style="list-style-type: none"> • Map
- 1 No.	- 1 No.

PROCEDURE

Table 1: Tourist site field visit observation manual

Features	Observed	Features	Observed
Place of interest Location: Latitude Longitude Distance from: Bus stand Air port Railway station Port Mode of Transport Total Travelling time from: Bus stand Air port Railway station Port History of Marina Beach Important Persons Associated: Historically Post Independence Climate Avg: Monthly temp Sea condition Any other activities at beach area		Rainfall Season Wind pattern Physiographic Significance: Nearest port Nearest mountain Nearest river Nearest other Beach area Nearest Lake Nearest dam Specific features: Origin of Marina Total beach length Important Festivals No. of visitors per day : Season Off season Domestic Foreigner Weak darp weak ends Shelter for resting Dress code	

Table 2

Restriction	Applicability
Tourist Place	
Time restriction	
Entrance ticket	
Bagage counter	
Age restriction	
Gender restriction	
Dress code	
Mobiles	
Cameras	
Jewellery	
Eatables	

Restriction	Applicability
Smoking	
Plastics	
Vehicles	
Untouchables	
Movements to certain places	
Walking on the lawn	
Taking bath inside the spot	
Sitting in the spot	
Waste disposal	
Noise control	
Pet animals	

Table 3 - Facilities Available in the tourist place

Facility	Contact Information
Tourist Place (Identify the following nearest to the tourist place)	
Travel agencies	
Bus stand	
Car stand	
Jeep stand	
Van stand	
Taxi stand	
Auto stand	
Others	
Hotels	
Vegetarian	
Non vegetarian	
AC	
Non AC	

Facility	Contact Information
Restaurants	
Indian	
South Indian	
North Indian	
Chinese	
Others	
Hospitals	
Emergency Medical facilities	
Doctor on call	
Male	
Female	
Market	
Others	
Shopping	
Games Indoor/Outdoor	

Day - 1

TASK 1: Identify the site importance of the various aspects line physical, Religious, Cultural, Garden, National park, Hill station, major city, Temple, etc

- 1 Visit to nearest Beach.
- 2 Collect the information given in the manual (Table 1).

TASK 2: Find the restriction involved in the tourist Place

- 1 Check the following restriction in all tourist place while visiting (Table 2).
- 2 Store the data in the data base to give instruction to the tourist to visit the place.
- 3 Get it checked by the instructor.

TASK 3: Identify the facilities available in the tourist place

- 1 Identify the following facilities available.
- 2 Store the data in the data base to give instruction to the tourist to visit the place
- 3 Get it checked by the instructor. Table 2 - Facilities Available in the tourist place.
- 4 Speciality of the place.
- 5 Local foods/Veg/fruits etc.
- 6 Any adventure activities availability beach walk/cycling Beach cart/kite flying.
- 7 Mini shopping/ATM facility/Assistance room for help/ Bar facilities.
- 8 Nearest of police station.
- 9 Availability of tourist police.
- 10 Life savers
- 11 Amusement.

TASK 4: Create data base

- 1 Visit other tourist places which have the importance of Natural scenarios and mountainous places.
- 2 Collect all information of tourist places.
- 3 Store in the computer to give the information to the tourist.

Day - 2

Visit tourist sites and prepare a report about importance of physical aspects-II

TASK 5: Identify the characteristics of site importance of the physical aspect.

- 1 Visit to nearest place of physical importance.
- 2 Collect the information given in the manual (Table 1).

TASK 6: Find the restriction involved in the tourist Place

- 1 Check the following restriction in all tourist place while visiting (Table 2).
- 2 Store the data in the data base to give instruction to the tourist to visit the place.
- 3 Get it checked by the instructor

TASK 7: Identify the facilities available in the tourist place

- 1 Identify the following facilities available (Table 3)
- 2 Store the data in the data base to give instruction to the tourist to visit the place
- 3 Get it checked by the instructor.

TASK 8: Create data base

- 1 Visit other tourist places which have the importance of Natural scenarios and mountainous places.
- 2 Collect all information of tourist places.
- 3 Store in the computer to give the information to the tourist.

Day - 3

Visit tourist sites and prepare a report about importance of religion

TASK 9: Identify the characteristics of site importance of the religious aspect.

- 1 Visit to nearest place of religious importance.
- 2 Collect the information given in the manual (Table 1).
- 3 Get it checked by the instructor

TASK 10: Find the restriction involved in the tourist Place

- 1 Check the following restriction in all tourist place while visiting.
- 2 Store the data in the data base to give instruction to the tourist to visit the place.
- 3 Get it checked by the instructor

Table 4: Restriction involved in tourist place

Restriction	Applicability
Tourist Place:	
Age restriction	
Gender restriction	
Dress code	
Mobiles (Fig 2)	
Cameras	
Jewellery	
Eatables	
Smoking (Fig 1)	
Plastics	
Vehicles	
Untouchables	
Movements to certain places	
Swimming in the beach	
Taking bath inside the spot	
Sitting in the spot	
Waste disposal	
Noise control	
Pet animals	
Flowers offering	



TASK 11: Identify the facilities available in the tourist place

- 1 Identify the following facilities available (Table 2)
- 2 Store the data in the data base to give instruction to the tourist to visit the place
- 3 Get it checked by the instructor.

TASK 12: Create data base

- 1 Visit other tourist places which have the importance of Natural scenarios and mountainous places.
- 2 Collect all information of tourist places.
- 3 Store in the computer to give the information to the tourist.

Day - 4

Visit tourist sites and prepare a report about importance of culture

TASK 13: Identify the characteristics of site importance of the physical aspect.

- 1 Visit to nearest place of cultural importance.
- 2 Collect the information given in the manual (Table 1).
- 3 Get it checked by the instructor

TASK 14: Find the restriction involved in the tourist Place

- 1 Check the following restriction in all tourist place while visiting (Table 4).
- 2 Store the data in the data base to give instruction to the tourist to visit the place.
- 3 Get it checked by the instructor

Table 4: Restriction involved in tourist place

Restriction	Applicability
Tourist Place:	
Age restriction	
Gender restriction	
Dress code	
Mobiles	
Cameras	
Costumes	
Eatables	
Plastics	
Vehicles	

Restriction	Applicability
Untouchables	
Movements to certain places	
Walking on the lawn	
Taking bath inside the spot	
Sitting in the spot	
Waste disposal	
Noise control	
Pet animals	
Timings	

TASK 15: Identify the facilities available in the tourist place

- 1 Identify the following facilities available (Table 1)
- 2 Store the data in the data base to give instruction to the tourist to visit the place
- 3 Get it checked by the instructor.

TASK 16: Create data base

- 1 Visit other tourist places which have the importance of Natural scenarios and mountainous places.
- 2 Collect all information of tourist places.
- 3 Store in the computer to give the information to the tourist.

Day - 5

Visit tourist sites and prepare a report about importance of garden

TASK 17: Identify the characteristics of site importance of garden.

- 1 Visit to Botanical Garden.
- 2 Collect the information given in the manual (Table 1).
- 3 Get it checked by the instructor

TASK 18: Find the restriction involved in the tourist Place

- 1 Check the following restriction in all tourist place while visiting (Table 2).
- 2 Store the data in the data base to give instruction to the tourist to visit the place.
- 3 Get it checked by the instructor

TASK 19: Create data base

- 1 Visit other tourist places which have the importance of Natural scenarios and mountainous places.
- 2 Collect all information of tourist places.
- 3 Store in the computer to give the information to the tourist.

Day - 6

Visit national park and prepare a report

TASK 20: Identify the characteristics of the National Park

- 1 Visit National Park.
- 2 Collect the information given in the manual (Table 5).
- 3 Get it checked by the instructor

Table 5: Tourist site field visit observation manual

Features	Observed
Place	
Location:	
Latitude	
Longitude	
Distance from	
Railway station	
Air port	
Bus Terminus	
Mode of Transport	
Total Travelling time	
By Road	
By Rail	
By Air	
Nearest Railway station	
Nearest Bus station	
Nearest Air port	
History of National Park	
Important Persons Associated:	
Historical importance	
Post Independence activities	
Climate	
Avg. Monthly temp altitude	
Rainfall Season	
Wind pattern	
Physiographic Significance:	
Nature of the National Park	
Type of Vegetation Associated	
Flora:	
1	
2	
3	
4	

Features	Observed
Fauna	
1	
2	
3	
4	
Facilities Associated	
Riding in Animals	
River	
Nearest Lake	
Nearest Dam	
Total area covered	
Special trees	
(Dress code)	
Clothing if any	
Speciality animals	
Animal safari	
Night sight sewing	
Availability eatables	
Identification route map/chart	
Guide facility	
Medicinal plants	
Unique features	
Maintained by whom	
Entry fee:	
Indian National	
Foreigners	
Important Festivals	
Name	
Season	
No. of visitors per day :	
Season	
Off season	
Domestic	
Foreigner	
restroom facility	

Prepare a report different types of tourists visiting different places

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

- identify the tourist destination to be visited for collection of information from tourist
- prepare format to collect information on tourist motivations
- prepare report on motivation of different types of tourists visiting different places.

Requirements

Materials and equipments:

- | | | | |
|---------------------------|----------------|------------------------|----------|
| • A4 paper/ forms/ format | - As required. | • Laptop with datacard | - 1 No. |
| • Indian political Map | - 1 No. | • Stationary items | - 1 set. |
| • Indian Tourism Map | - 1 No. | | |

PROCEDURE

Instructor to arrange tours for various places of tourism importance for the student.

TASK 1 : Identify the destinations to be surveyed

- | | |
|---|--------------------------|
| 1 Refer Indian Tourist destination map. | j Sports Tourism |
| 2 Prepare a list of Tourist destination of various places near your location. | k Archaeological Tourism |
| 3 Use atlas (Indian map) and spot out the places for clarity of approach to the destination | l Agricultural Tourism |
| 4 Classify destinations under different types of spots such as | m Farm Tourism |
| a Religious Tourism | n Rural Tourism |
| b Cultural Tourism | o Green Tourism |
| c Educational Tourism | p Wilderness Tourism |
| d Business Tourism | q Space Tourism |
| e Adventure Tourism | r Beach Tourism |
| f Eco- Tourism | s Nahue Tourism |
| g Medical Tourism | t Forest Tourism |
| h Health Tourism | |
| i Cinema Tourism | |

Students may choose the type of tourism destination as per the availability near to their location.

TASK 2 : Prepare a format to collect information on tourist motivation

- | | |
|---|--------------------------|
| 1 Take a piece of paper, pencil, eraser, sharpener & scale. | d Destination type |
| 2 Draw the table and column on paper to fit in the following words and space to fill it up. | e Type of tourist |
| a Date | - Domestic |
| b Location | - International |
| c Time | - Excursionist |
| | f Time spent on the spot |

- | | |
|---|--------------------------|
| g Name of the tourist | - Adventure Motivations. |
| h Age | - Research Motivations. |
| i Gender | - Sports Motivations. |
| j Arrived from | - Cultural Motivations. |
| k Goint to | - Eco - Motivations. |
| l Reasons/ Motivations of tourist behind this travel. | - Business Motivations. |
| - Physiological Motivations. | - Medical Tourism |
| - Social Motivations. | - Musical concert |
| - Religious Motivations. | - Events a shopping |
| - Spiritual Motivations. | - Allocentric |
| - Status & prestige Motivations. | - any other |
| - Relaxation, Get Away, Recreation or Rest Motivations. | |

TASK 3 : Prepare soft copy and take print outs for survey

- | | |
|---|---|
| 1 Re-Organize and arrange the worksheet prepared in task-2 properly and neatly. | 2 Type the matter/manuscript and prepare soft copy of the format. |
| | 3 Take print outs (as required) |

TASK 4: Collect information from tourist (on different days)

- | | |
|--|--|
| 1 Collect the formats. | 6 Make note of it/fill the format. |
| 2 Reach to the destination. | 7 Repeat this for as many tourist as possible. |
| 3 Contact the tourist. | 8 Don't onpeak dap & lean days. |
| 4 Request for time from them to fill up the survey format. | |
| 5 Ask them questions as per the sequence of the format. | |

Visit and prepare a report on different packages offered by Railways/Airlines to promote tourism

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

- packages offered by railways.
- collect information on various airline service available and contact
- visit and find out information from airlines about different packages
- arrange the information gathered and make a neat report.

Requirements

Materials/equipments

- Access to railway station
- Notepad
- Smart
- Pen
- laptop
- Internet access

PROCEDURE

TASK 1: Access to railway station

- 1 Check for the nearest railway station.
- 2 Carry the necessary items for making a note.
- 3 Introduce yourself to the counter office.
- 4 Request for information on packages.

TASK 2: Identify various packages

- 1 Request for brochures or pamphlets .
- 2 Read the package information.
- 3 Note the key information.

TASK 3: Prepare report- RAIL TOUR PACKAGES i write down the tour package offered by railways

- 1 Vacation special - coonoor Day Tour
- 2 Darjeeling Himalayan Railways Toy- Train Morning joy Ride.
- 3 Darjeeling Himalayan Railways Toy-Train Evening ride.
- 4 Secundarabad shirdi package

TASK 4: Prepare report on - Holiday packages write down

- 1 Exclusive Ramoji Film city trip.
- 2 Tirupati Tirnmala Darshan.
- 3 Sree venkateswaran package.
- 4 Jaipur city tour.
- 5 Aurangabad city tour.
- 6 Glimpses of puri
- 7 Vaishna Devi Economy Package.
- 8 Wonders of Hyderabad.
- 9 Gaya Bodhgaya Rajgir Nalanda Panapuri Gaya Tour.
- 10 A Tourist paradise.
Misty Munnar
- 11 Discover Holy with Heritage.
Kanyakumari- Rameswaram-Madurai
- 12 Exotic Orissa
- 13 Chennai- Mysore-coorg Tour.
- 14 Kochi -Munnar-Kumarabom package tours.
- 15 Goa Tour
- 16 Andaman Special Tour package
- 17 Kashmir - The Paradise on Earth Holiday package.
- 18 Evergreen Darjeeling.
- 19 Golden Triangle Delights.
- 20 Assam- Meghalaya Holidays Tour.
- 21 Splendour South India Tour
- 22 Assam - Meghalaya Tour
- 23 Splendous South Tour

TASK 5: Comparative study

Fill up the following table from the observations made

TASK 6: Use internet

- | | |
|--|---|
| 1 Log on to www.irctc.com | 8 Tickets for train alternatives. |
| 2 Locate "Tour packages" & note the information | 9 Now many trains pass through the station for the destination. |
| 3 Locate "special holidays". Note the information. | 10 You can get e-ticket via SMS (www.Irctc.co.in). |
| 4 Go through various information on the site | 11 Go to new in a messaging app on your phone. |
| 5 Repeat TASK 5. | 12 Write SMS PNR in the message. |
| 6 Can do booking video mobile phone and get SMS for confirmation. | 13 Sent to 139 (or) call 139. |
| Initially you have to register by providing correct user name a pan ward | 14 You get detailed ticket info SMS from IRCTC. |
| Now the online apps. Help you | 15 Verification confirmation you get SMS set by IRCTC along with original ID of the passenger traveling on a PNR. By presenting the PNR number you can check the status and train time. |
| 7 To get confirmed ticket / wait list prediction | |

TASK 7: Collect information on various Airline service available and contact

- | | |
|---|--|
| 1 Find out various International/Domestic Airline services operating from the major city of your place & collect information regarding the office contact details, web portals etc. | 5 Gather detailed information about various services they offer domestic/international with timings & destinations |
| 2 Collect information regarding contact details of major Airline services, using official portal using the Internet in website | 6 Contact the airline official, make an appointment with the concerned person well in advance to meet with timing. |
| 3 Gather information about various packages, concessional tariff, etc. available, to promote tourism. | 7 Patronise as per demand for tour. |
| 4 Select 5 major Airline service provides according to the convenience in order to make a thorough study. | |

TASK 8: Visit and Find out information from Airlines about different Packages

- | | |
|---|--|
| 1 Meet the Airline official at right time according to the appointment. | 5 Collect Airline brochures, other printed materials available information regarding the same. |
| 2 Gather the information to be collected regarding various packages available to promote tourism. | 6 Repeat the same with all the 5 selected Airline offices. |
| 3 Find out various services they offer domestic/international with timings & destinations. 4 Note down the points clearly or record if permitted. | |

TASK 9: Arrange the information gathered and make a neat report

- | | |
|--|---|
| 1 Collect all the information gathered at the time of visit. Tabulate the information gathered from task- 3 in a fresh sheets adding (or) correcting with the information collected from internet. | - Timing, Frequency, destination details of Airline services. |
| 2 Make a neat report on various packages available to promote tourism covering the following points with all the 5 Airline Services studied. | - Various tariff with different classes. |
| - A brief introduction | - Concessional charges on advanced booking. |
| - Various services offered at various places | - Packages offered to promote tourism. |
| - Services provided from the yourstate. | 3 Arrange, Pin all the information together & file it neatly for reference. |
| | 4 Finalize as per the tourist demand and book the tour. |
| | 5 Get geet back from the customer for orientation. |

Study of tourist facilities available in the state

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

- **identify places of tourism importance in the state**
- **arrange them according to the region**
- **find the characteristics of the places of tourism importance**
- **tabulate the details gathered about the place for future reference.**

Requirements

Materials and equipments:

- | | | | |
|---|---------|---------------------|-----------|
| • Atlas/Indian political Map /state map | - 1 No. | • File Folder | - 1 No. |
| • Computer with Internet connection | | • A-4 papers /Forms | - 12 Nos. |
| • Laptop | - 1 No. | • Stationery items | - 1 Set |
| • Smart phone | - 1 No. | | |

PROCEDURE

Instructor to arrange a tour for the trainees to one place of tourism importance identified according to convenience.

TASK 1 : Identify places of tourism importance in the state

- 1 Use Atlas / detailed map of your state & identify various places of Tourism Importance.
- 2 Make use of internet/tourism map to find places of tourism attraction.
- 3 Collect the tourism hand out about places of tourist attraction in the state from the state tourism office.

TASK 2 : Arrange them according to the region

- 1 Arrange them according to different region / districts of the state in order to have a better understanding about their location.
- 2 Sort them out according to the distance from the nearby major city or the capital of the state or use alphabetical order or their characteristics.
- 3 Give importance to the tourist spots which are mostly visited by tourist, popularity or places having high tourism potentiality.

TASK 3 : Find the characteristics of the places of tourism importance

- 1 Using internet & available details find various characteristics of the places.
- 2 Find out the characteristic of the importance of the place like physical /cultural / religious /heritage importance, etc.
- 3 Know the locality, distance from main city of the place.
- 4 Find out the right season to visit the place of importance.
- 5 Know about the culture, famous food, local fairs & festivals of the place of importance.
- 6 Find out various facilities available nearby like transport, accommodation, recreations, shopping etc.

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

- 1 Collect all the information gathered from above tasks.
 - 2 Tabulate the information using the format given bellow.
 - 3 Pin all the information & File them for future reference.
- Format for Information about Identified Place of Tourism Importance in the State

Detail	Name of the place	Distance form State capital in Kms	Type of tourism attraction	Seasonality	Accessibility (transportation)	Accommodation
Region / District -1						
Region / District -2						
Region / District -3						
Region / District -4						
Region / District -5						
Region / District -6						
Region / District -7						
Region / District -8						

Physiographic Significance

Nearest mountain Nearest river Nearest Beach Nearest Lake Nearest dam Religious importance Adventure based Important Temples Name of God Age of the temple Built by whom	Name of the architect Structure of the building Materials used Maintained by whom Important Festivals No. of visitors per day Season Dessert area close by Islands nearby Cultural attractions
--	---

Collect information regarding different categories of accomodation available in the city

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

- identify various places of accommodation
- create data base.

Requirements		
Tools and equipments:		
<ul style="list-style-type: none"> • Visit to your city/near by city • Visit to nearest tourist destination 	<ul style="list-style-type: none"> • Computer 	- 1 No.

PROCEDURE

TASK 1 : Identify the hotels and prepare the report

- 1 Visit your city and find the hotels.
- 2 Collect the following information and complete the manual. (Table 1)
- 3 Get it checked by the instructor.

Table 1 - Hotel Survey Manual

Information	Observed/Location
<ul style="list-style-type: none"> - Tourist Site - Hotels - Total no. of Hotels - Category <ul style="list-style-type: none"> 1 Star 2 Star 3 Star 4 Star 5 Star Budget hotels/Lift facility Hotel inside the main city Hotels outside the city (sub-urbans) Lodges Hostel/Choultry/Youth hostel Hotels without restaurants & guest houses Restaurants Maxica Cuisene Japanese Cuisene / Thai / Chinese European Continental North Indian 	

<p>South Indian</p> <p>Multi cuisine</p> <p>Night service</p> <ul style="list-style-type: none"> - Moon light entertainments - Fresh up facilities - Availability of Accessories - Cultural programmes - Airport transfer facilities - Other extra amenities - Band width - Coffee shop - Parking area - Complimentary B/F - Hotel plans - Availability local sight seeing facilities - Transport availability - Medical assistance - Money changing - Shoppy arcade - Restaurant timminings - Spa wellness centre - Swimp pool facilities - Bar facilities - Concession group booking if any - Party room - Goft course / lawn - Guide services - Bustness centre - Child care services 	
--	--

TASK 2 : Create database

- 1 Visit other tourist spots like near your institute and collect the information as mentioned in manual in task 1.
- 2 Store the data in the computer to help the customer.

TASK 3 : Practice booking room in hotel

- 1 On the basis of task - 1 Collect the information required to book an accommodation
 - 2 Practice the room booking procedure, as done in task 2.
 - 3 Maintain proper records.
-

Collect information regarding different modes of transport available for the tourists

Objective: At the end of this exercise you shall be able to
 • **arrange data base for different types of transport.**

Requirements	
Materials/Equipments	
<ul style="list-style-type: none"> • Visit to nearest travel Agency • Visit to state transport bus reservation Centre 	<ul style="list-style-type: none"> • Visit to Airport & Eruse travel agency - 1 No. • Computer with internet connection - 1 Set.

PROCEDURE

TASK 1 : Arrange different types 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 pin code & phone no.					
Places the service offered		1	2	3	4
Frequency: Daily					
Weekly					
Bi-weekly					
Monthly					
Bi-Monthly					
Yearly (Special Yatras) / Tailor mode tour					
Types buses: Rate of Service	Per Km	Per day	Extra Hour	Driver Bata	Other Charges/permit details
Ordinary					
Deluxe(AC)					
Ultra deluxe(AC)					
Sleeper (AC)					

<p>Check if the Charges are inclusive of parking Any other charges if any</p>
--

Caravans(AC) Rotels(AC)	
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 : Create Database

- | | |
|---|---|
| 1 Visit various travel agencies in Chennai and collect the information of bus and car service. | 3 Visit Koyambedu and collect the information of bus services from the various state transport corporations/ private travels. |
| 2 Visit various travel agencies in the important tourist places and collect the information of bus and car service. | 4 Store all information in the Computer database to offer the service to the tourist. |

TASK 3 : Arrange Car Transport

- | | |
|---|---|
| 1 Visit 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 & phone no.						
Types Cars / Rate of Service	Per Km	Per day	Waiting Charge	Driver Bata	Tax	Other Charges
Tata Sumo AC						
Non AC						
Tata Safari AC						
Non AC						
Qualis AC						
Non AC						
Bolero AC						
Non AC						
Honda City AC						
Non AC						
MarutiSX4 AC						
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 Fig 1)
- 2 Prepare a car reservation in the website (see model) (Fig 2)

RENTAL CAR RESERVATION FORM

Name: _____ Organization/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 vehicle needed: _____

Number of people: _____

Destination: _____

Purpose of trip: _____

For Office use:

Organization/Company: _____ Date: _____

Name of Office Assistant: _____

Reservation information: _____

Date of pickup: _____ Date of return: _____

Type and number of vehicles: _____

Destination: _____

Date reservation was made: _____

Confirmation number: _____

Car Booking Form

Name:	<input type="text" value="Mr"/> <input type="text" value=""/>	Car Picking Date:	<input type="text" value="MM"/> <input type="text" value="DD"/> <input type="text" value="YY"/>
Email:	<input type="text" value=""/>	Car Picking Time:	<input type="text" value="Hrs"/> <input type="text" value="Mn"/> <input type="text" value="AM"/>
Address:	<input type="text" value=""/>	Car Returning Date:	<input type="text" value="MM"/> <input type="text" value="DD"/> <input type="text" value="YY"/>
Country:	<input type="text" value="Select Country of Residence"/>	Car Returning Time:	<input type="text" value="Hrs"/> <input type="text" value="Mn"/> <input type="text" value="AM"/>
Telephone:	<input type="text" value="C"/> <input type="text" value="C"/> <input type="text" value="Phone"/>		
Car Preference:	<input type="text" value=""/>		
Car Picking Place:	<input type="text" value=""/>		
Travel Related Comments:	<input type="text" value=""/>		
		<input type="button" value="Submit"/>	<input type="button" value="Reset"/>

TASK 5 : Create Database

- 1 Visit various travel agencies in the state 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 and service from the various state transport corporations.
- 4 Store all information in the Computer database to offer the service to the tourist.

Information	Observed								
Name of the Travel Agency Year of establishment Location of head office List of branch offices Address of the branch with pincode & phone no.									
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 I Class Traveling Punctuality									

TASK 6 : Arrange Air transport

- 1 Visit the nearest Airport and Port go to ticketing section.
- 2 Get the ABC or the OAG flight guide.
- 3 Collect the information and complete the manual.
- 4 By the internet the airlines site can be found for booking.

TASK 7 : Arrange water transport

- 1 Visit the nearest Port go to ticketing section
- 2 Get the shipping guide
- 3 Collect the information and complete the manual

TASK 8 : 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 9: Arrange Cruise transport

- 1 Visit nearest Airport and Port go to ticketing section.
- 2 Get the ABC or the OAG flight guide.
- 3 Collect the information and complete the Table

TASK 10: Prepare database for different types of transport

- 1 Visit all types of travel offices.
- 2 Collect the information about different types of transports given in ex.no.1.11 and 1.12
- 3 Store all information in the computer with different names like Road, Rail, Air and water transport.
- 4 Create a folder called Transport.

Table 1

INFORMATION	OBSERVED								
Name of the Travel Agency Year of establishment Location of Head Office List of branch offices									
Destinations served 1 Form - Via - To	Fre- quency	Services Included	Fare						
			Economy		Business		I Class		
			One way	Two way	One way	Two way	One way	Two way	
2									
3									
Luggage Allowed	Per Passenger								
	Cast for Extra Luggage								
Tax IN-Flight Services / On Board Service Economy Class Business Class I Class Travelling Punctuality									

Prepare a project report on travel destination covering history

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

- identify places of historical importance in a region
- find the characteristics of the places of heritage importance
- make relevant transport arrangements for the visit
- learn the heritage importance of the place of visit
- arrange the details gathered about the place & make a project report.

Requirements			
Materials and equipments:		• File Folder	- 1 No.
• Indian political Map	- 1 No.	• A-4 papers /Forms	- 12 Nos
• Computer with Internet connection	- 1 No.	• Stationery items	- 1 Set
• Telephone	- 1 No.		

PROCEDURE

Instructor to arrange a tour for the trainees to one place of tourism importance identified according to convenience.

TASK 1: Identify one place of historical importance from the state

- 1 Use Atlas (Indian Map) & spot out the places of Heritage importance & list all the places from the state.
 - 2 Collect information regarding the domestic & foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call & also using the Internet in website of the Indian Tourism department /state tourism Department.
 - 3 Know the Historical importance of each region using the above method.
 - 4 Enlist & tabulate the information gathered for future reference & to identify the place of visit, using the format given below.
 - 5 Choose one place and also its having high potential for tourism comparing the tourist inflow from the chart and also its historical importance and according to the convenience.
-

TASK 2: Find the characteristics of the place of visit and identify the right time to visit

- 1 Call the local authorities of the place of visit & gather the information about right season to visit.
 - 2 Gather details regarding timings of the place of visit, special programme timing, etc.
 - 3 Collect information on the history about the places using internet / various history books/ through state tourism offices.
 - 4 Tabulate the information collected for future reference.
 - 5 Identify the right time to visit the place using above information according to the convenience.
-

Format for information to identify Place of Historical Importance

S.No	Name of the Place of Heritage Importance	Domestic Tourist inflow		Foreign Tourist inflow		Historical Importance (Three each XXXX place)
		Year-I	Year-II	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: _____					• • •

Format for Detailed Information about Place of Historical Importance

DETAILS	PLACE OF HISTORICAL IMPORTANCE
I. Timing	Morning : _____ To _____ Evening : _____ To _____
I. Special Programmes: 1. _____ 2. _____ 3. _____ 1. Season 2. Summer 3. Winter 4. Spring	Timings 1. _____ To _____ 2. _____ To _____ 3. _____ To _____ Details _____ To _____ _____ To _____ _____ To _____
II. Special Details (If any) • History • Era • Monuments • Galleries • _____ • _____ • _____	Details: _____ _____ _____ _____ _____

TASK 3: Make relevant arrangements

- 1 Using the map identify the shortest & convenient route to the place of visit.
- 2 Find out the convenient transportation - one or many (Like Road (or) Road & Rail (Or) Road, rail & Taxi, etc.).
- 3 Book tickets with the convenient mode of transportation.
- 4 Make booking & other arrangements regarding accommodation, taxi arrangements, local approved guides, booking with the place of visit (if required), etc.
- 5 Pack Clothing & other requirements according to the season of the place of visit.

TASK 4: Visit the place & know its characteristic features

- 1 Reach the place of visit using the relevant transport arrangement according to the booking made & 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 & explore the place of visit & gather the information. Gather other information, spending time around the place of visit-like alternate
- 4 Accommodation of different category, guides, shopping, other interesting places nearby, Food habits, Restaurants. Local culture & tradition.

TASK 5: Gather & tabulate information

- 1 Collect all the information gathered at the time of visit.
- 2 Tabulate the information using the format given below.
- 3 Make a neat report on the Destination of covering the following points
 - A brief introduction
 - Detailed history of the place.
 - Places to visit.
 - Monuments, galleries & other attraction
 - Tables of information (of all the Tasks)
 - Pictures
 - conclusion

Format for Detailed Information about Identified Place of Historical Importance

Name of the place of historical importance :				
S.No.	Details	Options	Choices	Contact Details (Ph.No,Website ,etc.)
1.	Transport	Rail	Train name, number & Dep. time
		Bus	Route No. Transport Operator
		Taxi	4..... 5.....
2.	Travel Agency/Tour operator	Option 1. Option 2.
3.	Local Authority of the place of visit	1. 2.	Designation Name
4.	Accomodation	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)			

Observing the operations of travel agency

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

- visit travel agency
- identify various travel agencies
- book tickets
- cancel tickets
- amend tickets
- apply various connections
- observe a leupron the operation of travel agent.

Requirements			
Tools/Materials/Equipment			
• Computer with Internet connection	- 1 No.	• File Folder	- 1 No.
• Smart phone	- 1 No.	• A-4 papers /Form	- 12 Nos.
• Camera	- 1 No.	• Pen/Pencil	- 3 Nos.

PROCEDURE

TASK 1 : Identify and visit travel agency

- | | |
|----------------------------------|---|
| 1 Switch on the computer. | 6 Receive the printed page. |
| 2 Log on to www.google.com. | 7 Choose the travel agent close to the instructor. |
| 3 Type travel agencies in place. | 8 Ring up the travel agency for an appointment |
| 4 Block the list/page. | 9 Note the name of the person & the allotted time of appointment. |
| 5 Apply print command. | |

TASK 2 : Observe and recor the operations of a tour operator

- | | |
|--|-------------------------------------|
| 1 Visit nearest tour operator and complete the following manual. (Table 1 & Table 2) | 3 Get it checked by the instructor. |
| 2 Store the data in the computer to help the customer. | |

Table 1: Tour opeator 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 Domestic packages/In bound 1 2 3 4 5 International packages/Out bound 1 2 3 4 5 Membership facilities Insurance services Discounts Feed back from customer	
--	--

Table 2 : Tour operator’s organisational setup manual

1 The organisational setup (Hierarchy) with duties & responsibilities 2 Various gad sets/Equipments used & function. 3 Layout of the organisation with sections. 4 Operating time schedule 5 Tie-up with other agencies. 6 Various functions of different departments 7 Menu her up with IATA 8 Service history
--

TASK 3 : Create data base

- | | |
|--|---|
| 1 Visit IATA recognized tour operator and identify the facilities offered by them. | 3 Differentiate them based on the service and offers. |
| 2 Visit non recognized tour operator and identify the facilities offered by them. | 4 Store the data in the computer. |
| | 5 Find out their good will and performance status. |

TASK 4 : Familiarise with booking tickets

- | | |
|--|--|
| 1 Find the train number and name to travel. | 7 Ask the students to go to station and get the permission for bulk booking from the Reservation Superintend by showing their ID cord and bonafide letter. |
| 2 Check the availability of ticket on the travel date. | 8 Ask the students to hand over the reservation forms and concession forms to the counter with required money. |
| 3 Ask students to get concession form from the institution with sign of concession in charge and student representative. | 9 Get the reserved tickets and one copy of the concession forms to produce during train travel. |
| 4 Ask the students to get a bonafide letter from the institution. | 10 Check the date, train name. number, departure time and total no. of tickets in the tickets before leaving the counter. |
| 5 Collect the reservation form from the railway station | |
| 6 Fill the reservation form with the name, sex and age list (Box 1). | |

Fig 1

..... RAILWAY CM257

Reservation/Cancellation Requisition Form

If you are a Medical Practitioner
 Please tick () in Box Dr.
 (You could be of help in an emergency)

If you want Sr. Citizen Concession, please write Yes/No in Box Selection

(if yes, please carry a proof of age during the journey to avoid inconvenience of panel charging under extant Railway Rules)

Do you want to be upgraded without any extra charge? Write Selection

Yes/NO in the box.
 (if this option is not exercised, full fare paying passengers may be upgraded automatically)

Train No & Name Date of journey

Class 3A Number of Berth/Seat of 1

Station From To

Boarding at Reservation upto

S.No.	Name in Block Letters (not more than 15 letters)	Sex(M/F)	Age	Concession/Travel Authority No.	Choice (Lower/Upper Berth)	Meals for Rajdhani/Shatabdi Express
1.	<input type="text"/>	-- <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	-- <input type="checkbox"/>	Selection <input type="checkbox"/>
2.	<input type="text"/>	-- <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	-- <input type="checkbox"/>	Selection <input type="checkbox"/>
3.	<input type="text"/>	-- <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	-- <input type="checkbox"/>	Selection <input type="checkbox"/>
4.	<input type="text"/>	-- <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	-- <input type="checkbox"/>	Selection <input type="checkbox"/>
5.	<input type="text"/>	-- <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	-- <input type="checkbox"/>	Selection <input type="checkbox"/>
6.	<input type="text"/>	-- <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	-- <input type="checkbox"/>	Selection <input type="checkbox"/>

CHILDREN BELOW 5 YEARS (FOR WHOM TICKET IS NOT TO BE ISSUED)

S.No.	Name in Block Letters (not more than 15 letters)	Sex	Age
1.	<input type="text"/>	-- <input type="checkbox"/>	<input type="text"/>
2.	<input type="text"/>	-- <input type="checkbox"/>	<input type="text"/>

ONWARD/RETURN JOURNEY DETAILS

Train No & Name Date of journey Class 1A

Station From To

Name of applicant Full Address

Signature of the Applicant/Representative _____

Telephone No., if any Date Time : : AM

FOR OFFICE USE ONLY

S.No. of Requisition _____ PNR No. _____

Berth/Seat No. _____ Amount collected _____

_____ **Signature of Reservation Clerk**

NOTE :

1. Maximum permissible passengers is 6 per requisition.
2. One person can give one requisition form at a time.
3. Please check your ticket and balance amount before leaving the window.
4. Forms not properly filled or in illegible forms shall not be entertained.
5. Choice is subject to availability

TASK 5 : Familiarise with cancelling and amending the tickets

Cancellation of railway ticket

- 1 Go to nearest railway station collect the cancellation form.
- 2 Fill the form with the names to be canceled along with sex and age.
- 3 Get the new ticket with the deleted names and refunded money from the counter.

Postpone or preponement of railway ticket

- 4 Go to railway station collect the reservation form.
- 5 Fill the form with the all names in the reserved ticket with age and sex.
- 6 Fill the proposed date of the reservation.
- 7 Write postpone or prepone on the top of the form and hand over to counter.

- 8 Get the new ticket with the changes.

Check the railway time table to know the cancellation. fees and term and conditions of cancellation. Change of names.

- 9 Get the concession form from the institution for the new replacing member.
- 10 Go to railway station and get the permission from the reservation supervisor.
- 11 Fill the reservation form and hand over to the reservation counter.
- 12 Get the new ticket with the replaced name.

TASK 6: Cancellation of the internet ticket

- 1 Open the travel agency site in which ticket already booked and read the cancellation procedure
- 2 Fill the form in the screen and submit it
- 3 Give your same bank details which is given at the time of reservation
- 4 Check the cancellation successful window will appear in the screen
- 5 Ensure the refunded amount credited in your account. Check the website to know the cancellation fees and term and conditions of cancellation

Fig 2

≠ This availability is for all berths, not for your preferred berth type. As tickets are booked throughout the country across PRS counters, any confirmed status shown above may decline into RAC/ Waiting List status, while your payment being processed.

Payment Option			
Net Banking	<input type="radio"/> State Bank of India	<input type="radio"/> State Bank of India and Associates	<input type="radio"/> Federal Bank
Payment Gateway / Credit Card	<input type="radio"/> Indian Bank	<input type="radio"/> Union Bank of India	<input type="radio"/> Andhra Bank
Debit Card	<input type="radio"/> Allahabad Bank	<input type="radio"/> Vijaya Bank	<input type="radio"/> AXIS Bank
EMI	<input type="radio"/> HDFC Bank	<input type="radio"/> Bank of Baroda	<input type="radio"/> Karnataka Bank
	<input type="radio"/> Oriental Bank of Commerce	<input type="radio"/> Karur Vysya Bank	<input type="radio"/> Kotak Mahindra Bank
	<input type="radio"/> ING Vysya Bank (now Kotak)	<input type="radio"/> ICICI Bank	<input type="radio"/> IndusInd Bank
	<input type="radio"/> IMPS	<input type="radio"/> Central Bank of India	<input type="radio"/> Bank of India
	<input type="radio"/> Syndicate Bank	<input type="radio"/> Bank of Maharashtra	<input type="radio"/> IDBI Bank
	<input type="radio"/> Corporation Bank	<input type="radio"/> Yes Bank	<input type="radio"/> Nepal SBI Bank Ltd.

TASK 7: Practice the reservation procedure

- 1 Reserve II AC train ticket from Chennai central to Kolkata for 50 students at counter.
- 2 Reserve II sleeper class train ticket from Coimbatore to Mumbai for 5 members of a family through internet.
- 3 Go to IRCTC official website and click on 'Trains'.
- 4 Go to 'Cancel Ticket' and choose E-Ticket option.
- 5 Click the booking date for which you need to initiate the cancellation, select the basically date.
- 6 Click on cancel ticket.
- 7 The amount will be refused to your Bank a/c within 2-3 days.

Practice interacting with railways to find out the routes, timings and fares

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.

Requirements	
<p>Tools/Materials/Equipment</p> <ul style="list-style-type: none"> • Visit to railway station • Time Table of Indian Railways • Laptop with datacard www.rail yatri.in www.irctchelp.in 	<ul style="list-style-type: none"> • Visit to Airport (Chennai) • Visit to air Travel agency - airways offices • Visit to travel agencies • Computer with internet • Visit to nearest cab service agencies <p style="text-align: right;">- 1 No.</p>

PROCEDURE

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/AND
www.indianrailways.gov.in/tagO809?ndex.htm
- 5 Practice the steps as follows.

How to Use the Timetable

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, and 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 13. 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. On the relevant table, and choose the most recent train.

Method II

Using the Train Number Index.

When you know the Train Number

- Go to the Train Number Index on page 43, 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 on page 49, 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 r given alongside.

Method IV

Using the Route Map with Table Numbers.

Passengers travelling between intermediate stations can easily locate the relevant table using the Route Map with Table Numbers.

- Go to the Route Map on page 9.
- Locate your starting station and trace the route to your destination station.
- The numbers along the route indicate the table numbers.

TASK 2 : Identify a Train

- 1 Visit to nearest 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.
- 7 The schematic diagram indicates the routes of the trains listed in the table
- 8 Rajdhani, Shatabdi, Jan Shatabdi, Garib Rath & Duronto Express trains are shaded in magenta
- 9 Superfast trains are shaded in yellow
- 10 Mail/Express trains are shaded in Blue & white
- 11 07.10 Indicates either departure or arrival time for the train
- 12 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.
- 13 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).
- 14 From table no. : If a train is continued from an earlier Table, that Table Number is mentioned here.
- 15 To table no.: If a trail, is continued into another Table, that Table Number is mentioned here.
- 16 'a' and 'd'. Train arrival and departure at a station is denoted by 'a' and 'd' respectively.
- 17 'P' indicates availability of pantry car facility.
- 18 Indicates that the train does not stop at this station. blank space indicates the train bypassing the station.

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

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

- interact with air travel agencies
- find various routes, timings & fares.

TASK 1 : Arrange Air transport

Information Name of the Travel Agency Year of establishment Location of head office List of branch offices Address of the branch with pincode & phone no. Destinations Served	Observed							
	Frequency	Services included	Fare Economy		Business		I class.	Others
			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 I Class Traveling Punctuality								

- 1 Visit the nearest Airport and air travel agencies go to ticketing section.
- 2 Get the ABC or the OAG flight guide.
- 3 Collect the information and complete the manual about routes, timings fares.
- 4 Through online various airline can be surfed flight to get details.



TASK 2 : Create Data Base

- 1 Repeat task - 1 with various air travel agency & airline service providers (minimum 5).
- 2 Make a detailed entry of various routes served by airlines, timing & fares.

- 3 Enter details of air fares, discounts, package offered by airway travel agencies
- 4 File for reference.
- 5 Now due to online service we can easily verify the cheapest price tag with details of comparison on the net if any and an alert notice if case of price increase.

Practice interacting with taxis and radio,cabs to find out the routes, timings and fares

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

- arrange different spray bus and car
- reserve car the website
- visit to taxi and radio cab service agencies
- create a data base of taxi/cab services.

TASK 1 : Interact with travel agency

- 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 & phone no.						
Types Cars / Rate of Service	Per Km	Per day	Waiting Charge	Driver Bata	Tax	Other
Charges Tata Sumo AC Non AC Tata Safari AC Non AC Qualis AC Non AC Bolero AC Non AC Honda City AC Non AC MarutiSX4 AC Non AC Hyundai Santro AC Non AC Hyundai Accent AC Non AC						

TASK 2 : Visit to taxi & radio cab service agencies

- 1 Collect their contact details. Services offered, rate/ timings, discounts etc.,
- 2 Visit to the service providers office to enquire more details about discounts on bulk booking, special services offered/purchase of permits.
- 3 Tabulate information.
- 4 Repeat this process with other service providers (minimum 5)
- 5 Through online details of various service providers can be identified.

TASK 3 : Create a data base of taxi/cab services

- 1 Make an combined analytical table with varius cab service providers, enabling comparision on various aspects like vehicles, rates, routes, fare, special services.
- 2 Make a folder save information in the computer in a file for further reference.
- 3 Radio cab; It is a cab service run by raiod signals with GPS. Just like metered taxi for..... a low travel purpose.

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Plan an outbound tour

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

- plan and organize a outbound tour.

Requirements	
Tools/Materials/Equipment <ul style="list-style-type: none"> • Computer with Internet connection - 1 No. • Stationary Set - 1 No. 	<ul style="list-style-type: none"> • Visit to nearest tour and travel agency. • Computer - 1 No.

PROCEDURE

TASK 1: Plan and Organize a Outbound Tour

Situation: The college students of MCC with 97 students and 3 staff members wants a trip Monuments of United Kingdom.

- | | |
|---|---|
| <ol style="list-style-type: none"> 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 for 101 persons. 3 Contact travel agency at London and find 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. 7 Brief the tourist the about tour plan finalised to approval. Confirm the tour by getting advance and book the air ticket | <ol style="list-style-type: none"> 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 Arrange a common band around airport their neck to identify the group. 12 Hand over all the documents to the tour in charge 13 Inform the travel agency in UK and get the report 14 Pay the balancing amount to the travel agency account at the last day cal. 15 Receive the tourist at the airport and get the feedback from them on return. |
|---|---|

Plan an inbound tour

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

- check the structure of a basic tour package
- plan a tour.

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)

Table 1

AGRA - DELHI- KULLU - MANALI	
Day 01: 22:00hrs departure to Agra by train	Day 06: Full day visit to Hot spring, Snow point and Hadimba temple
Day 02: Full day train journey	Day 07: Half day free for shopping & rest
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	After lunch departure to Delhi by bus
	Day 08: Morning arrival Delhi and transfer to hotel Green park, Karol bough

Day 04: Full day Delhi local sight seeing

Full day free for shopping & rest

Night departure to Manali by bus

22:00hrs departure to Chennai by train

Day 05: Arrival Manali and transfer to hotel BeasPalace, Manali

Day 09: Full day train journey

Day 10: 07:30hrs arrival Chennai

EXPERIENCE A WONDER HOLIDAYS WITH NEWS KINGS

Rates Includes of

- Train (Concession)
- Accommodation
- Entrance & Food
- Transportation & Escort
- Winter coat & Jeep Ride
- Tour Cost: Rs.4, 500/- per head
- Rates Quote for 80pax

Rates Not Includes

- Poojas
- Horse ride

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.

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 compute; for future purpose.

Tour Places:					Cost Per Head:
Duration:	Date:				Time:
Total Pax:					
Departure station:					
Travel	Mode	From	Route Via	To	Travelling hrs
	Air				
	Train				
	Bus				
	Jeep				
	Walking				
	Water				
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 & Site scene		
	During Travel		Stay & Site scene		

Programme for Indian National in India depending upon cost, mode of transport etc

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

- to state tour planning.

Requirements
<p>Tools/Materials/Equipment</p> <ul style="list-style-type: none"> • Visit to the nearest travel agency • Laptop with data connection

PROCEDURE

TASK 1: Check the basic structure of the TOUR. (The tour is prepare from Chennai - Delhi-Agra, Manali) Ref.

- 1 Observe the itinery of the tour (Table 1) and complete the observation manual. (Table 2)

Table 1
Chennai - Delhi - Agra - Manali

Day - 01:	22.00 hrs department to Agra by train from Chennai
Day - 02:	Train travel
Day - 03:	Arrival agara by 04/30 hrs and transfer to noted ten square, stay freer up and prepare for day outing to be Tajmahal & Ref fort. After lunch departure to Delhi by road. Reached Delhi, stay at sita international.
Day - 04:	Full day sight seeing night travel by road to Manali.
Day - 05:	Arrival Manali and check in to noted. Prime resort Manali.
Day - 06:	Visit to not spring, snow point and nardimba temple.
Day - 07:	Half day free for snapping & relax. After dwell depart to Delhi.
Day - 08:	Reaching early Moon Delhi, check in - Sita, Hotched and day left for relax and punches. Night at 22.00 hrs departure to Chennai by train
Day - 09:	Train journey
Day - 10:	Morning 07.30 Arrival Chennai.

Experience the tour with 'Train travels'

The rate are archive of

- Train (conclusion) TXT
- Stay
- Food & entrance layer
- Transportation
- Tour cost @ 4000/P. head

- Guide charges
- Winter coat and jeep ride
- Rate acted for 60 pac
- Exclusion
- Norse ride
- Skating at Manali



TASK 2: Visit to the local travel agency

- 1 Visit to the travel agency
- 2 Tenders for various package tour with main.
- 3 Identify 3-4 tour spring for the Tayetied tourist.
- 4 Finalise the tour itiniry.

Table 2
Tour package

Observation manual

Tour places					
Duration					
Total box			Cost per read		
Departure		Place		Date	
Time		Time		Time	
Travel	Mode	From	Via	To	Travelling hours
	Air Train Bus Jeep Walking				
Accommodation & travel	Mode	No of day/visit stay	Place of stay	Notch addresss	
Services offers	Full day Night stay Force up Druj travel Druj travel		Stayed night seeing Stay & sight seeing		

TASK 3: Plan a tour and create data base

- 1 Play a short tour to Oaty/Kodaikanal/Yercard cover in after interpret torrent places.
- 2 Play Louy tour to North India. Coverly Delhi, Apra, amristan, water border, kari and nariwar, krish kash etc for 15 days.
- 3 Create the data and store in the laptop/computer.

- 1 Receptionist (1st Student) : Good Morning Madam/Sir, Welcome to our hotel
- 2 Travel Agent (2nd Student) : Good Morning
- 3 Receptionist : How may I assist you madam/sir
- 4 Travel Agent : I would like to know about the type of rooms in your hotel with their tarrif.
- 5 Receptionist : Certainly Madam/Sir, We have Single Room, Double Room, Twin room, Inter connected room, Junior suite room, Presendential room, pent house and their tarrif are Rs. and taxes.
- 6 Travel Agent : I would like to book 12 doubled bed room, 2 suite, 5 twin bedded room
- 7 Receptionist : May I known the date of arrival & departure of the guest please.
- 8 Travel Agent : Yes, we would like to book the rooms from 31st of december (morning) to 2nd of january (afternoon), And we are expecting two complementary room
- 9 Receptionist : Just a moment Madam/sir
- 10 Travel Agent : Yes please.
- 11 Receptionist : Sorry Sir, we have only 10 double bed rooms & 1 suite, however 8 twin bed rooms are available, and we are in position to provide you you only one complementary room.
- 12 Travel Agent : Please block/book the rooms for us.
- 13 Receptionist : May I get the details of guest, number of pax etc.,
- 14 Travel Agent : Yes, please (furnish the detail)
- 15 Receptionist : May I know about the payment details
- 16 Travel Agent : Bill to the travel agent (us)
- 17 Receptionist : Thank you Madam/sir.
- 18 Travel Agent : Welcome, have a nice day.

TASK 3 : Practice booking room in hotel

- 1 On the basis of task - 1 Collect the information required to book an accommodation
- 2 Practice the room booking procedure, as done in Task 2.
- 3 Maintain proper records.

Practice procedure to obtain 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 USA embassy
- Visit to passport office
- 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.
- 3 Attach the required documents by using the check list given in form.
- 4 Submit the printout of the application form along with required documents to the respective passport office in the appointment date and time printed.

Read the instruction and fill the form carefully.

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 (Table 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 the call you.
- 6 Face the interview and get the result immediately.

Table 1

Attachments

- A valid passport.
- Application fee of Rs. 1980 - ie USD 45
- Vis fee of Rs 4400/ ie. USD 100
- The visa form.
- The 1-20 form, letter of admission and aid letter.
- Original copies of GRE and TOEFL scores.
- Financial documentation.
- Sponsor's letter

Prepare a tour package consideration of food habit, sensitivity, interperiter, caterer etc

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

- check the structure of a basic tour package
- plan a tour
- demonstrate the package to a customer
- motivate the customer to buy the package
- practice booking a tour
- get the feed back from customers.

Requirements	
<p>Materials and equipments</p> <ul style="list-style-type: none"> • Visit to travel agencies. or • Visit to the Site seeing places. • Groups of students. • Laptop with internet. 	<ul style="list-style-type: none"> • Photo album of tour • Flyers, Brochures and Pamphlets of different tour packages. • Phone connection

PROCEDURE

TASK 1: Prepare a report of comparison of 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 manual and prepare different packages for a trip.
- 4 Compare the cost of the tour based on the services offered. (Table 1)

Tour package		Package A Star category	Package B Economy category	Package C Budget category
Visiting places	Accommodation			
	food travel			
Visiting places				

TASK 2: Select a Package for a customer

- 1 Ask the customer which place they are willing to visit, their pferences, food habits etc.
- 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 financial commitment.
- 4 Explain the features of facilities offered in each package.
- 5 Select the tour package which is opt for customer satisfaction.

TASK 3: Demonstration of a tour package

- 1 Meet the customer when he/she are free from their busy schedule.
- 2 Show the different brochures.
- 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.
- 5 Explain the plan of travel and show the photos of vehicle to be traveled.
- 6 Show the menu and explain how special foods that are.

TASK 4: Motivate the customer

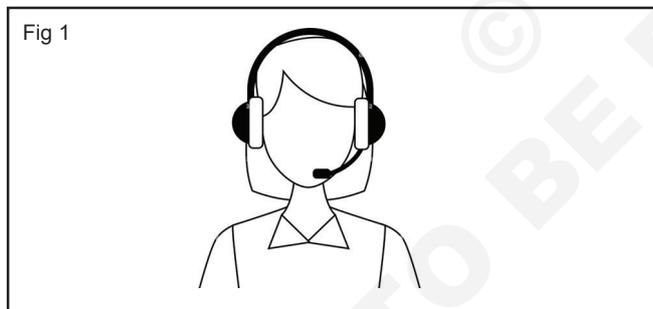
- 1 Motivate the customer by explain the following "features":
 - Visa approval
 - Embassy guidelines
 - Money transfer and conversion
 - Insurance facilities
- Guide arrangement
 - Transfer to house hotel
 - Shopping guidelines

Instructor must arrange formats for practice.

TASK 5: Book the tour by internet

- 1 Create a website for your travel agency.
- 2 Post your e-mail address in the website.
- 3 Check your e-mail inbox regularly.
- 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.
- 8 Prepare for tailor mode tours.
- 9 Putpan ----- turst -- other review.
- 10 Link is the after operation for trending in travel industry.

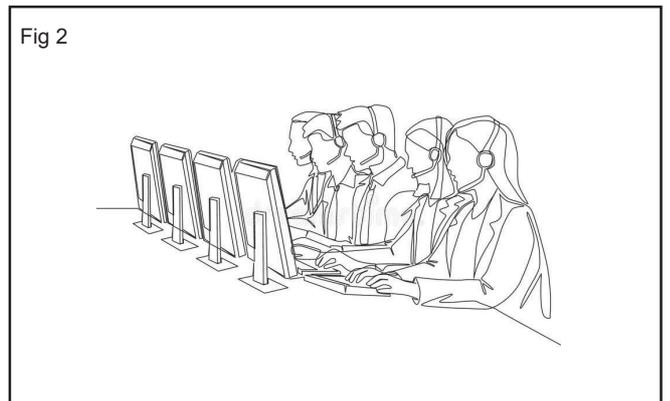
Satisfy the customer with immediate reply to the customer without fail. (Fig 1)



TASK 6: Book the tour by phone

- 1 Meet the customer, explain and get the phone number
- 2 Ask when he/she will be free to call them (Fig 2)
- 3 Call them in the specified date and time
- 4 Ask them at the end of every cal when I should contact you please
- 5 Give them more offers to choose
- 6 Get positive answer from the customer.
- 7 Try to attract them by incentives.

Fig 2



TASK 7: Send confirmation of tour booking

- 1 Send the confirmation letter through courier or mail (Table 1)
- 2 Get a copy of confirmation letter duly signed by the customer.

XYZ 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 Itinerary)	
Customer Signature	Director
Official Seal & Date	Official Seal & Date

TASK 8: Get the feedback

- 1 Go to the tour operator and get contact information about the tourists who have taken a specific tour.
- 2 Send Feed Back form (Table 1) through emails to the guest and request for feed-back from the tourist about their tour.
- 3 Collect the feedback form and prepare a data base.

Table 1

Feed Back Form							
Name of the Customer (Optional)							
Occupation							
Preferred Tour Agency							
Places of tour							
Total days (From - To)							
Feed Back							
Services offered		No. of Excellent	No. of Very good	No. of good	No. of Average	No. of Poor	No. of Very poor
Accommodation	Water supply Heater A/C Lighting Bed Room Service Telephone Security						
Food	Breakfast Lunch Dinner Refreshments						
Travel arrangements	Comfort of travel Luggage carrying Punctuality						

Exercises in reading rail time table to know the type of train, class of travel, types of fare and use of railway time-table

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

- find various types of trains available
- use a train time table and find various classes of travel
- compare different train fare for different classes.

Requirements		
Materials/Equipments		
• Train time table	- 1 No.	• Scribbling pad - 1 No.
• Pen	- 1 No.	• www.irctc.co.in

PROCEDURE

TASK 1: Purchase a time table

- 1 Go to nearest railway station.
- 2 Approach the ticket counter.
- 3 Ask for latest time table.
- 6 Collect the book.
- 7 Check year of publication.
- 8 Bring the time table to the class room.

Time table is published every year, hence never purchase last year's time table.

- 4 Enquire about the cost of the time table.
- 5 Tender the exact amount or else calculate and collect back exact change in return if giving money / cash denomination which is higher than the value of book.

- 1 Time tables are available in both Hindi and English.
- 2 Two types of time tables are published
 - a Zone wise
 - b All india (Train at a glance)

TASK 2 : A step-by-step guide to find the right table

Method I

Using the Station Index.

- Go to the Station Index on page 9. 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 on page 43, 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 with train names.

Method III

Using the Train Name Index.

When you know the Train Name

- Go to the Train Name Index on page 51, 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 stations, can easily locate the relevant table using the Route Map with Table Numbers.

- Go to the Route Map on page 8.
- Locate your starting station and trace the route to your destination station.
- The numbers along the route indicate the table numbers.

TASK 2 : Practice to read the time table & follow it

How to read the Table

TRAIN NAME	New Delhi Gwalior North Express	Delhi Aligarh Jn. Sikr Maha- nanda Express	Gaya Ghazab Express	New Delhi Howrah Express	Kolkata Howrah Mail	Varanasi Howrah Express	Sriganga- nagar Howrah Uttar Pradesh Express	New Delhi Gwalior/ Durgam Express	New Delhi Gaya Mahar- ajodi Express	New Delhi Rajni- jain Express	New Delhi Bhagalpur Vijaya Express	Delhi Sarai Rohilla Rajendra- nagar/ Jan Sadhan Express	Delhi Howrah Janata Express	Mathura Almha- bad Express	Patna Kolkata Garib Rath Express
Train Number	2646	4044	3346	2321	2312	2334	3004	3421	2398	2382	2388	2388	3440	2404	2304F
Class of accommodation	2A,2A SL,LP	2A,2A SL,LP	I	2A,2A SL,I	1A,2A,2A SL,LP	2A SL,I	3A,SL,I	1A,2A, 3A,LP	1A,2A SL,I	1A,2A,3A SL,LP	1A,2A,3A SL,LP	I	I	2A,3A, SL,I	1A,CC
From Table No.					27		30			via 25					
Days of departure at originating station	Daily	Daily	Daily	Su,Th	Daily	Daily	Daily	N,Th, W,F,Sa	Daily	Daily	Daily	Daily	Daily	Daily	Su,W,F
At Delhi	a	d													
At Delhi Sarai Rohilla															
At New Delhi															
At Ghazab															
At Aligarh															
At Mathura															
At Agra Cantt.															
At Tundla															
At Ferozabad															
At Shikohabad															
At Kolkata															
At Howrah															
Days of arrival at destination station	Daily	Daily	Daily	M,F	Daily	Daily	Daily	N,Th, F,Su,M	Daily	Daily	Daily	Daily	Daily	Daily	M,Th, Sa
To Table No.	18	18						18		61					

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

- The SCHEMATIC DIAGRAM indicates the routes of the trains listed in the table
- Rajdhani, Shatabdi, Jan Shatabdi, Garib Rath & Durgam Express trains are shaded in MAGENTA colour.
- Superfast trains are shaded in YELLOW colour.
- Mail/Express trains are shaded in BLUE & WHITE
- 07.10 Indicates either DEPARTURE OR ARRIVAL time for the train
- 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.
- CLASS OF ACCOMODATION: 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).
- FROM TABLE NO.: If a train is continued from an earlier Table, that Table Number is mentioned here.
- TO TABLE NO.: If a trail, is continued into another Table, that Table Number is mentioned here.
- 'a' and 'd'. TRAIN ARRIVAL AND DEPARTURE at a station is denoted by 'a' and 'd' respectively.
- 'P' indicates availability of PANTRY CAR FACILITY.
- ... Indicates that the TRAIN DOES NOT STOP at this station. BLANK SPACE indicates the train bypassing the station

TASK 3 : Identify a train

- 1 Visit to nearest 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.
- 7 The online www.irctc.in and enter the train no. the details are available.

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Practice booking and counter railway tickets by visiting a railway station

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

- reserve the train ticket at counter
- do internet reservation
- cancel the ticket
- amend the reserved ticket.

Requirements	
Materials and equipments	
<ul style="list-style-type: none"> • Visit to railway station • Computer with Internet connection • Computer laptop 	<ul style="list-style-type: none"> • Internet • Paper <p style="text-align: right;">- as reqd.</p>

PROCEDURE

TASK 1: Reserve railway ticket at counter

- | | |
|---|--|
| <ol style="list-style-type: none"> 1 Find the train number and name 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. | <ol style="list-style-type: none"> 4 Ask the students to get a bonafide letter from the institution. 5 Collect the reservation form from the railway station 6 Fill the reservation form with the name, sex and age list (Table 1). |
|---|--|

RAILWAY RESERVATION / CANCELLATION REQUISITION FORM

If you are a Medical Practitioner Please tick () in Box Dr. <input type="checkbox"/> (You could be of help in an emergency)					
If you want Sr. Citizen concession, please write Yes/No in box <input type="checkbox"/> (if yes, please carry a proof of age during the journey to avoid inconvenience of penal charging under extant Railway Rules)					
Do you want to be upgraded without any extra charge? Write <input type="checkbox"/> Yes/No in the box. (If this option is not exercised, full fare paying passengers may be upgraded automatically)					
Train No & Name:			Date of Journey:		
Class:			No. of Berth / Seat:		
Station From:			Station To:		
Boarding At:			Reservation Upto:		
S.No.	Name in Block Letters (not more than 15 chars)	Sex (M/F)	Age	Concession / Travel Authority No.	Choice if any
					Lower / Upper Berth
					Veg / Non-veg Meal for Rajdhani / Shatabdi Express only
CHILDREN BELOW 5 YEARS (FOR WHOM TICKET IS NOT TO BE ISSUED)					
S.No.	Name in Block Letters	Sex	Age		

- 7 Ask the students to go to station and get the permission for bulk booking from the Reservation Superintendent by showing their ID card and bonafide letter.
- 8 Ask the students to hand over the reservation forms and concession forms to the 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 in the tickets before leaving the counter.

<u>ONWARD / RETURN JOURNEY DETAILS</u>	
Train No & Name _____	Date _____
Class _____	Station From _____ To _____
Name of Applicant _____	
Full Address _____	
Signature of the Applicant	
<u>FOR OFFICE USE ONLY</u>	
S.No. of Requisition _____	PNR No. _____
Berth/Seat No. _____	Amount Collected _____
Signature of Reservation Clerk	
<p>Note:</p> <ol style="list-style-type: none"> 1. Maximum permissible passengers are 6 per requisition. 2. One person can give one requisition form at a time. 3. Please check your ticket and balance amount before leaving the window. 4. Forms not properly filled or in illegible forms shall not be entertained. 5. Choice is subject to availability. 	

- 11 By D/L the IRCTC app. Train status / confirmation be done from remote place. Which saves time/travel expense and also convenience.
- 12 Booking E ticket through internet.
- 13 Refer your name & password for operating the app.
- 14 And complete the process by step by step as shown in ticket website.

Practice cancelling railway tickets and practice modifying railway tickets

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

- cancellation and amendment of railway ticket.
- do internet reservation
- cancel the ticket
- amend the reserved ticket.

TASK 1: Cancellation and amendment of railway ticket.

Cancellation of railway ticket

- 1 Go to nearest railway station collect the cancellation form.
- 2 Fill the form with the names to be canceled along with sex and age.
- 3 Get the new ticket with the deleted names and refunded money from the counter.

Postpone or preponement of railway ticket

- 4 Go to railway station collect the reservation form.

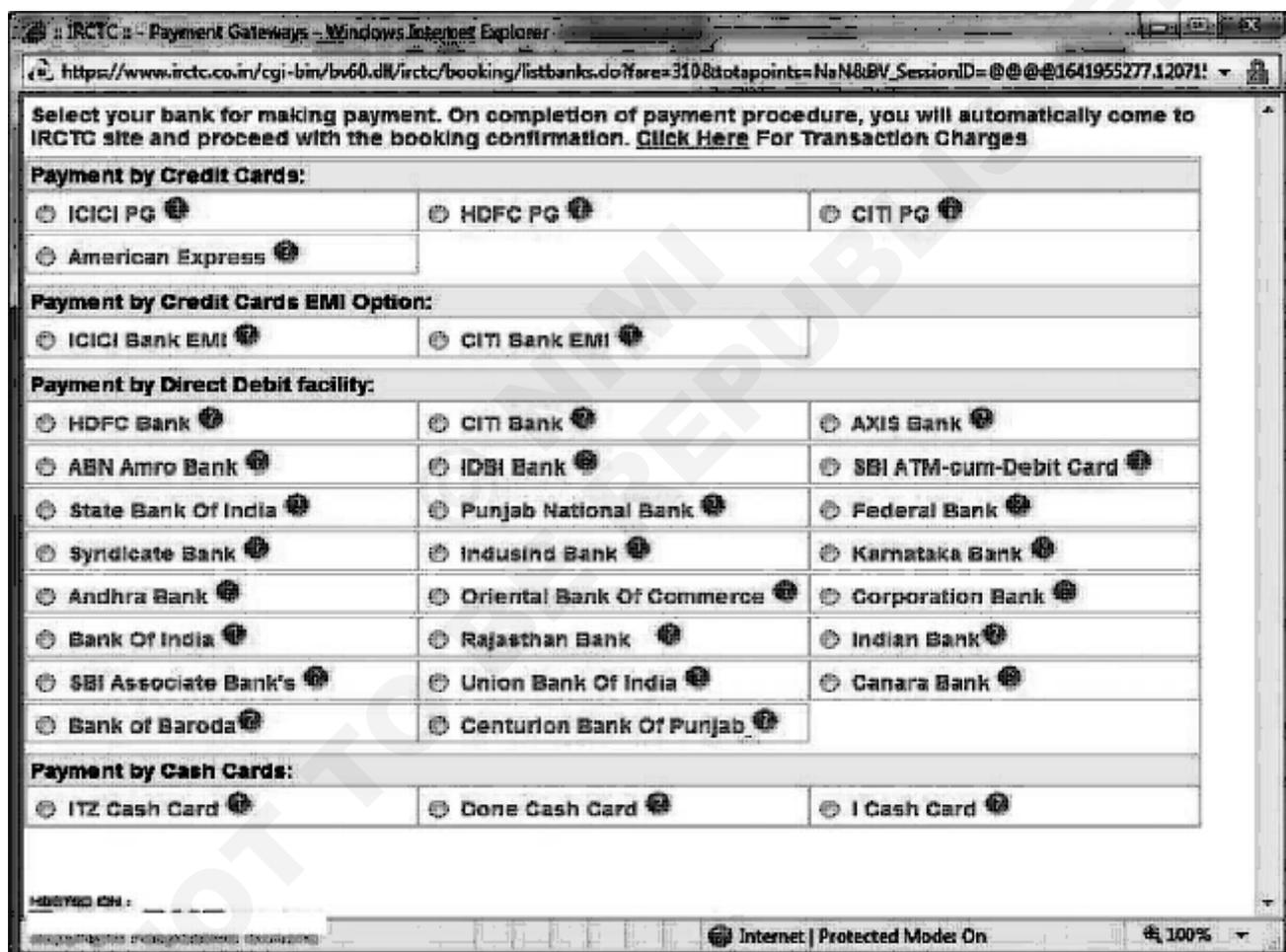
- 5 Fill the form with the all names in the reserved ticket with age and sex.
- 6 Fill the proposed date for the reservation.
- 7 Write postpone or prepone on the top of the form and hand over to counter.
- 8 Get the new ticket with the changes.

**Check the railway time table to know the cancellation.
fees and term and conditions of cancellation
Change of names.**

- | | |
|---|---|
| <p>9 Get the concession form from the institution for the new replacing member.</p> <p>10 Go to railway station and get the permission from the reservation supervisor.</p> <p>11 Fill the reservation form and hand over to the reservation counter.</p> | <p>12 Get the new ticket with the replaced name.
Inclusion of new names.
By D/L the IRCTC app. Train cancellation done train any where by reducing unnecessary travel, time/waiting time.</p> |
|---|---|

TASK 2: Cancellation of the Internet ticket

- | | |
|---|--|
| <p>1 Open the travel agency site in which ticket already booked and read the cancellation procedure</p> <p>2 Fill the form in the screen and submit it</p> <p>3 Give your same bank details which is given at the time of reservation</p> | <p>4 Check the cancellation successful window will appear in the screen</p> <p>5 Ensure the refunded amount credited in your account
Check the website to know the cancellation fees and term and conditions of cancellation</p> |
|---|--|



TASK 3: Practice the reservation procedure

- | | |
|---|--|
| <p>1 Reserve II AC train ticket from Chennai central to Kolkata for 50 students at counter.</p> | <p>2 Reserve II sleeper class train ticket from Coimbatore to Mumbai for 5 members of a family through internet.</p> |
|---|--|

Practice referring train time table, reserving cancelling amending train tickets

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

- identify booking procedure at counter
- refer train time table
- reserve tickets at counter
- reserve on line ticket
- cancel ticket at counter
- amend ticket
- cancel on line ticket.

TASK 1 : Identify the railway booking procedure and prepare the report.(At counter)

- 1 Visit to nearest railway station and complete the following Table 1.

Table 1

Criteria	Observed
Name of the station	
Location	
Railway zone	
Opened at	
No. of counters	
Types of counters	
Working timings	
Shift change time	
Break time	
Procedure of bulk booking	
Procedure of cancellation	
Types of concessions	
Availability of facilities/concession	
Luggage rules	
Payment for extra luggage	
Fines	
Procedure of getting duplicate ticket	
Emergency numbers	

TASK 2: Prepare database

- 1 Store all the information collected in the computer Sector

TASK 3: Get the train information Internet

- 1 Visit to nearest railway station.
- 2 Get the latest railway time table.
- 3 Follow the procedure given below to find the information(Box1)
- 4 Get the train table time table through Web sites www.trainenquiry.comf and ww.indianrailways.gov.inf tag0809/index.htm

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 foreign and domestic tourists. The timings of all the Mail/ Express trains operated by Indian Railways are indicated in this book. However, the tables do not indicate all the stoppages of a trains- 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 I

Using the station Index

- Go to the station index on pages 13. 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 origination 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 on page 43, where train number 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 know the train name
- Give the train name index on page 49, 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 along side.

Method IV

- Using the route map with table numbers. Passengers travelling between intermediate station, can easily locate the relevant table using the route map with table numbers. Give 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.

TASK 4: Get the train information

- 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 cones and bulk booking.
- 5 Find the train details from Chennai to Jaipur.
- 6 Collect some Internet. forms from the res counter.

TASK 5: Reserve railway ticket at counter

- 1 Find the train number and name 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 a bonafide letter from the instution.
- 5 Collect the reservation form from the railway station
- 6 Fill the reservation form with the name, sex and age list (Table 1).
- 7 Ask the students to go to 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 concession forms to the 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 in the tickets before leaving the counter.

Reservation/cancellation Requisition Form

If you are a Medical Practitioner :

Please Tick () in box

(You could be of help in an emergency)

If you want Sr.Citizen concession,

Please write Yes/No in box

(If yes, Please carry a proof of age during the journey to avoid in convenience of penal charging under extant 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 (Not More than 15 chars.)	Sex (M/F)	Age	Concession/Travel/ Authority No.	Choice if any
1					
2					
3					
4					
5					

Children below 5 years (For whom ticket is not to be issued)

S.No	Name in Block Letter	Sex	Age

Onward / Return Journey Details

Train No. & Name _____ Date _____

Class _____ Station From _____ To _____

Name of 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 Reservation Clerk

TASK 6: Internet reservation of Train ticket

- 1 Open the internet go to www.indianrail.gov.in
- 2 Select train between important stations option.
- 3 Give the details of places, journey date and Class.
- 4 Click Get it to know the availability.
- 5 Select the train from the window.
- 6 Click Reserve ticket to go reservation window
- 7 Give payment details.
- 8 Click finish
- 9 Check the confirmation message and take pr of ticket
- 10 With PNR number the status of the booking also can be done.

Note: You have register yourself before booking a ticket through internet.

TASK 7: Cancellation and amendment of railway ticket

Cancellation of railway ticket

- 1 Go to railway station (anywhere in India) collect the cancellation form .
- 2 Fill the form with the names to be canceled along with sex and age .
- 3 Get the new ticket with the deleted names and refunded money from the counter .
- 7 Write postpone or prepone on the top of the 1 and hand over to the counter .
- 8 Get the new ticket with the changes .

Check the railway time table to know the cancellation fees and term and conditions of cancella.

Postpone or preponement of railway ticket

- 4 Go to railway station collect the reservation form .
- 5 Fill the form with tile all names in the reserved ticket with age and sex .
- 6 Fill the proposed date for the reservation.
- 9 Get the concession form from the institution 1 new replacing member .
- 10 Go to railway station and get the permission the reservation supervisor .
- 11 Fill the reservation form and hand over to the reservation counter.
- 12 Get the new ticket with the replaced name.

Change of names

TASK 8: Cancellation of the Internet ticket

- 1 Open the travel agency site in which ticket already booked and read the cancellation procedure .
- 2 Fill the form in the screen and submit it .
- 3 Give your same bank details which is given at the time of reservation .
- 4 Check the cancellation successful window will appear in the screen .
- 5 Ensure the refunded amounted credited in your account

Check the website to know the cancellation fees and term and conditions of cancellation.

Practice interacting with airways to find out the routes, timings and fares

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

- interact with air travel agencies
- find various routes, timings & fares.

Requirements
Materials and equipments <ul style="list-style-type: none"> • Visit to Airport (Nearby) • Visit to 5 to 10 air Travel agency - airways offices

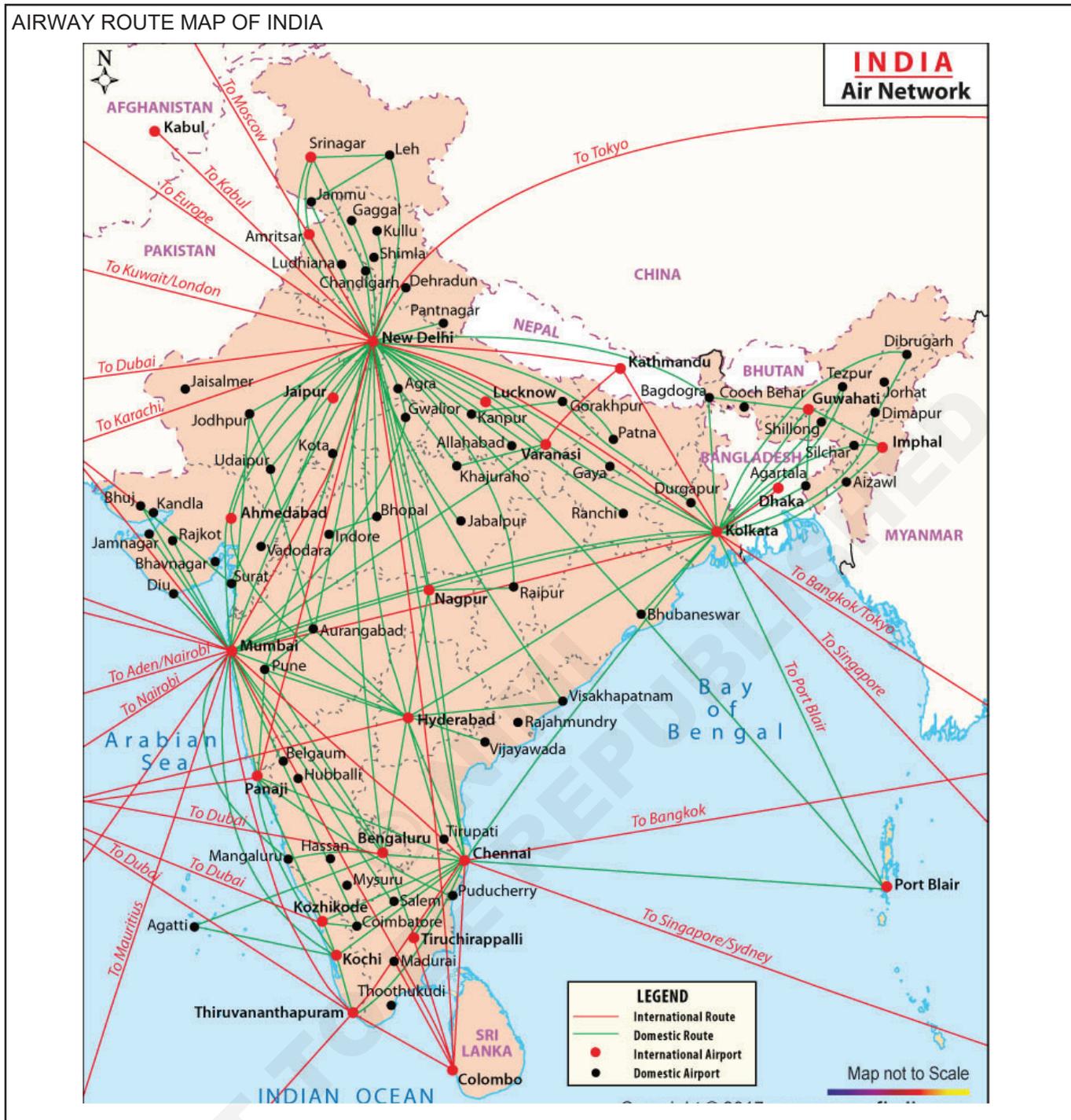
PROCEDURE

TASK 1: Arrange Air transport

- 1 Visit the nearest Airport and air travel agencies go to ticketing section.
- 2 Get the ABC or the OAG flight guide.
- 3 Collect the information and complete the manual about routes, timings fares for 5 to 10 air travel agency.

Information	Observed								
	Frequency	Services	Fare included		Business economym		1 class		Others
			One	Two	One	Two	One	Two	
Name of the travel Agency Year of establishment Location of head office list of branch offices Address of the branch with pin code and phone no Destination served									
1 From - Via - To									
2									
3									
Luggage allowed	Pembr passenger								
Tax In-flight services on board service Economy class Business class 1class Traveling punctuality	Cast for extra luggage								

AIRWAY ROUTE MAP OF INDIA



TASK 2 : Create Data Base

- 1 Repeat task - 1 with various air travel agency and airline service providers (minimum 5).
- 2 Make a detailed entry of various routes served by airlines, timing & fares.
- 3 Enter details of air fares, discounts, package offered by airway travel agencies
- 4 File for reference.

Visit the office of regional transport office to learn the registration procedure of different types of vehicles, the formalities involved etc

- 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	
<p>Materials and equipments</p> <ul style="list-style-type: none"> • Form 20 of regional transport office - 1 No. • Form 23 of regional transport office - 1 No. 	<ul style="list-style-type: none"> • Registration certificate (as sample for students) - 1 No. • Copy of pollution certificate (as sample for students) - 1 No.

PROCEDURE

TASK 1: Practice respiration of vehicle

- | | |
|--|--|
| <ol style="list-style-type: none"> 1 Collect form 20 from regional of vehicle. 2 Fill in the form completely in all aspects. 3 Sign at appropriate place/ (owner sign) 4 Taking chasis compression on the vehicle on form 20. Using lencil.
Place form 20 and get to impression of chasis number of rubbing with pencil. (Demo - can be done) 5 Take the vehicle to the regional transport office and get it physically verified by the concerned. 6 Make payment for the loud Tax & get receipt the online. 7 Deposit the registration fee receipt at the cash counter for referring with authority. | <ol style="list-style-type: none"> 8 Collect the registration certificate form 23. (R.C.) the specified date. (Instruction form the RTO, office). 9 Carry the fee slip, the receipt of road tax to collect registration certificate. 10 Till the R.C. is delivered carry the fee slip and receipt the checking authorities on demand. <p>Kindly keep the following original papers in the vehicle for powering to the checking authorities.</p> <ul style="list-style-type: none"> • Driving licence • Vehicle registration certificate • Insurance for the vehicle (updated) • Pollution certificate (updated) • Vehicle fitness certificate. |
|--|--|

Prepare hand outs on present & future tourism zones as specified by WTO/ Geography

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

- identify present tourism zone
- identify potential tourism zone
- gather information about tourism zones
- prepare handouts.

Requirements			
Materials and equipments			
• Atlas/Indian political map/state map	- 1 No.	• File Folder	- 1 No.
• Laptop with Internet connection	- 1 No.	• A-4 papers /Form	- 12 Nos.
• Telephone	- 1 No.	• Stationary items	- 1 Set

PROCEDURE

TASK 1: Identify present tourism zone

- 1 Use world map to to identify various places of tourism importance.
- 2 Segregate them under various heads like according to continents, according to the type of tourism attractions, according to the tourist inflow, etc.
- 3 List them neatly & file for reference.

Format for various tourism spots of the world

Name of the continent & countries	Place of Physical Tourism Importance	Place of Heritage Tourism Importance	Places of Cultural Tourism Importane	Places of Religious Tourism Importance	Others
1					
2					
3					
4					

5					
6					
7					

TASK 2 : Identify Potential Tourism Zone

- 1 Find out various places of potential tourism importance from different continents (atleast 10), using article, internet, books, etc.
- 2 List them out & sort them according to the type of tourism importance
- 3 Gather information about the national & international Airports of those spots identified.
- 4 Tabulate information using the format given below

Format for the identified potential Tourism Spots

Sl.No.	Name of the Continent	Country & Name of the spot	Nature of tourism attraction/ activity
1			
2			
3			
4			
5			
6			
7			

TASK 3 : Gather information about Tourism Zones

- 1 Find more information of the tourism spots listed from above tasks like type of attractions, accessibility, accommodation facilities, recreation facilities, etc. using websites of the tourism ministry of the country or relevant.
- 2 Find information like tourist inflow/potentiality of tourist inflow, etc.
- 3 Collect pictures relevant to the tourist spots identified.
- 4 Tabulate information using the format given below

TASK 4 : Prepare Handouts

- 1 Prepare a neat hand out for one place Tourism importance (one each of present & potential) in a neat format with the following informations.
 - The name of the tourism spot.
 - Pictures of places/spots of tourism attraction with name & brief information.
 - Speciality of the tourism spot.
 - Relevant information about the tourism spots like history, events, activities etc.
 - Route map from major airport with distance.
 - Accommodation facilities, recreation facilities, etc.

Prepare hand outs on present and future tourism zones as specified by IATA

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

- identify present tourism zone
- identify potential tourism zone
- gather information about tourism zones
- prepare handouts.

TASK 1 : Identify present tourism zone of IATA

- 1 Use world map to identify various places of tourism importance of IATA region
 - 2 Segregate them under various heads like according to continents, according to the type of tourism attractions, according to the tourist inflow, etc.
 - 3 List them neatly & file for reference.
- IATA regions Area I
 North America (Usa, Canada, & Mexico) caribbean Islands
 central America, South America (Brazil, Chile, Pern etc).
- IATA regions Area II
 Europe Russia, Africa middle east
- IATA regions Area III
 Japan, Korea, South east asia, South west pacific

Format for various tourism spots of the IATA Regions

Name of the continent & countries	Place of Physical Tourism Importance & Airport	Place of Heritage Tourism Importance & Airport	Places of Cultural Tourism Importane & Airport	Places of Religious Tourism Importance & Airport	Others
1					
2					
3					
4					

5					
6					
7					

TASK 2 : Identify Potential Tourism Zone IATA

- 1 Find out various places of potential tourism importance from different continents (atleast 10), using article, internet, books, etc.
- 2 List them out & sort them according to the type of tourism importance
- 3 Gather information about the national & international Airports of those spots identified.
- 4 Tabulate information using the format given below

Format for the identified potential Tourism Spots

Sl.No.	Name of the Continent	Country & Name of the spot	Nature of tourism attraction/ activity
1			
2			
3			
4			
5			
6			
7			

TASK 3 : Gather information about IATA Tourism Zones

- 1 Find more information of the tourism spots listed from above tasks like type of attractions, accessibility, accommodation facilities, recreation facilities, etc. using websites of the tourism ministry of the country or relevant.
 - 2 Find information like tourist inflow/potentiality of tourist inflow, etc.
 - 3 Collect pictures relevant to the tourist spots identified.
 - 4 Tabulate information using the format given below
-

TASK 4 : Prepare Handouts

- 1 Prepare a neat hand out for one place Tourism importance (one each of present & potential) in a neat format with the following informations.
 - The name of the tourism spot.
 - Pictures of places/spots of tourism attraction with name & brief information.
 - Speciality of the tourism spot.
 - Relevant information about the tourism spots like history, events, activities etc.
 - Route map from major airport with distance.
 - Accommodation facilities, recreation facilities, etc.

Prepare hand outs on present and future tourism zones as specified by PATA

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

- identify present tourism zone
- identify potential tourism zone
- gather information about tourism zones
- prepare handouts.

TASK 1 : Identify present tourism zone of PATA

- 1 Use world map to identify various places of tourism importance of PATA region
- 2 Segregate them under various heads like according to continents, according to the type of tourism attractions, according to the tourist inflow, etc.
- 3 List them neatly & file for reference.

Format for various tourism spots of the PATA Regions

Name of the continent & countries	Place of Physical Tourism Importance & Airport	Place of Heritage Tourism Importance & Airport	Places of Cultural Tourism Importance & Airport	Places of Religious Tourism Importance & Airport	Others
1					
2					
3					
4					

5					
6					
7					

TASK 2 : Identify Potential Tourism Zone PATA

- 1 Find out various places of potential tourism importance from different continents (atleast 10), using article, internet, books, etc.
- 2 List them out & sort them according to the type of tourism importance
- 3 Gather information about the national & international Airports of those spots identified.
- 4 Tabulate information using the format given below

Format for the identified potential Tourism Spots

Sl.No.	Name of the Continent	Country & Name of the spot	Nature of tourism attraction/ activity
1			
2			
3			
4			
5			
6			
7			

TASK 3 : Gather information about PATA Tourism Zones

- 1 Find more information of the tourism spots listed from above tasks like type of attractions, accessibility, accommodation facilities, recreation facilities, etc. using websites of the tourism ministry of the country or relevant.
 - 2 Find information like tourist inflow/potentiality of tourist inflow, etc.
 - 3 Collect pictures relevant to the tourist spots identified.
 - 4 Tabulate information using the format given below
-

TASK 4 : Prepare Handouts

1 Prepare a neat hand out for one place Tourism importance (one each of present & potential) in a neat format with the following informations.

- The name of the tourism spot.
- Pictures of places/spots of tourism attraction with name & brief information.

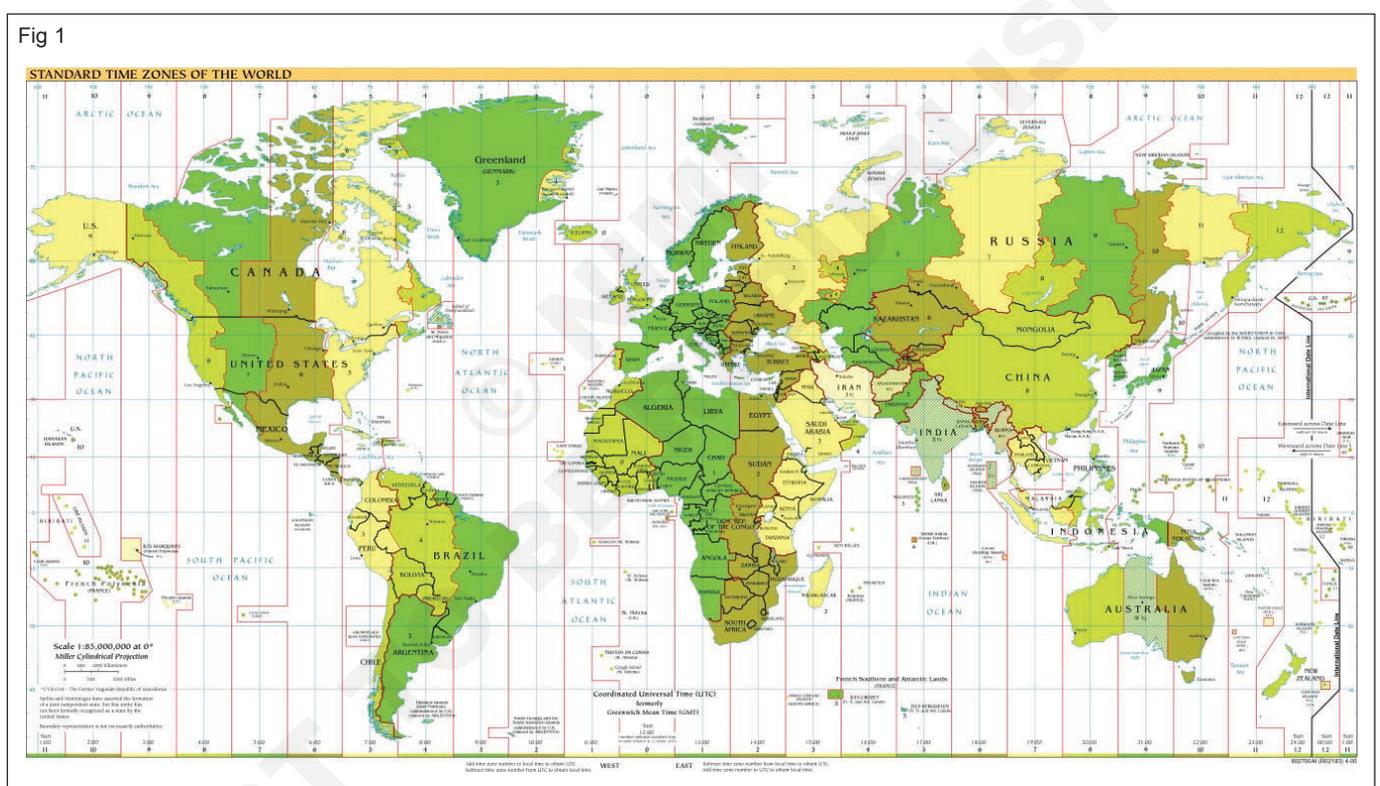
- Speciality of the tourism spot.
- Relevant information about the tourism spots like history, events, activities etc.
- Route map from major airport with distance.
- Accommodation facilities, recreation facilities, etc.

Preparing handout for tourism zones

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

- observe the time zones
- observe the tourism zone of north india
- observe the tourism zone of west india
- observe the east india tourism zone
- observe the south india tourist zone
- prepare the handouts.

TASK 1 : Observe the time zones



TASK 2 : Observe the Tourism zone of North India

North India refers to the set of states located on the non peninsular region of the republic of India. It includes Delhi, Jammu and Kashmir, Punjab, Uttaranchal, Himachal Pradesh, Rajasthan and Uttar Pradesh. North India has been a bystander of some of the major historical and cultural development in India over the past 3500 years.

This region witnessed the evolution of Buddhism, Hinduism and Jainism. The sacred rivers Ganga, Brahmaputra and Yamuna along with numerous other rivers originate from the North. The Himalayas stretching from Himachal Pradesh to Arunachal Pradesh cut India off from the rest of Asia and safeguard the country. Another dominant geographical feature of northern india is the vast Indo Gangetic plan.

North India has been the historical center of many great empires including the Mauryas, Guptas, Mughals and the Indian Empires under British rule. The region has witnessed some of the biggest battles fought on Indian

land. Outstanding monuments mark different places of North India, reminding us of the many empires that have ruled this country.

TASK 3 : Observe the tourism zone of west India

Western India comprises of the states of Goa, Gujarat and Maharashtra, and is primarily famous for places like Mumbai, Goa, Rann of Kutch, the cave temples of Ajanta and Ellora and the Wildlife Sanctuaries in Gujarat. Boasting of a rich cultural heritage, the part of the country houses some exemplary tourist sites including

magnificent monuments, which are embodiments of the glorious architectural heritage of ancient India. Besides, the temperate climate in West India supports the growth of uniquely varied flora and fauna. Hence, some of the finest and best known wildlife sanctuaries are located in West India.

TASK 4 : Observe the east India tourism zone

East India offers you an interesting combination of rich cultural traditions and a wide variety of tourist attractions such as beaches, hill stations and pilgrimage centers. The sheer natural beauty of this part of India is amazing

with rolling hills, meadows, waterfalls and the tranquil rivers. East India also offers you plenty of scope for adventure sports such as trekking. It is an ideal honeymoon destination as well.

TASK 5 : Observe the south India tourist zone

A South India tourist places and tour includes trips to the backwaters, beaches, temples along with Ayurveda treatment and varied wildlife. The rich culture history and tradition adds to the mystery and magic of South India. A trip to Tamil Nadu, Kerala, Andhra Pradesh, Karnataka,

Lakshadweep, or Andaman Nicobar Islands provides you with fond memories nature lovers, adventure lover and wanderlust would surely like to visit South India because of its diversity.

TASK 6 : Preparing the handouts

- Read the information carefully.
- Take an A4 paper.
- Cut the paper into 2.
- Choose any one tourist zone.
- Write the details of the tourist zone on the paper.
- Apply colour & special effects to the paper.
- Repeat for the other zones.

Sl. No	Name of the state	Physical	Cultural	Natural	Man made	Nutrical	others

Identify tourism generating regions of India

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

- use Indian political map to identify various places of north /south /east/west Regions of India
- classify places according to the its nature of tourism importance
- tabulate the details gathered about the place for future reference
- prepare a project on various tourism generating regions of India.

Requirements			
Materials and equipments		• File Folder	- 1 No.
• Atlas/Indian political map/state map	- 1 No.	• A-4 papers /Form	- 12 Nos
• Laptop with Internet connection	- 1 No.	• Stationary items	- 1 Set
• Smart phone	- 1 No.		

PROCEDURE

TASK 1: Use Indian political map to identify various places of North Regions of India

- 1 Use Atlas & Indian Map, spot out various places of Tourism importance & list all the places from North/ East /West /South region of India , according to various states of India.
- 2 Collect information regarding the domestic & foreign tourist inflow of each region from local travel agents / tour operators by making telephone call & also using information from Internet.
- 3 Fill up the details for different region of India North / East /South /West using 4 different formats given below.
- 4 File the information gathered for reference.

Format for information to identify Place of Tourism Importance in India

For North / South / East / West Region

Name of the	Place of Physical state	Place of Heritage Tourism Importance	Places of Cultural Tourism Importance
1			
2			
3			

4					
5					
6					
7					
8					

TASK 2 : Classify places according to the its of Tourisam importance

- 1 Find out the type of attractoion for each tourism spots identified , various tourismrelated activites and list item.
- 2 Classify the places of tourism attaction by t5he major tourism Attraction of place like Physical, Religious, Heritage ,cultural .etc.
- 3 Verify theclassification with the classification done by the Tourism ministry of India using the web porttal, findig information from tourism offices etc. and make necessary correction if required.
- 4 Enlist various places from different states/region according to the nature of tourism attraction.
- 5 File the information for referce.

Format for Classification of places of Tourism Importance from North / Soth /East / West Region

Name of the	Place of Physical state	Place of Heritage Tourism Importnce	Places of Cultural Tourism Importance
1			
2			

3			
4			
5			
6			
7			
8			

TASK 3 : Collect other information for the project

- | | |
|--|--|
| <ol style="list-style-type: none"> 1 Collect information about the history of tourism in using relevant books, internet & tourism offices. 2 Gather general information on tourism in India. | <ol style="list-style-type: none"> 3 Collect detailed information of various types of attraction, accommodation facilities, & other tourism relevant information. |
|--|--|

TASK 4 : Make a Project report about a place of Physical Importance

- | | |
|--|--|
| <ol style="list-style-type: none"> 1 Collect all the information gathered from the previous tasks. 2 Tabulate the information using the format given bellow. 3 Make a neat project on the Destination of covering the following points 4 Type, print out & submit to the Instructor. <ul style="list-style-type: none"> • Introduction of Tourism in India. • History of Tourism in India • Types of Tourism in India | <ul style="list-style-type: none"> • Places of attraction with the type of tourism in various place of India. • Tourist of inflow at the places of attraction. • Tables of information (of all the Tasks) • Pictures & Data collected related to tourism of the place • Conclusion • There are more than 320 physical report attractive spread all over Tamilnadu. • Prepare project report for ----- importance place and cultural importance places. |
|--|--|

Sl. No	Name of the state	Physical importance	Season	Off season	Domestic	foreign	Nature of tourism activity

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Surveying tourists and preparing their profile

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

- identify the tourist destinations to be surveyed
- prepare format to collect information on tourist
- collect information from tourist
- prepare report on different types of tourist
- prepare report on different types of tourist on various destinations.

Requirements

Materials and equipments

- | | | | |
|-------------------------|---------|-------------------------------------|---------|
| • Indians Tourism map | - 1 No. | • Computer with Internet connection | - 1 No. |
| • Indians political map | - 1 No. | • Telephone/mobile | - 1 No. |

PROCEDURE

TASK 1: Identify the destinations to be surveyed

Instructor to arrange tours for various places of tourism importance for the student.

- 1 Refer Indian Tourist destination map.
- 2 Prepare a list of Tourist destination of various places near your location.
- 3 Use atlas (Indian map) and spot out the places for clarity of approach to the destination
- 4 Classify destinations under different types of spots such as
 - a Religious Tourism
 - b Cultural Tourism
 - c Educational Tourism
 - d Business Tourism
 - e Adventure Tourism
 - f Eco- Tourism

- g Medical Tourism
- h Health Tourism
- i Cinema Tourism
- j Sports Tourism
- k Archaeological Tourism
- l Agricultural Tourism
- m Farm Tourism
- n Rural Tourism
- o Green Tourism
- p Wilderness Tourism
- q Space Tourism

Students may choose the type of tourism destination as per the availability near to their location.

TASK 2 : Prepare a format to collect information on tourist

- 1 Draw the table & Columns on paper to fit in the following words & space to fill it up.
 - a Date
 - b Time
 - c Location (As per political map)
 - d Destination type (As per tourism map)
 - e Type of tourist
 - i Domestic
 - ii International
 - iii Excursionist
 - f Name of tourist (optional)
 - g Age -
 - h Gender -
 - i Arrived from -
 - j Going to -
 - k What is like most by the tourist?
 - l Duration of spray prepaid
 - k Specify the plate/turns.

TASK 3 : Prepare soft copy and take print outs for survey

- 1 Re-Organize and arrange the worksheet prepared in task-2 properly and neatly.
- 2 Type the matter/manuscript and prepare soft copy of the format.
- 3 Take print outs (as required)

TASK 4 : Collect information from tourist (on different days)

- 1 Collect the formats.
- 2 Reach to the destination.
- 3 Contact the tourist.
- 4 Request for time from them to fill up the survey format.
- 5 Ask them questions as per the sequence of the format.
- 6 Make note of it/fill the format.
- 7 Repeat this for as many tourist as possible.

TASK 5 : Prepare a report on types of tourist visiting different places in given format

Format may be modified.

- 1 Name of tourist destination.
- 2 Number of total tourist interviewed
- 3 Age groups (out of total tourist) -children/young/ Approaching Age (make a range say below 18 yrs, between 18 - 25 between 25 - 40, between 40 - 60, 60 and above)
- 4 Gender - number of male &female.
- 5 How many tourists from which country.
- 6 How many male & female from which country.
- 7 What they liked most

TASK 6: Repeat task 5 for various destination

TASK 7: Prepare a comparative chart for various destination

Arranging site seeing tours

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

- identify places of historical importance in a region
- find the characteristics of the places of heritage importance
- make relevant transport arrangement for the visit
- learn the heritage importance of the place of visit
- arrange the details gathered about the place & make a project report.

Requirements

Materials and equipments:

- | | | | |
|-------------------------------------|--------|--------------------|----------|
| • Indian political Map | - 1 No | • File Folder | - 1 No |
| • Computer with Internet connection | - 1 No | • A-4 papers /Form | - 12 Nos |
| • Telephone | - 1 No | • Stationary items | - 1 No |

Instructor to arrange a tour for the trainees to one place of tourism importance identified according to convenience.

PROCEDURE

TASK 1 : Identify one place of historical importance from the state

- 1 Use Atlas (Indian Map) & spot out the places of Heritage importance & list all the places from the state.
- 2 Collect information regarding the domestic & foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call & also using the Internet in website of the Indian Tourism department /state tourism Department.
- 3 Know the Historical importance of each region using the above method.
- 4 Enlist & tabulate the information gathered for future reference & to identify the place of visit, using the format given below.
- 5 Choose one place and also its high potential for tourism comparing the tourist inflow from the chart and also its historical importance & according to the convenience.
- 6 With the assistance of google search engine get all the possible details like road map, distance, way side facilities time taken for travel, after important places, night stay accommodation hotels, best cuisine of the place. Any artefacts of the place, the food habits, culture, tradition of the locals. Famous festivals and natural performed. Calendar of events in the tour spot. Specially of the tourist spot like adventure, rural or historical. Get review for the guest to net out the place, stay, food & other experiences they encountered with spot apart from field visit this can be done.

Format for information to identify Place of Historical Importance

Sl. No.	Name of the place of Heritage importance	Domestic Tourist Inflow		Foreign Tourist Inflow		Heritage Importance (Three each per place)
		Year-I	Year-II	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 : _____					• • •

TASK 2 : Find the characteristics of the place of visit & identify the right time to visit

- 1 Call the local authorities of the place of visit & gather the information about right season to visit.
- 2 Gather details regarding timings of the place of visit, special programme timing, etc.
- 3 Collect information on the history about the places using internet / various history books/ through state tourism offices.
- 4 Tabulate the information collected for future reference.
- 5 Identify the right time to visit the place using above information according to the convenience.

Format for Detailed Information about Place of Historical Importance

Details	Place of Religious Importance
I. Timing	Morning : _____ To _____ Evening : _____ To _____
II. Special Events/ Programs : 1 _____ 2 _____ 3 _____	Timings : 1 _____ To _____ 2 _____ To _____ 3 _____ To _____
1 Season 2 Summer 3 Winter 4 Spring	_____ To _____ _____ To _____ _____ To _____
III Special details (If any) • History • Era • Monuments • Galleries • _____ • _____	Details : _____ _____ _____ _____ _____ _____

TASK 3: Make relevent arrangements

- 1 Using the map identify the shortest & convenient route to the place of visit.
- 2 Find out the convenient transportation - one or many (Like Road (or) Road & Rail (Or) Road, rail & Taxi, etc.).
- 3 Book tickets with the convenient mode of transportation.
- 4 Make booking & other arrangements regarding accommodation, taxi arrangements, local approved guides, booking with the place of visit (if required), etc.
- 5 Pack Clothing & other requirements according to the season of the place of visit.

Format for Detailed Information about Identified Place of Historical Importance

Sl. No.	Details	Options	Choices	Contact Details (Ph. No., Webiste etc)
1	Transport	Rail	Train name, number & D.time _____ _____	_____ _____
		Bus	Route No. Transport Operator _____ _____	_____ _____
		Taxi	_____ _____	_____ _____
2	Travel Agency/Tour Operator	Option 1	_____	_____
		Option 2	_____	_____
3	Local Authority of the Place of visit		Designation Name _____ _____	_____ _____
		1 2	_____ _____	_____ _____
4	Accommodation	Star Category	_____ _____	_____ _____
		Budget Category	_____ _____	_____ _____
		Low priced	_____ _____	_____ _____
5	Local Tour Guide (Approved)	Option 1	Name : _____	
		Option 2	Name : _____	
6	Restaurants	Option 1	_____	
		Option 2	_____	
7	Shopping	Option 1	_____	
		Option 2	_____	
8	Places to visit nearby		Name Distance _____ _____	
		1 2	_____ _____	
9	Other Details (If any)			
10	Other Details (If any)			

TASK 4: Visit the place and know its charecteristic features

- 1 Reach the place of visit using the relevant transport arrangement according to the booking made & accommodate in the place arranged (if required). Accommodation of different category, guides, shopping, other interesting places nearby, Food habits, Restaurants. Local culture & tradition.
- 2 Arrive at the place of heritage importance at right time.
- 3 Use local guide to explain the details & explore the place of visit & gather the information. Gather other information, spending time around the place of visit-like alternate

TASK 5: Gather and tabulate information

- 1 Collect all the information gathered at the time of visit. • Places to visit.
- 2 Tabulate the information using the format given bellow. • Monuments , galleries & other attraction
- 3 Make a neat report on the Destination of covering the following points • Tables of information (of all the Tasks)
 - Pictures
 - conclusion
 - A brief introduction
 - Detailed history of the place.

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Practice communication and running commentary skills

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

- **communicate fluently**
- **pass running commentaries.**

Requirements			
Materials and equipments:			
• News papers	- 1 No	• Mirror	- 2 Nos
• Telephone	- 1 No	• Tourism materials	- as reqd.

PROCEDURE

TASK 1 : Practice perfection in communication skills

(Conversation between tourist and tour Guide Box 1)

- 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.

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 : Observe and react for the message from customer

- 1 Look at the face of the customer.
- 2 Keep your body straight to him.
- 3 Be patient.
- 4 Show your interest and happiness to listen.
- 5 Let them complete their talk.

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

Don't interrupt between their talk.

Don't give attention to any other person or activities.

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 movements.

TASK 4 : Construct a Conversation

- 1 Record your conversation with a tourist talking about a specific tour to Tajmahal.
- 2 Listen to the conversation and check your grammar and accent.

TASK 5 : Handling telephone

- 1 Get organized-keep pencil and paper ready.
- 2 Answer pleasantly and with greeting.
- 3 Answer all calls courteously.
- 4 Identify your establishment.
- 5 Identify your department.
- 6 Identify yourself.
- 7 Ask caller's identity.
- 8 Ask caller's need.
- 9 Keep the phone in easy accessible position.
- 10 Place the handset in right position.
- 11 Keep notepad and pen near the phone. (Fig1)
- 12 Keep the instrument clean and disinfected.
- 13 Read the Telephone Handling book and operate the instrument.
- 14 Find the special attachments on the telephone instrument like Paging .Call transfer, Hold with music Call,
- 15 Keep a notepad for recording.

Do's and Don'ts of telephonic communication

Do's

Know how to operate the system.

Use good telephone techniques.

Made it shades similarly & efficiently.

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.

Do n't transfer the call fust 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

Do understand the actual need of the guest & carefully.

TASK 6 : Practice following 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."

TASK 7 : Collect information on the route, various places of tourist interest & other related information

1 Visit to nearest Beach.

2 Collect the information given in the manual (Table 1).

Table 1 Tourist site field visit observation manual

Features	Observed
Place Location: Latitude Longitude Distance from Bus stand Air port Railway station Port Mode of Transport Total Travelling time from Bus stand Airport Railway station Port Nearest Railway station Nearest Bus stand Nearest airport History of Marina Beach Important Persons Associated: Historically Post Independence Climate Avg. Ave. temp Rainfall Season Wind pattern Physiographic Significance: Nearest port Nearest mountain Nearest river Nearest other Beach area Nearest Lake/River Nearest dam Specific features: Origin of Marina Total length Important Festivals No. of visitors per day : Season Off season Domestic Foreigner	

TASK 8 : Find the restriction involved in the tourist Place

- 1 Check the following restriction in all tourist place while visiting (Table 2).
- 2 Store the data in the data base to give instruction to the tourist to visit the place.
- 3 Get it checked by the instructor

Restriction	Applicability
Tourist Place: Timmings Dress code Mobiles Cameras Jewellery Eatables Vehicles Untouchables Movements to certain places Walking on the lawn Taking bath inside the spot Sitting in the spot Waste disposal Noise control Pet animals Beach bath	

TASK 9 : Identify the facilities available in the tourist place

- 1 Identify the following facilities available (Table 3)
- 2 Store the data in the data base to give instruction to the tourist to visit the place
- 3 Get it checked by the instructor.
- 4 Kattamaraw ride kite flying restriction beach running/ walking playing in the beach sand yoga/meditation activities pet animals.

Table 3 Facilities Available in the tourist place

Restriction	Applicability
Tourist Place: (Identify the following nearest to the tourist place) Travel agencies Bus stand Car stand Jeep stand Van stand Taxi stand Auto stand Others Hotels Vegetarian Non vegetarian Restaurants Indian	Beach volley ball games. Police friendly entrance For where herbal park

South Indian North Indian Chinese Others Hospitals Emergency Medical facilities Doctor on call Market Others Any temp shelter facility	
---	--

TASK 10: Create data base

- 1 Visit other tourist places which have the importance of Natural scenarios and mountainous places.
- 2 Collect all information of tourist places.
- 3 Store in the computer to give the information to the tourist.

TASK 11 : Practice running commentary

- 1 Keep all the information related to the spot ready.
 - 2 Announce the place.
 - 3 Speak a few lines about its significance.
 - 4 Inform the tourists about the Dos & Do'nts.
 - 5 Pass appropriate comments to keep them happy.
 - 6 Apply sense of humour as when required.
 - 7 AAround interest in the minds of the tourists.
-

Collection of advertisement of tourism and making an analysis

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

- collect tourism advertisement from newspaper
- collect tourism advertisement from magazines
- analyse the different advertisements.

Requirements			
Materials and equipments			
• Daily newspapers	- 30 Nos	• Sketch pen set	- 1 set for each trainee
• Tourism & other business magazines	- 30 Nos	• Rough sheets	- as reqd.
• Chart papers	- 2 Nos for each trainee	• Scale	- 1 No
		• Pencil/Pen	- 1 No
		• Scissors	- 1 No

PROCEDURE

TASK 1 : Collect tourism advertisement from newspaper

- | | |
|--|---|
| <ol style="list-style-type: none"> 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 Separate the AD material and place on a file. | <ol style="list-style-type: none"> 5 Paste all the collected advertisement on to a chart. 6 Number the ads accordingly. 7 Mark a boarder around the advertisement. 8 Write the name of the newspaper date and page number below the advertisement for future reference. |
|--|---|



TASK 2 : Collect tourism advertisement from magazines

- | | |
|---|---|
| <ol style="list-style-type: none"> 1 Identify magazines which are likely to have tourism advertisement like <ul style="list-style-type: none"> - Express hospitality - Travel trends - Travel bizz - Hospitality Bizz - Go now - Sren seas - Outlook express - The week - Fhrai magazine 2 Search page by page for any tourism advertisement that is available. | <ol style="list-style-type: none"> 3 Use scissors to cut the advertisement from the page. 4 Note the page number of the magazine, issue number, volume number and place of publication for future reference. 5 Repeat the above step until all the magazines and utilised for collecting the advertisement. 6 Separate the advertisement material & place it on a file. 7 Paste all the collected advertisement on to 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 shut. |
|---|---|



TASK 3 : Analysing the advertisement

- 1 Place the chart that has the newspaper advertisement on to your left side.
- 2 Place the chart that has the magazine advertisement on to your right side.
- 3 Observe the art work and make a note of the following points on the notepad.
 - i Shape of the advertisement
 - ii Title “caption” of the advertisement
 - iii Colour schemes used
 - iv Sentence and text used
 - v Language style
 - vi Promotional aspects
 - vii Objects used
 - viii Length of the advertisement
 - ix Season
 - x Product chosen for promotion.
- 4 Make a report using the above indicators
 - xi The mark to the control.
 - xii Reference of the use communication to whom concerned.
 - xiii Who are the customer to be targeted.
 - xiv The return effect on the advertisement.
 - xv Any other better type of advertisement directly benefitting the purple.

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Collection of brochures from tourist office, hotels, etc. to understand tour promotion of tourist activities is being done

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

- identify the tourist in train office to be visited for the collection of brochures
- identify the Government/Private run hotel to get the pamphlets
- prepare report for tourism promotion activities being done.

Requirements	
<p>Materials and equipments</p> <ul style="list-style-type: none"> • Tourist literature/hand bills • Bills tariff with activities • Paper and pen • Laptop with data connection • Smart phone 	<ul style="list-style-type: none"> • Identify card • List of hotels • Address of tourist offices • Notepad • Pen <p style="text-align: right;">- 1 No. - 1 No.</p>

PROCEDURE

TASK 1: Identify the destination to be visited

- | | |
|---|-----------------|
| 1 Clarify the sports falls under which category | c Adventure |
| a Religious | d Eco tourism |
| b Hill station | e Rural tourism |
-

TASK 2: Prepare format to collect information on tour promotion activities

- | | |
|---|--|
| 1 Take a paper and draw the table with column to be fit in. | vii Name of the tourist |
| i Date | viii Age |
| ii Location | ix Arrived form |
| iii Time | x Portable duration of stay |
| iv Type of destination | xi Next destination |
| v Type of traveller | xii Why the preference given to the sport |
| - Domestic | xiii Some of know the place |
| - Foreigner | xiv Facilities at the staying place |
| vi Time spent on the spot by the tourist | XV Cover all rating for the place and noted. |
-

TASK 3: Prepare a soft copy and take print out

TASK 4: Deliver the pamphlets on various damp to the tourism and promoting the site

Gathering information about tourism promotion activity

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

- collect brochures from tourist offers and hotel to understand tour promotion activities.
-

TASK 1 : Collecting brochures from tourists offices

- 1 Locate the address of the nearest tourist office available in your city.
- 2 Retrieve telephone number.
- 3 Speak to the tourist offices and obtain an appointment.
- 4 Present yourself at the said date & time.
- 5 Request for various brochures, pamphlets, flyers and related materials.
- 6 Enquire about the significance of each brochure.
- 7 Note down all the information provided by the office.
- 8 Clarify doubts before having the office.
- 9 Thank the office before having.

TASK 2 : Collecting brochures from hotels

- 1 Locate atleast 3 hotels nearby.
- 2 Gather the address and contact number of the front office manager.
- 3 Speak to the front office manager for an appointment.
- 4 Note down the date and time of appointment.
- 5 Report to the front office manager at the said date and time.
- 6 Request for brochures, pamphlets & other promotional materials that are available with the front office manager.
- 7 Enquire the significance of the brochure and its features.
- 8 Note the information on your notepad, provided by the front office manager.
- 9 Clarify doubts before having the hotel.
- 10 Thank the front office manager.

TASK 3 : Analysing the collected brochures

- 1 Observe the description given in the brochure.
 - 2 Observe the photos and image printed in the brochure.
 - 3 Observe the types of room and rates presented in the brochure.
 - 4 Record the value-added services mentioned in the brochure.
 - 5 Note the method of payment, terms and conditions of the hotel.
 - 6 Repeat the above steps by visiting various other hotels.
 - 7 Differentiate the service offered by one hotel and the others.
 - 8 Differentiate the room categories & rates offered by various hotels.
 - 9 Record the analysis on a computer for future reference.
-

Identify the parts of computer, practice using keyboard and mouse

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

- identify the main parts of computer
- identify the peripherals of computer
- switch on and Switch of the computer
- practice using mouse
- use keyboard.

Requirement	
<p>Tools / Instrument</p> <ul style="list-style-type: none"> • Monitor • Keyboard • Mouse • CPU • Printer • Joystick • Touchpad • Lap Top • Microphone • Web camera • Projector • Speaker 	<ul style="list-style-type: none"> • CD&DVD • Pen drive • UPS • Computer set • Windows 7 (package) • MS word 2007 package • MS Excel package • Microsoft Powerpoint • MS Access <p>Materials</p> <ul style="list-style-type: none"> • Paper - as reqd. • Pen/pencil - as reqd.

PROCEDURE

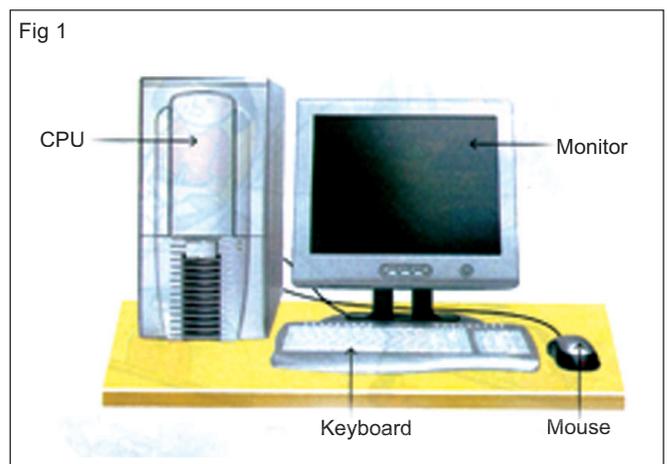
<p>Note</p> <ul style="list-style-type: none"> • Protect it from direct Sunlight and drit • Keep it covered when not in use • Handle it with clean hands 	<ul style="list-style-type: none"> • Do not bang the keys of keyboard too hard. • Handle the mouse gently • Do not eat or keep any food / drinks near it • Clean it with a soft dry cloth
--	---

TASK 1 Identify the main parts of computer

<p>Note</p> <ul style="list-style-type: none"> • All the parts are jointed to the CPU and together they form the computer system. • Besides these four main parts the computer also has many other parts.
--

Monitor

The monitor looks like a TV screen. It shows What We type in through the Keyboard or draw with the mouse.



Keyboard

The Keyboard is used to type words, numbers and symbols.

Fig 2



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



TASK 2: Identify the Peripherals (other parts) of computer

1 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



2 Joystick: The joystick makes computer games a fun. When it is moved, signals computer.

3 Touch pad: A laptop computer has a touch pad which works like the mouse.

Fig 6



Fig 7



4 Microphone: The microphone allows us to records and songs in the computer.

Fig 8



5 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



6 Projector: The projector allows us to see the display on a large screen. This is useful when you want a presentation.

Fig 10



7 Scanner: A Scanner can copy picture from a book or scan photographs and put them into the computer.

Fig 11



8 Speakers: Speakers let you listen to songs Played on the computer.

Fig 12



9 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 of the computer.

Fig 13



10 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



11 UPS: The UPS (Uninterrupted Power Supply) keeps the computer working even when the power supply is off for short time.



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 ball under it
- The ball roller on 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 is connected to CPU without a wire.

- The optical mouse does not have a roller ball under it, there is a red light under it which controls the movement of printer on screen the optical mouse also has a scroll wheel 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 pointing on screen
- 2 Right click the mouse to get a list of commands related to the pointed
- 3 Double click the left 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 -
- Special keys such as - Tab key, caps lock, Shift
- Alphabet keys such as - A,W,E,R,S,T
- Special character key such as - number lock Home



Numeric keys

- i Press number keys from 0 to 9
- ii Observe on screen
- iii Press Number lock to the number key

Alphabetic keys

- i Press all the alphabet from a to Z.
- ii Observe its appearance on screen

Special character Keys

- i Press Shift key with the number key to get special character.

Faction keys

- i collect the information of an user of function keys
- ii practice using all the Technique keys
- iii Practice using all the touch keys

Arrow keys

Notes:

Arrow key are used to move the curser or pointer on the screen They are also known as cursor control keys.

The curser is a small arrow mark on the computer screen. It shows the position 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 left



Press right arrow key to move the cursor

Special keys

- i Caps lock key
- ii Press caps lock key
- iii Observe a light glows an the top right-hand correct
- iv Type capital letters

- v Spacebar key
- vi Press spacebar key to leave a small gap between each word typed.
- vii Use the Spacebar key to insert a letter or word in between the spacebar
- viii The Back space key
- ix Press the backspace key to delete letter just be for the cursor
- x The Delete key
- xi Press the delete key to remove any letter on the right side of the cursor

Enter key

- i Press enter key bring down the cursor to the beginning of the next time

Shift key

- i Type capital letters or upper can letter using shift key
- ii To type NANO
- iii Hold down the Shift key
- iv Type the key NANO one after another
- v Observe the screen it shows NANO
- vi To type NANO
- vii Hold down the shift key and type N
- viii Release the shift key
- ix Now jest press the key NANO one after another
- x The screen shows the name NANO
- xi Type a special character given on the upper half of a key
- xii 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.

Practice windows 7

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

- start windows
 - search Programs
 - practice remove programs
 - customize the desktop
 - logging off from windows.
-

TASK 1: Starting Windows

To start windows, we perform the following steps:

- 1 Switch on the computer system and wait for a few seconds. The computer system loads windows.

- 2 After successfully logging into windows, the windows desktop is displayed. (Fig 1)
- 3 There are called Desktop icons.

Fig 1



TASK 2: Search Option

This helps us search for us search for files and folders in the system:

- 1 Click the Start button
- 2 Choose the Search option.

- 3 The Search Windows will appear.
- 4 Type the name of the file or folder that you wish to search for.
- 5 Click on result will be displayed.

TASK 3: Removing programs:

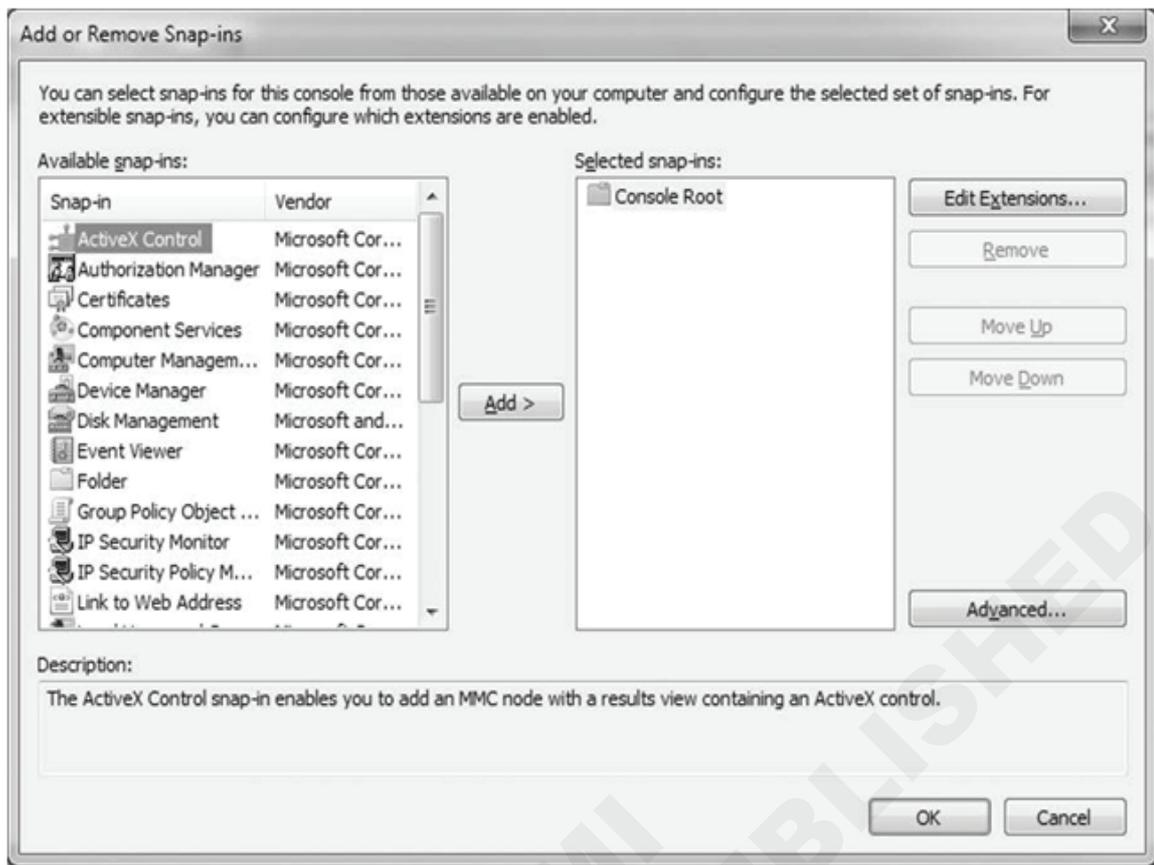
We can easily remove or erase any kind of software from our computer system with the help of this facility in the control panel.

The procedure to add or remove programs is as follows:

- 1 Insert the source disk.

- 2 Click the button, point to Setting, and the Click the Control Panel.
- 3 Double click the Add/Remove Programs option.
- 4 Click on change or Remove Programs, or Add New Programs, Add New Program (Fig 2), and then follow the instructions.

Fig 2

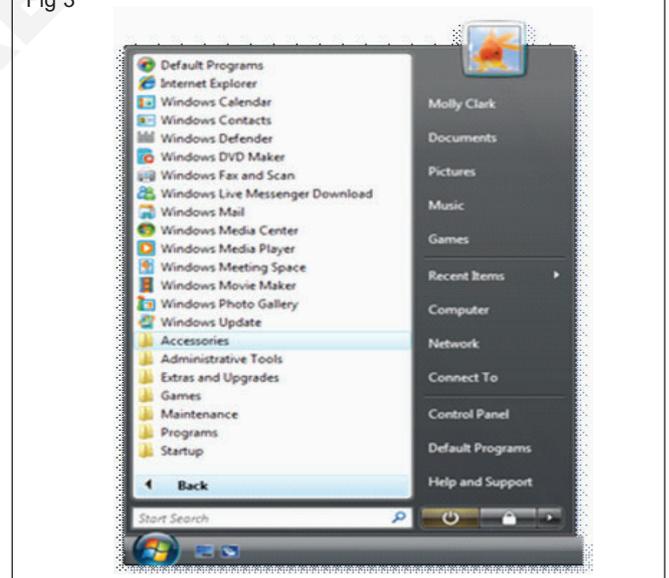


TASK 4: Starting and quitting Programs

Most programs installed in a computer are located in the Programs section of the Start Menu. The procedure to start or quit programs is as follows:

- 1 Click the start button, and then point to Programs. The program menu appears (Fig 3). Choose from the available options.
- 2 Point to a group (e.g., Accessories) that contains the program we want to work with and click the program name, for example, Calculator.
- 3 To quit a program, click the Close button on the upper right-hand corner of the program window.

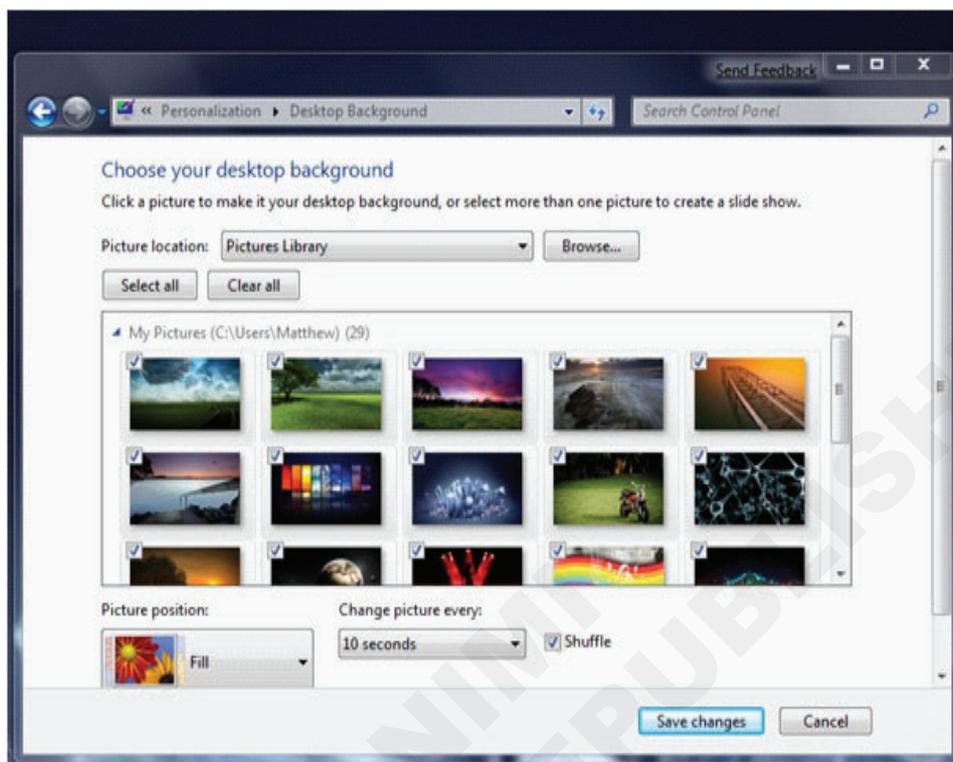
Fig 3



TASK 5: Customizing desktop

- 1 Click the start button, point to Setting, and then Control panel.
- 2 Double click on the appearance and Themes icon.
- 3 The Appearance and Themes will give us the Options of picking a task.
- 4 Click on the Change the Desktop Background option. (Fig 4)

Fig 4



Practice working with Microsoft Word 2007

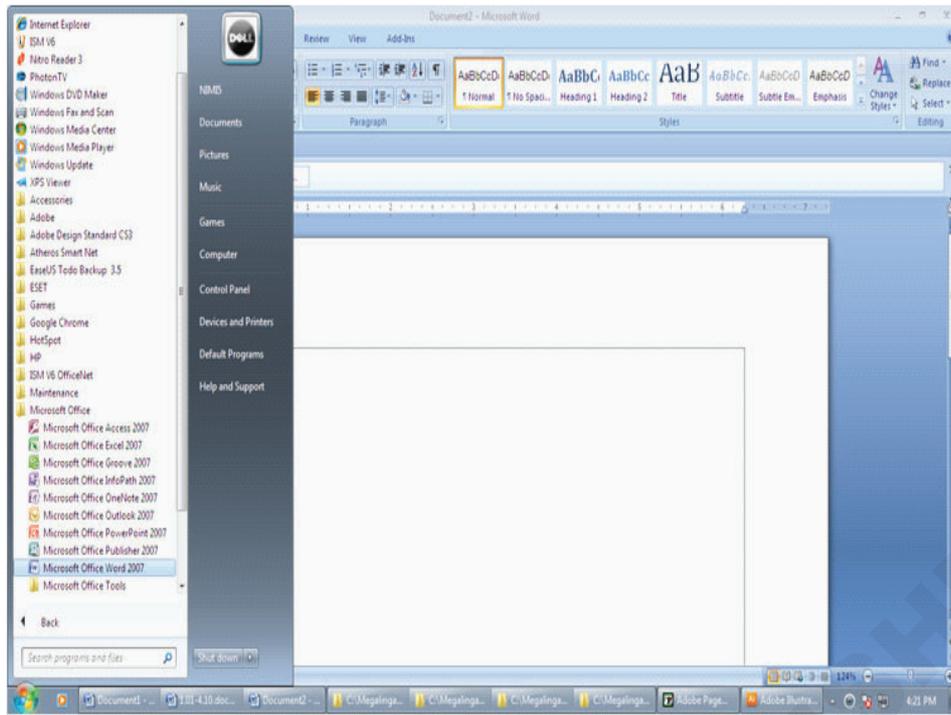
Objectives : At the end of this exercise you shall be able to

- start MS word
- open the documents
- save the documents
- print the documents
- close the documents.

TASK 1: Start MS Word

- 1 Using the Start menu
 - Click the start button on the taskbar
 - Choose Programmes
 - Select Microsoft Office
 - Click Microsoft Office Word 2014
- 2 Using the Run Command
 - Click the Start button on the taskbar
 - Choose the Run Option to display the Run dialog box
 - Type winword in the text box and then click OK
 - Execution of this process will start MS Word 2014 on the computer. As a result, the MS Word, window will appear on the screen and Document 1 will be displayed on the left-hand corner of the Title bar. By default, MS Word opens Document 1. This can be renamed and saved.

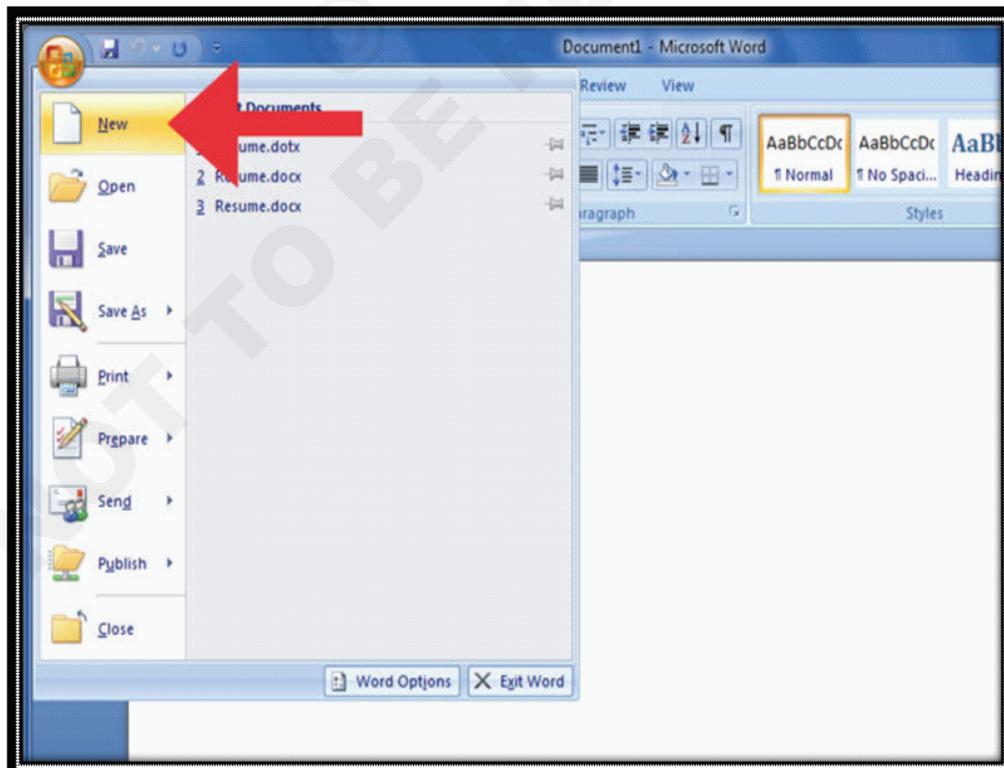
Fig 1



TASK 2 : Creating Documents

- 1 Click the File menu
- 2 Choose New option or press Ctrl+ N or click the Blank document icon on the Standard toolbar.
- 3 After the execution of the command, the MS Word window will appear showing the text plane.

Fig 2



TASK 3: Opening documents

We can open an existing program by performing the following steps:

- 1 Select the Open option from the File menu; press Ctrl + Q; or click the Open tool from the Standard toolbar. The Open dialog box will appear.
- 2 Select the appropriate folder.

3 Select the required file from the file window or write the required file's name in the file name tab.

4 Click the open button on the right hand side of the dialog box or press the Entry key on the keyboard.

TASK 4: Saving Documents

We can save the active or current document by performing the following steps:

- 1 Select the save command in the File menu; press the Ctrl+ S; or click the save tool on the Standard toolbar. If you are saving the file for time, the Save As window will appear.
- 2 Choose the appropriate folder from the save in box to save the document.
- 3 Write a document name in the File name text box.
- 4 Click the save button.
- 5 If we close an open document without saving the latest content, MS Word prompts us to save the changes in the document.

7 Select the Save option from the File menu.

8 Click the Save As option.

9 Choose the appropriate folder from the Save in box to save the document.

10 Write a document name in the File name text box.

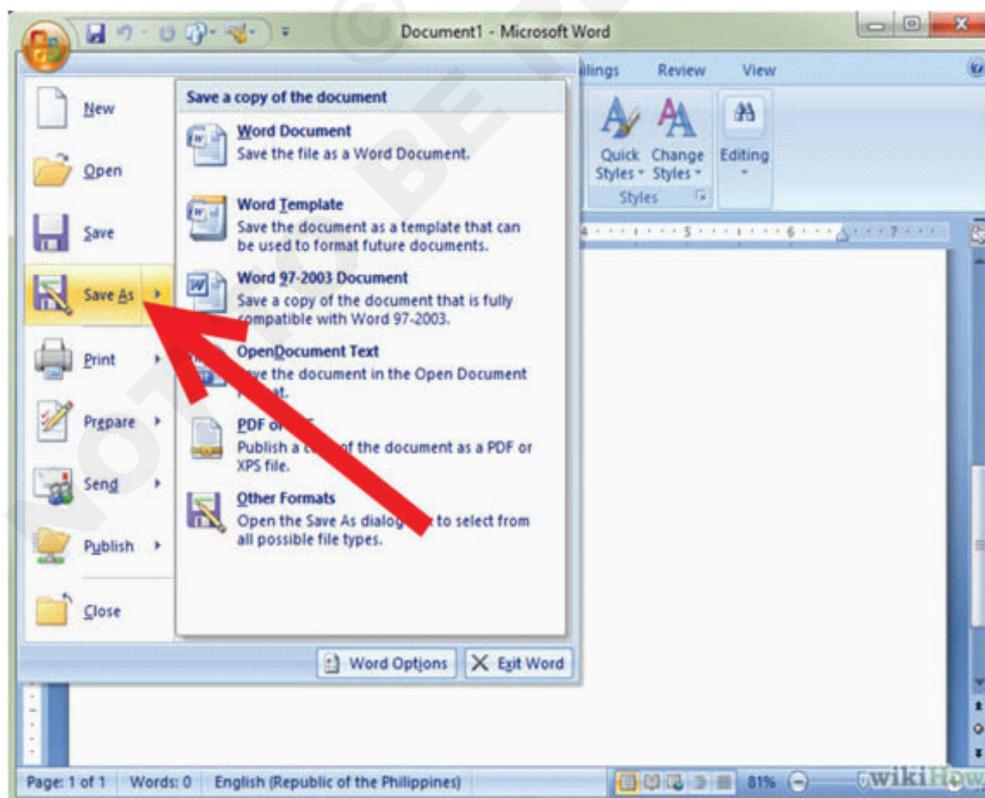
11 Click the save button.

Both commands-Save and Save As-save a document. The difference between them is that the 'Save As' command allows the user to save file with a different name and format, whereas, the Save option saves the document in the same name as it saved for the first time.

Save As

- 6 The option is used for saving a copy of document in the same or with a different name.

Fig 3

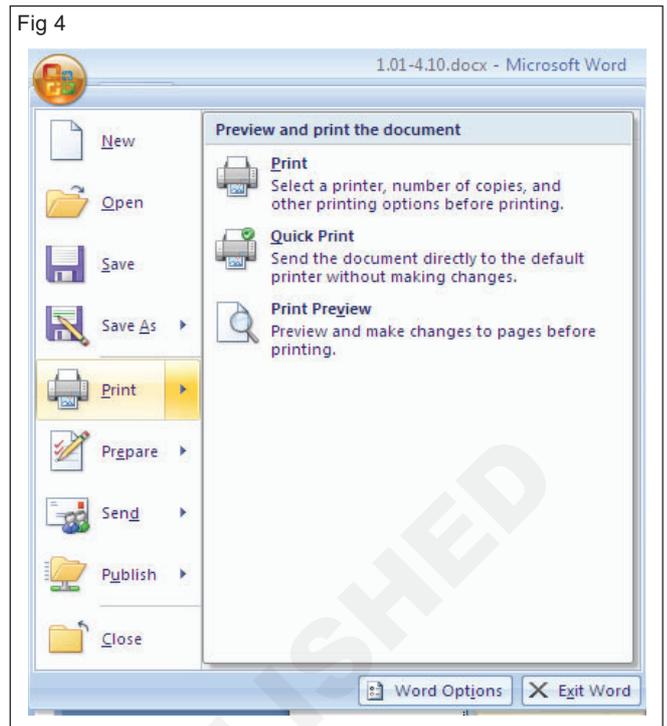


TASK 5: Printing Documents

The following steps describe the Print Preview and Print options.

- 1 **Print Preview:** This option prints the active document by default. The steps involved are as follows:
 - Select the File menu.
 - Click the Print option; click the print tool
- 2 **Print:** This option prints the active document by default. The steps involved are as follows.
 - Select the file menu
 - Click the print option; click the Print tool; or press Ctrl+P. The print dialog box appears.
 - Select Page range 'All'
 - Select OK to print.

Fig 4

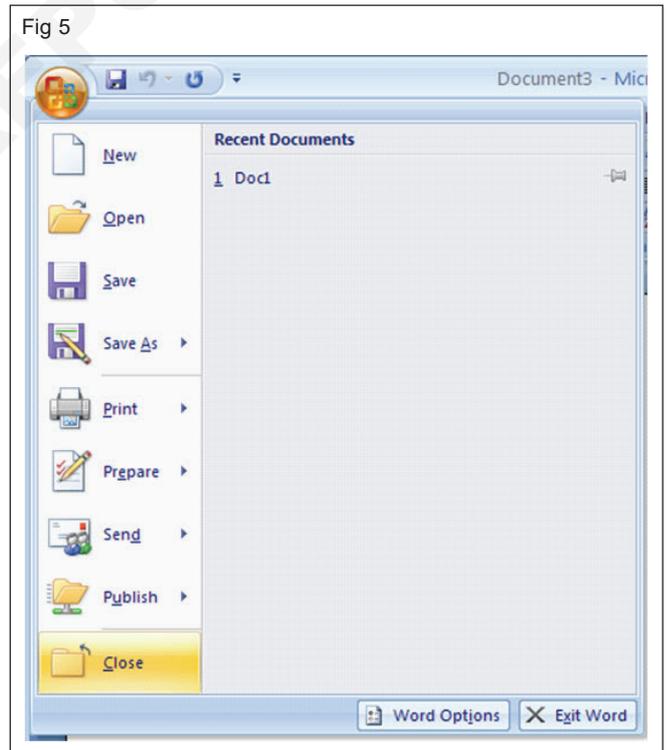


TASK 6: Closing Documents

We can close the active or current document and quit from the MS Word window.

- 1 Closing Files
- 2 Select the File Menu
- 3 Click the Close command.
- 4 Exiting from word
- 5 Select the File Menu
- 6 Click the Exit Command or press Alt+ F4, or click the Exit tool on the toolbar.

Fig 5



Practice editing Microsoft Word 2007

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

- select characters, word, lines or paragraphs
- undo/redo commands
- cut and paste in MS Word
- copy and Paste in MS Word.

TASK 1: Selection Option

In MS Word, we can select characters, words, lines, or paragraphs that are part a document.

A To select a word, one of the following steps is carried out:

- Place the mouse pointer on the word and double-click it.
- Place the cursor before the word, press the left button on the mouse, and drag it till the end of the word; or;
- Place the cursor before the word and then press Shift+ Ctrl+ Right arrow key.

B To Select a line in a text document, one of the following steps is carried out:

- Point the mouse to the left margin of the document. The mouse pointer will change to an arrow pointing opposite to usual direction. Now click the left mouse button only once.

- Place the cursor in front of the first character of the line and press Shift + End key.

C To select a paragraph in a text document, one of the following steps is carried out:

- Place the mouse pointer to the left margin of the document and double click. The entire paragraph will be selected.

- Place the cursor on the first character of the paragraph and press Ctrl + Shift+ Down arrow keys.

TASK 2: Undo/Redo Command

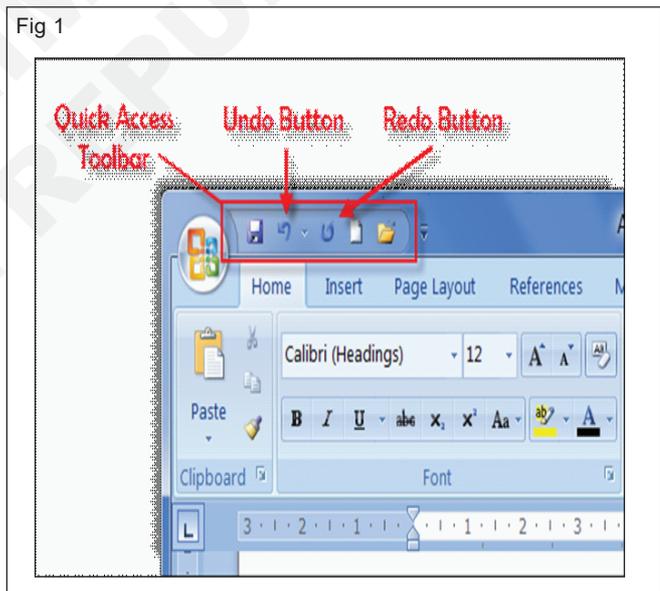
Undo

The procedure to cancel the changes made is as follows:

- Select the Undo option under the Edit menu; click the Undo button on the Standard toolbar; or press Ctrl +Z.

The Undo option displays all recent actions that MS Word can undo.

- Select the appropriate action to be undone from the list.



TASK 3: Cut and Paste

Cut text or an object

To cut text or an object, perform one of the following steps after selecting the text(s) or object(s):

- Select cut from the Edit Menu; click the Cut button on the Standard toolbar; or press Ctrl +X.
- Move the mouse pointer on the selected text, right-click, and select Cut.

Paste from the Clipboard

To paste from the clipboard, perform the following steps:

- Move the cursor to the location where the text/object is to be passed.
- Select Paste from the Edit Menu; click the Paste button on the Standard toolbar, press Ctrl + V;
- Click the right mouse button and Paste from the context Menu.

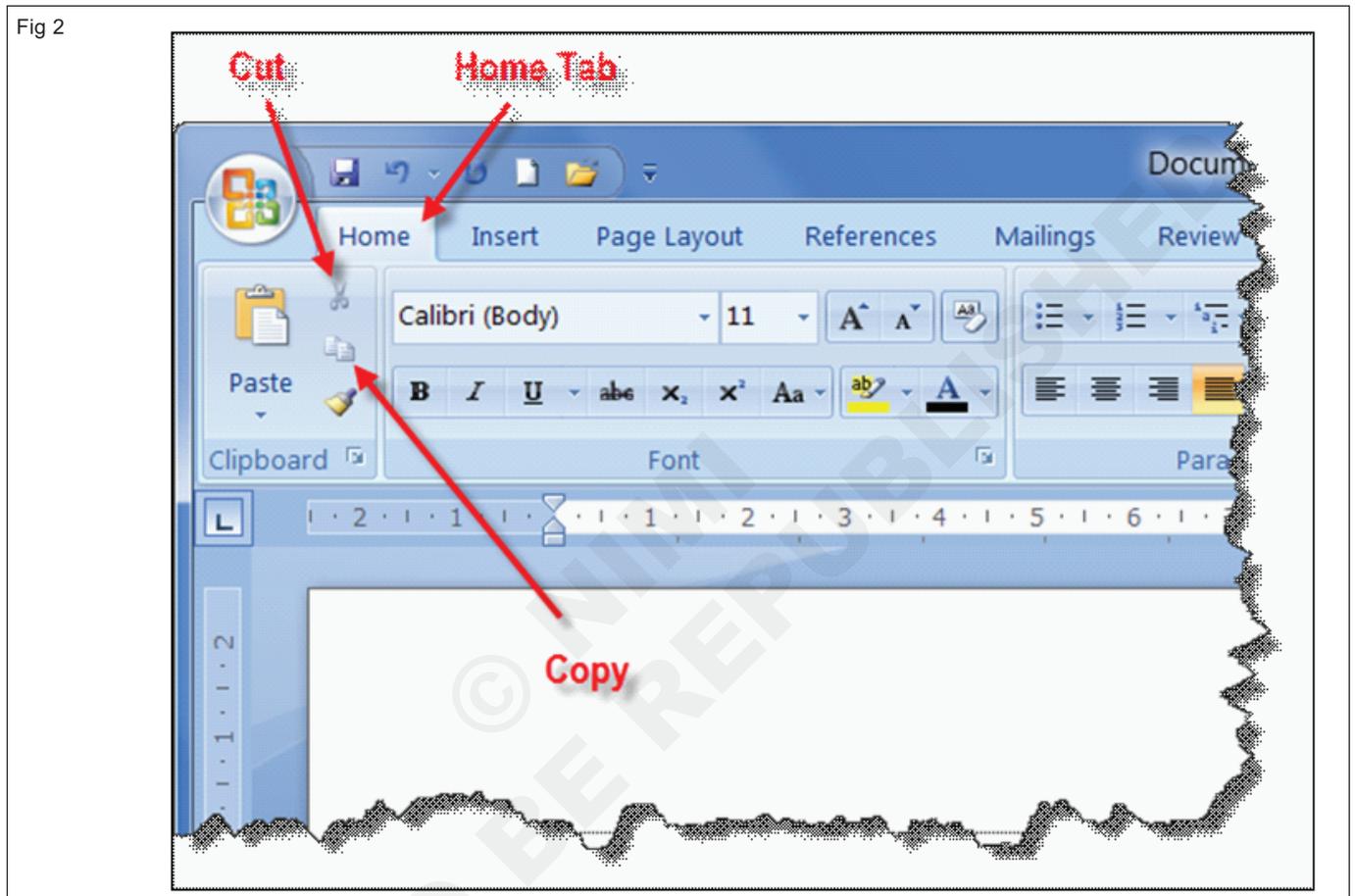
TASK 4: Copy and Paste

Copy a particular text/object

- To copy particular text/object, perform the following:
- Select the text or a block of the text.
- Select Copy from the Edit menu; click the Copy button on the Standard toolbar; press Ctrl + C; or click the right mouse button and select Copy from there context menu.

Paste from the clipboard

- To paste from the clipboard, perform the following steps:
- Move the cursor to the location where the text/object is to be passed.
- Select paste from the Edit menu; click the button on the standard toolbar, press Ctrl+ Click the right mouse button and select paste from the context Menu.



Practice Working in MS Excel

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

- start MS Excel
- create worksheet
- save worksheet
- insert chart in worksheet.

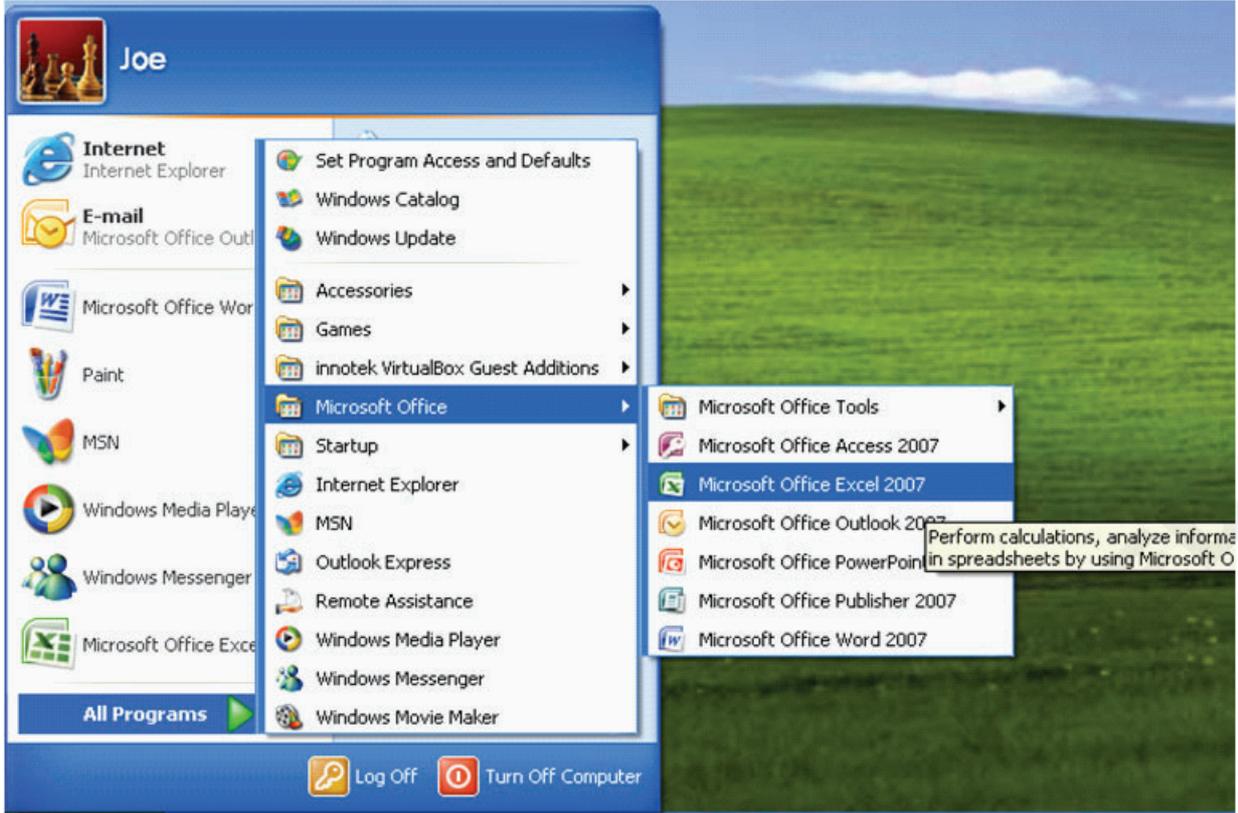
TASK 1: Staring MS Excel

MS Excel can be opened in any of the following ways:

- A Double-click an icon already created on the desktop.
- B From the windows taskbar in the following way:
 - Click the start button on the windows taskbar.
 - Select the program option.

- C 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 text box and then click OK.

Fig 1



TASK 2: Creating Worksheet

To create a worksheet, perform the following steps:

2 Insert data into the cells according to requirement.

1 Open the MS Excel-Book 1 window

Fig 2

A screenshot of Microsoft Excel showing a spreadsheet titled 'gradebook.xls [Compatibility Mode] - Microsoft Excel'. The spreadsheet contains a table with the following data:

Fall Semester Grade Book							
First Name	Last Name	Student ID#	Homework	Quiz	Final Exam	Project	Total Score
Mary	Smith	309-98-3452	87	70	100	98	90.25
Alan	Jones	456-39-3450	39	45	100	78	65.50
Peter	Cronn	345-34-3478	78	87	100	98	90.75
Jessica	Hughes	067-23-2345	45	65	100	87	74.25
Mary	Allen	453-13-1256	89	99	100	78	91.50
Andy	Wedel	095-23-1223	95	89	100	87	92.75
Average			72.17	76.83	100.00	87.67	84.17

TASK 3: Saving Worksheet

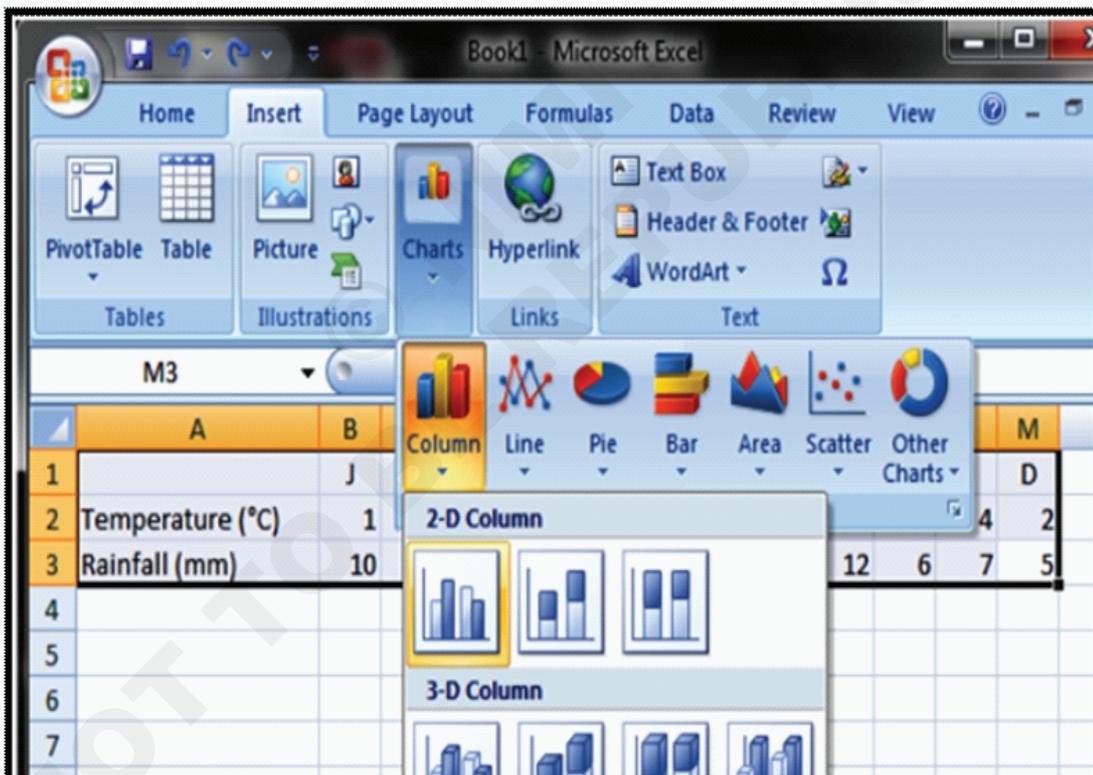
To save a worksheet, perform the following steps

- 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 4: 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 of 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.
- 7 The chart title or additional information on the X and Y axes can be added.
- 8 Click the Next button.
- 9 A dialog box appears asking us to specify where the chart is to be placed.
- 10 Click the Finish button to insert the chart into the worksheet.

Fig 3



Practice working and formatting microsoft power point 2007

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

- start MS PowerPoint
- create Presentations
- format the Presentation
- work with design templates
- insert Graphics in presentation
- add slide transition effects
- use slide show.

TASK 1: Starting MS PowerPoint

MS PowerPoint can be opened in either of the following ways:

1 Using the Start button

- Click the start button on the taskbar.
- Select the program option.
- Click Microsoft Office.

- Select Microsoft Office PowerPoint 2007

2 Using the Run Command

- Click the start button on the taskbar.
- Choose the Run option to display the Run dialog box.
- Type PowerPoint in the text box and then click OK.

Fig 1



TASK 2: Creating Presentations

Click the New Option in the file menu; click the new button represented by the icon; press Ctrl+ N.

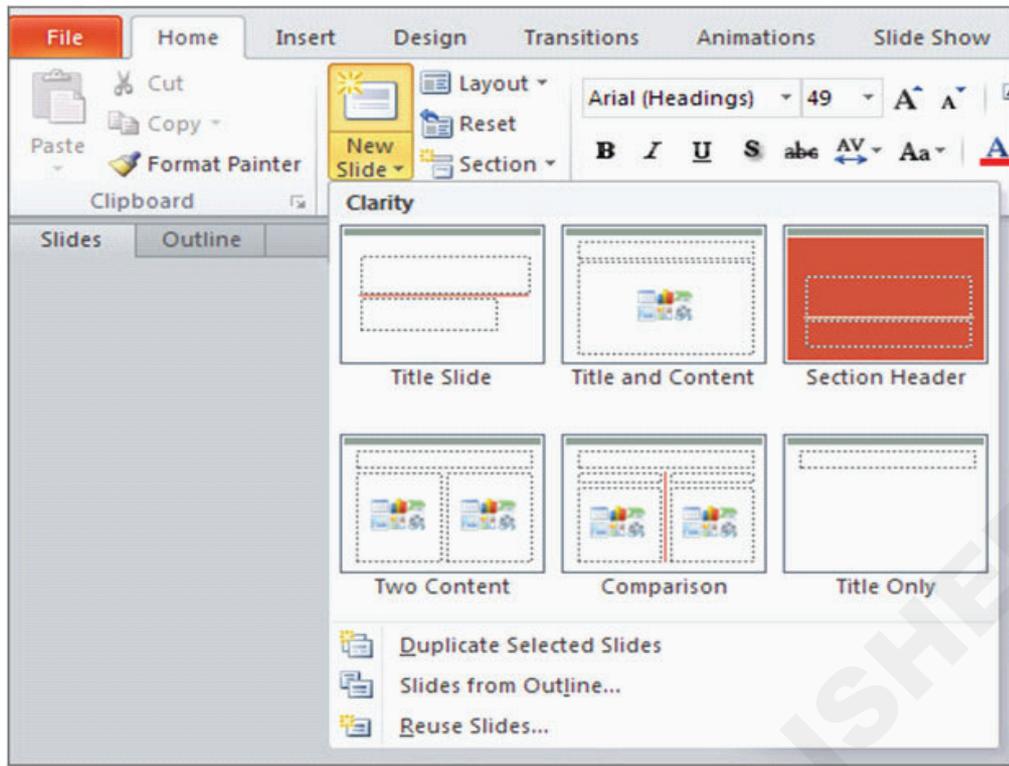
The New presentation window will appear on the right-hand side of the window.

Select the options for creating the presentation .Options are:

- 1 Blank Presentations
- 2 From design template
- 3 From AutoContent wizard

- 4 From existing presentation
- 5 Photo album
- 6 Select any of the available slide layouts by clicking it, upon which, that layout is applied immediately to the open slide.
- 7 Choose text and content layout
- 8 Add a title or heading to the slide if necessary.
- 9 Add necessary bullet points.

Fig 2



TASK 3: Formatting Presentations

1 Changing Font style

- Select the text and click the Bold tool on the toolbar to change the font style into Bold.
- Select the text and click the Italics tool on the toolbar, to change the font style into Italics.

2 Changing font colour

- Select the text and click the font colour tool of the toolbar to change the font colour of the text. We can choose more colour from the Morecolour options.
- Choose an appropriate change the colour of the content.

- Click Ok button after choosing the desired colour for the content
- The colour changes to the selected choice.

C Changing the background colour

- Click the design tool of the toolbar
- Choose the colour scheme option.
- On the pane, various colour schemes will be displayed.
- Select one of the choices.

Fig 3

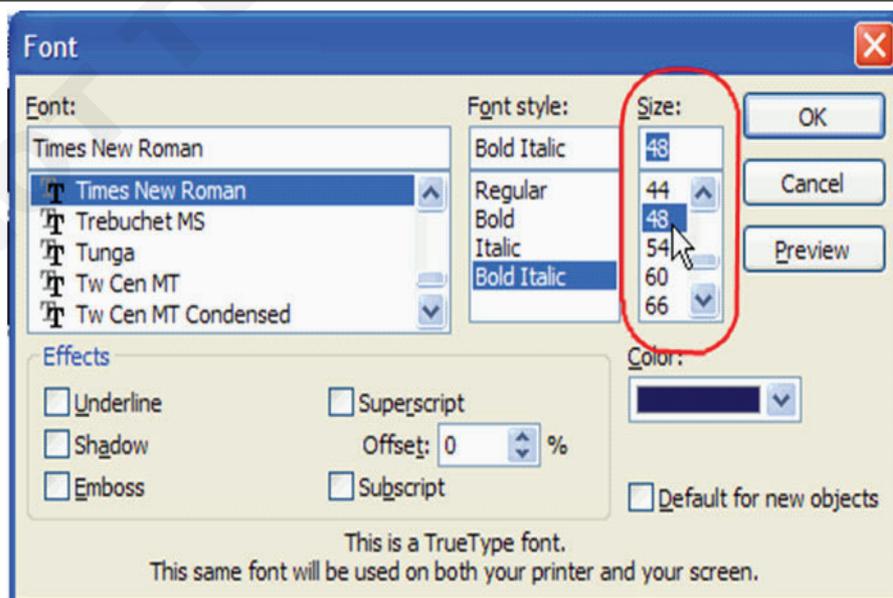


Fig 4

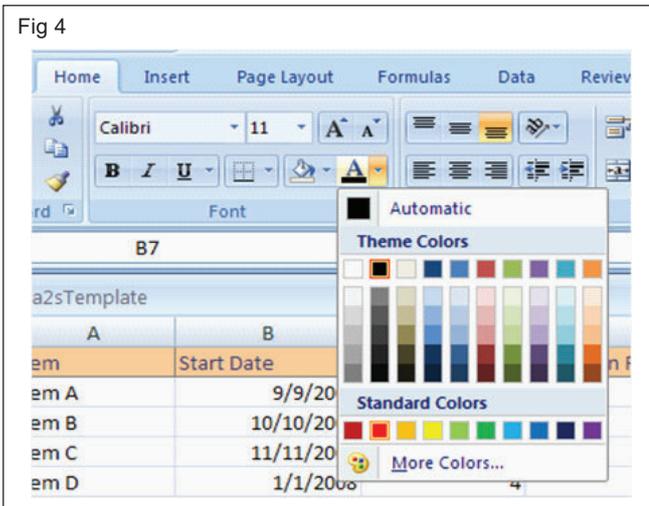
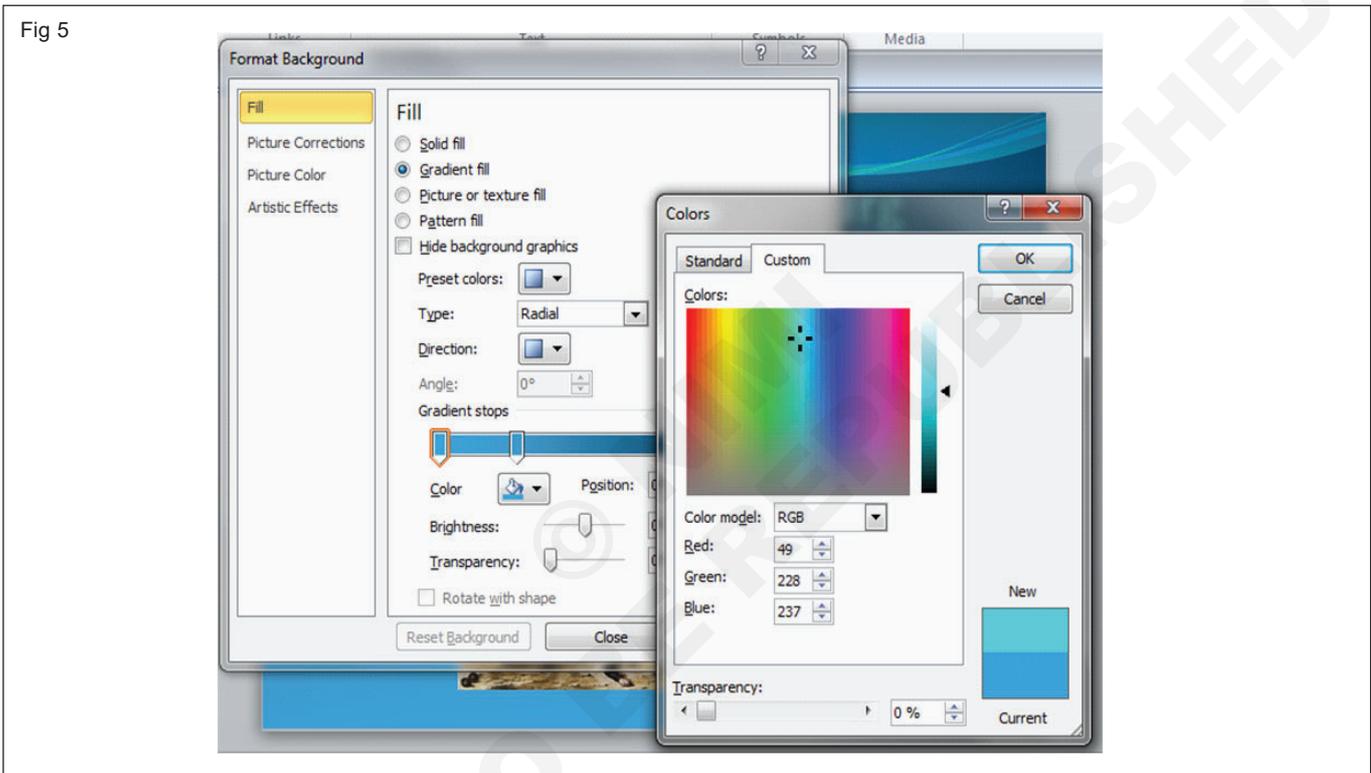


Fig 5



TASK 4: Working with Design Templates

- 1 Click Design tool of the toolbar.
 - 2 Different kinds of design templates will be displayed on the task pane
 - 3 Choose one among templates.
-

TASK 5: Inserting graphics in presentation

To insert the Clip Art the following procedure is followed:

- 1 Choose the Clip Art command from the picture option on the insert menu.
- 2 Type the desired Clip Art in the media clip search box.
- 3 Select a suitable Clip. The clip picture is inserted in the slide.

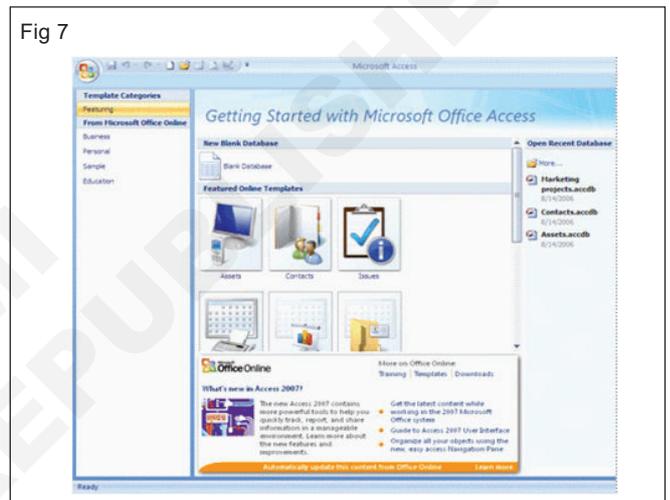
Fig 6



TASK 6: Adding slide transition effect

- 1 Click the Slide Transition command in the slide show menu to open the list in the task pane.
- 2 Select a transition from the effect drop-down list in the slide transition dialog box.
- 3 Choose the speed slow, medium or fast.
- 4 Set the advance time and sound if desired.
- 5 Click the Apply button.
- 6 Click the Apply to all buttons to apply the transition to all the slides.

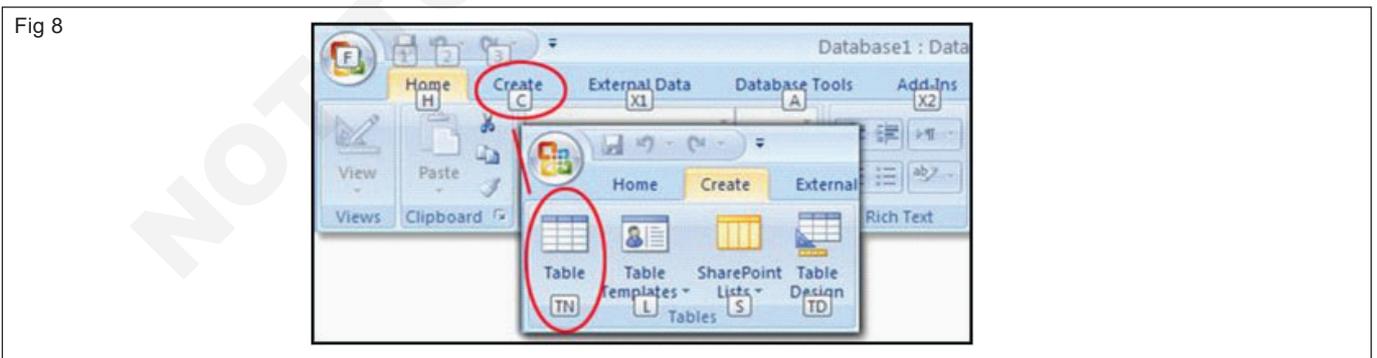
Fig 7



TASK 7: Using Slide Show

- 1 Go to the Slide show button to view the slide as a slide show after the slide has been prepared.
- 2 Choose the view show option or press F5.

Fig 8



Practice using MS Access

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

- starting MS Access
- creating Database
- create a table in MS Access
- running the form.

TASK 1: Starting MS Access

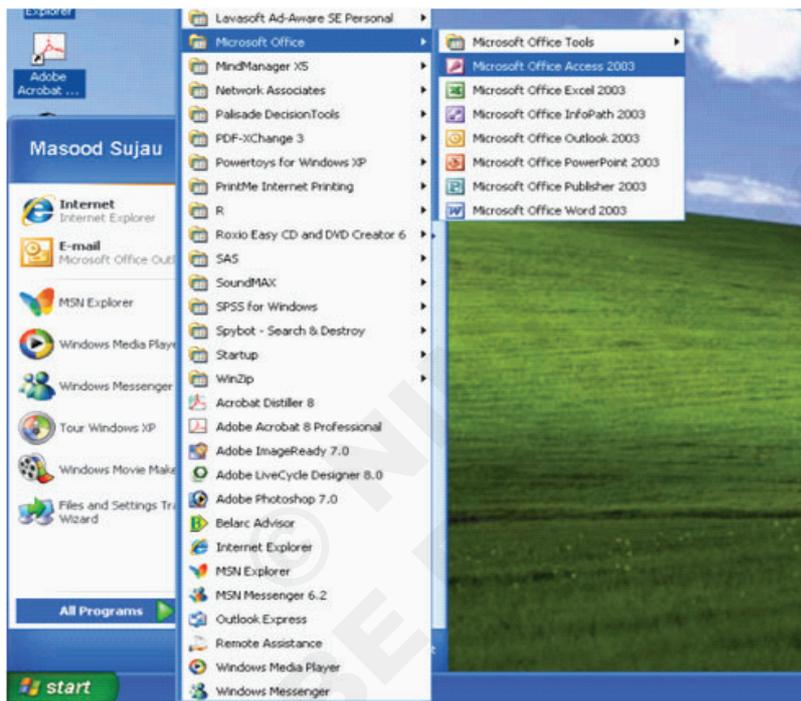
1 Using the Start Menu

- Click the Start button.
- Select Microsoft Office from Programs.
- Click MS Office Access or Click the icon for MS Access.

2 Using the Run Command

- Click the Start button on the taskbar.
- Choose the Run option to display the Run dialog box.
- Type MS Access in the text box and then click OK.

Fig 1

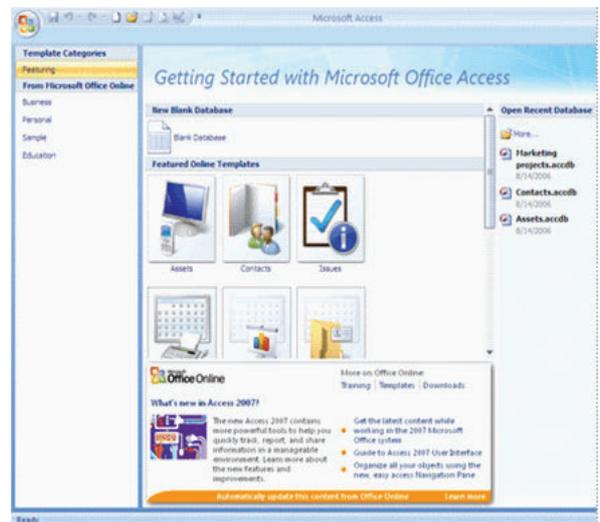


TASK 2: Creating Database

1 The procedure for creating a new database as follows:

- Click the File Menu.
- Click the New Option; click the New tool button on the toolbar; or press Ctrl +N.
- A list of options appears in the task list of the Access Window.
- To create a blank database option in order to create a new blank database. Access asks us to choose a location and name for the database.
- Click the Create button to save the database.
- The database opens in its windows.

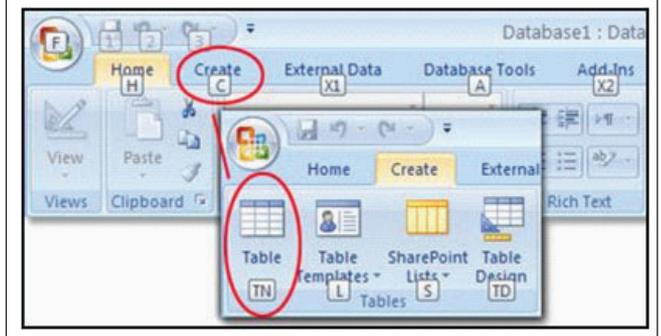
Fig 2



TASK 3: Create a table in MS Access

- 1 Double - click the Create table in Design view option.
- 2 Enter the name of the fields in the Field name column and the data type in the Data type column.
- 3 Click the Close button of the table window after we have completed defining the structure of the database.
- 4 The message is self-explanatory.
- 5 Click the Yes button. Another dialog box appears.
- 6 By default, table names such as Table 1, Table 2, Table 3 are suggested.

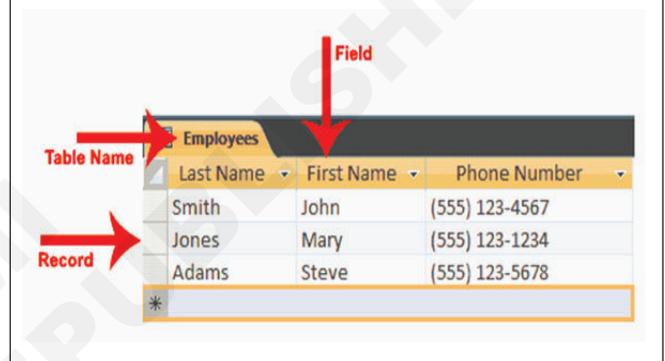
Fig 3



TASK 4: Entering Data in Tables

- 1 Double - click the table name. For example we can double -click the 'Guest details' table to open it.
- 2 A blank table with the field names will appear.
- 3 Enter data in the table.

Fig 4

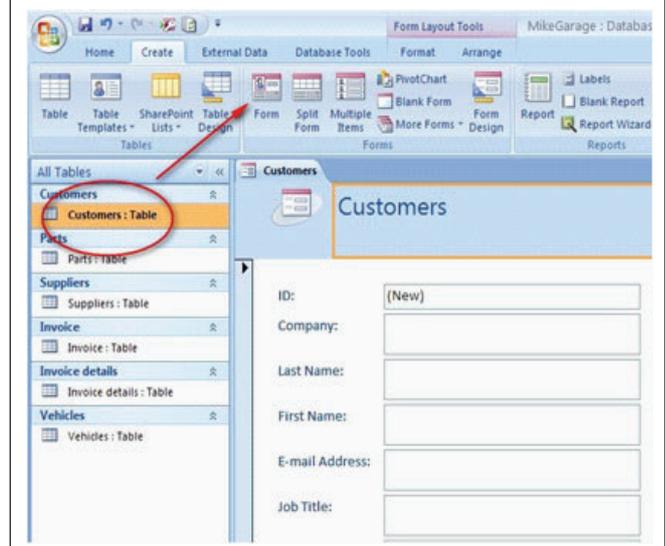


TASK 5: Using Design View to Create Form

- 1 Select the forms tab in the database window.
- 2 Click create form by using wizard command.
- 3 Select the table 'Employee Database'
- 4 Select the fields of the table that we would like to include in the form.
- 5 Use <or> buttons to move a single field and <<or>> buttons to move all the fields. We have selected a single field.
- 6 Click Next. When the next dialog box appears, select the desired form type. Example Columnar type.
- 7 Click Next. In the next dialog box, select the style of the form from the given list of inbuilt styles. Example: Standard Style.
- 8 Click the Next button. In the next window, give a title to the form.(e.g., employee database 1).
- 9 Opt either to open the form in the design view to modify it or run the form. At any point, we can go back to the previous screen and change the option.

- 10 Click the Finish button once you are satisfied with the Settings.

Fig 4



Create an email account, send & receive mail send& receive attachment, practice mail merge

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

- create an email account
- send mail
- receive mail
- send attachment
- receive attachment
- practice mail merge.

Requirements			
Tools / Instruments		• Note pad	- 1 No.
• Computer Laptop	- 1 No.	• A4 papers	- 1 Ream
• Internet connection	- 1 No.	Materials	
• Printer	- 1 No.	• Paper	- as reqd.
• Fax machine	- 1 No.	• Pen	- as reqd.
• Photo Copier	- 1 No.		
• Credit card detection machine	- 1 No.		

PROCEDURE

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 yahoo.
- 4 Click the new user option located below the user name and password
- 5 Enter your personal details like your name, address, date of birth and so on.
- 6 Enter user ID and check the availability by clicking the ID Availability function near the ID column.
- 7 Select the ID suggested by the web and enter the your own password.
- 8 Re-enter the password to confirm it.
- 9 Check you entered all required details in the screen
- 10 Click Register Me at the bottom of the form.
- 11 Check new page with the request of enter alphabets and numbers given in the box.
- 12 Type the alphabets and numbers in appropriate column given in the screen.
- 13 Check welcome message appears in the screen sent by the Email provider.
- 14 Use your user ID and password created 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 address column and text area.
- 5 Type Email ID of the receiver and Subject in the respective column.
- 6 Click the cursor in the Text area and star to type the message.
- 7 Use the Word Editor Toolbar at the top of the text box to edit the text.
- 8 Click Send option at the bottom of the mail page.
- 9 Check the new page will appear with Successfully Sent message.
- 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 Unread mail.
- 4 Check sender name, E-mail 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 Inbox.
- 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 properly.

TASK 4: Send an attachment

- 1 Open your Email account.
- 2 Go to New Message option.
- 3 Check the mail page will open 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 text.
- 7 Click Attachment
- 8 Check new attachment window will open in screen.
- 9 Click Brows 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 Send message.
- 18 Click Sign out option at the top right corner of the mail window to exit your mail account properly.

TASK 5: Receive and save an Attachment

- 1 Open your Email account.
- 2 Go to Inbox and check number of new mail information.
- 3 Find unopened envelope symbol for New Unread mail with Attachment symbol.
- 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 bottom of the Inbox.
- 7 Click Attachment at the top of text box.
- 8 Check the attachment whether it contains any virus by clicking Scan option in ther attachment window
- 9 Click Open in the Attachment window.
- 10 Check the attachment message in the new open window and read it.
- 11 Click Save option to save the attachment.
- 12 Select the directory and give file name to attachment.
- 13 Click Save.
- 14 Click Sign out option at the top right corner of mail window to exit your mail account properly.

TASK 6: Practice the commands

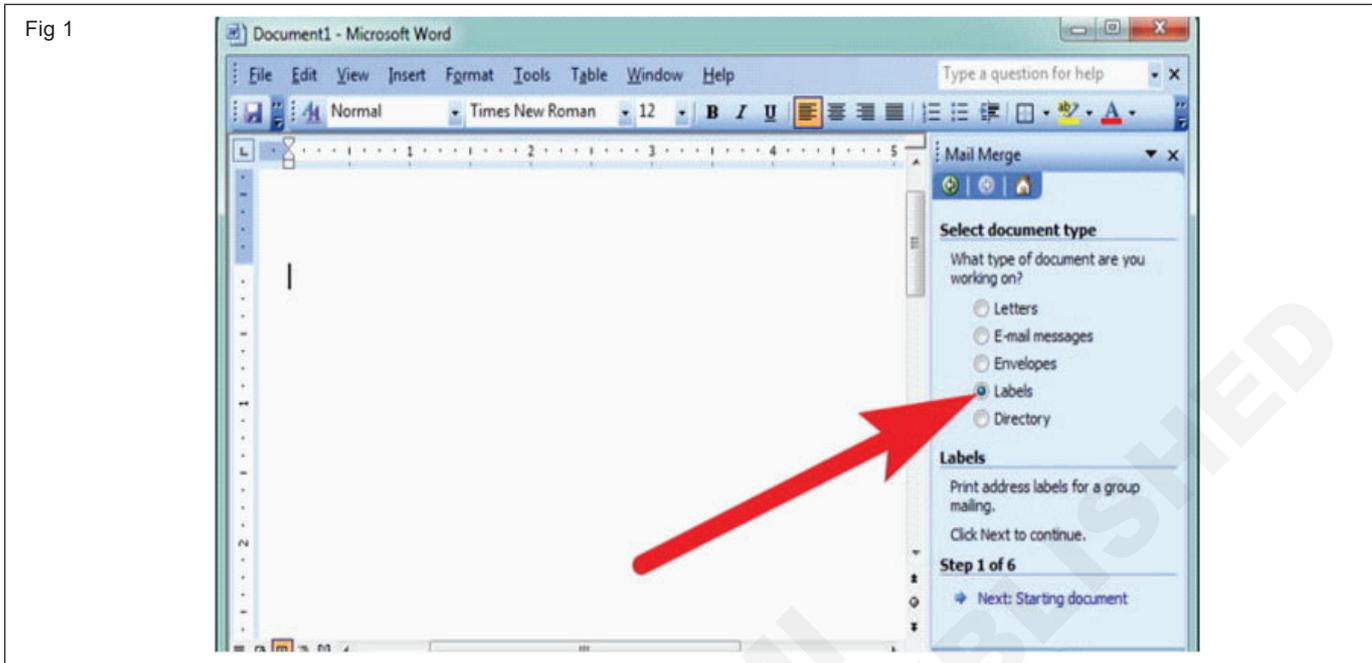
- 1 Make an email account named tour guide international tourist.
- 2 Open your internet browser and go to ww.gmail.com and password: tourism.
- 3 Now create a mail with the 'introduction' document attached and send it to 10 different people.

Note: Mail merging means to plug data from an address table into from letters, e-mail messages, envelopes, address labels, or a directory (a list or catalog, for example). To start a mail merge, choose Tools/ Letters and Mailings/ Mail Merge Wizard to open the Mail Merge task pane.

TASK 7: Open the Mail Merge task pane

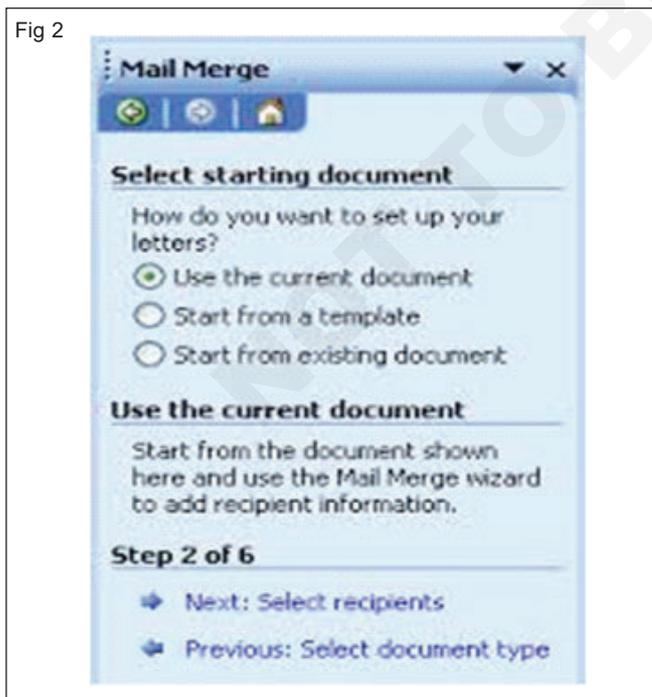
Step 1: Select a Document Type The first step is to select what Word calls a "Document type" in the mail Merge task pane, what kind of mail-merge you want to undertake: from letters, email messages, envelopes for

mass-mailings, labels for mass-mailings, or a directory (a list of catalog). Choose an option button and click Next at the bottom of the task pane to go to step 2.



Step 2 : Select a Starting Document What Word calls the "starting document" is the document in which the merging takes place. In other words, the address or other data you retrieve will land in the document you choose or create now. You can create a new start document or use an existing one. In the case of form letters, e-mail messages, and directories, you supply the either by making use of a document you've written already or writing a new document.

Step 3: Select Recipients In step 3, you tell Word where to get the data that you will merge into the starting document you created or supplied in step 2. You can retrieve the data from a table in a Word document, an Access database table or query, or the address book or contact list where you store your addresses. You can also create a new list for the data if you haven't entered the data in a file yet.



Step 4: Write/Arrange Your Document In step 4, you insert the merge fields, the parts of the starting document that differ from recipient to recipient to recipient. By inserting merge fields, you tell word where to plug information from the data source into the starting document. You also tell Word which data to take from the data source. Word offers special tools for entering an address block - the recipient's address, including his or her name, company, title, street, address, city, and zip code.

Step 5: Preview your document In step 5, you get a chance to see what your form letters, e- mail message, envelopes, lables, or directory will look like after they are printed or sent. In this step, you find out what the ocument will look like when real data is plugged into it. It something is amiss in the document, you can click the previous link to return to step 4, the wire /arrange your document task pane, and make changes there.

<<Greeting Line>>

Please verify your contact details that we have on file and either confirm it to us or provide us updated information.

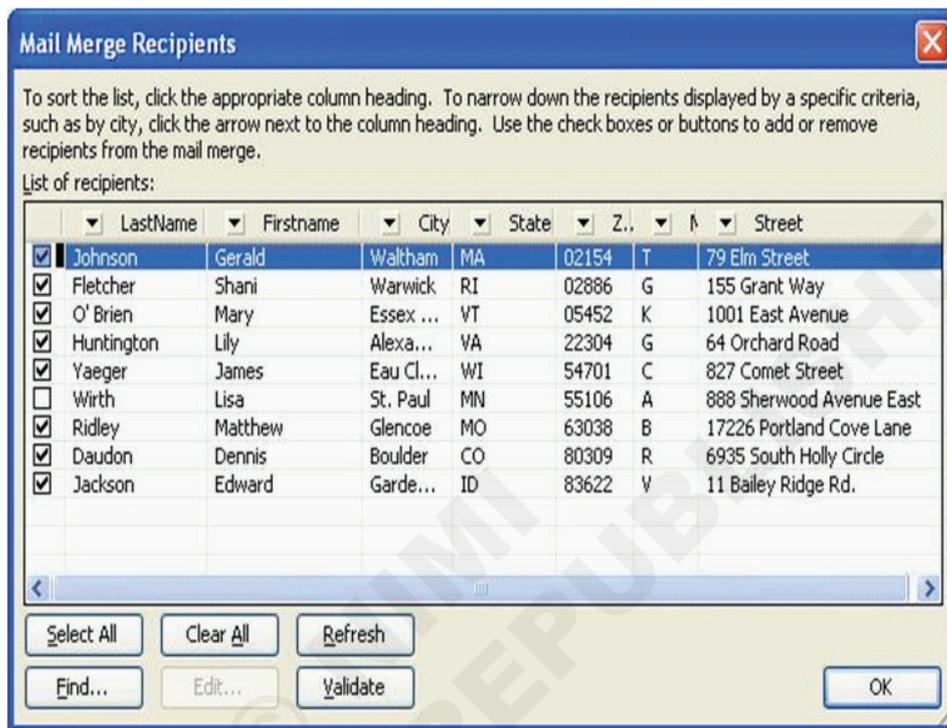
<<Address Block>>

<<Home_Phone>>

Thanks in advance and best regards,
Robert

Step 6: Complete the Merge Step 6 is where you complete the merge by either printing a new document or saving the new file and printing it later. By saving the merged data in a new file, you can edit the file before printing it. In the case of e-mail message, you click the Electronic Mail link to tell Word to send the e-mail messages.

Fig 3



TASK 8 : Generating Form Letters for Mass- Mailings

Step 1 : Select Document Type : Under Select Document Type, Select the letters option button and click the next hyperlink.

Step 2 : Select a Starting Document : Tell Word whether you are starting from scratch or using a letter you have already written for the form letter. Starting from Scratch. Make sure the use the current document or start from template option is selected in the task pane. To write your form letter with the help of a template, click the select template hyperlink and choose a template in the select template dialog box. The mail merge tab offers templates designed especially for mail - merges. Using a letter you have already written. If you have already written the text of the form letter, select the start from existing document option button, click the open button, and select the letter in the open dialog box.

Step 3: Select recipients : Choose and option button under select recipients to choose the data source for the form letters. You see the mail merge recipients dialog box. Click OK if you want to select all the recipients in the source file.

Step 4: Write your letter : Compose the text of the letter if you have not already done, so, and then enter the

address block, greeting line, and merge fields ; o Merge fields : Place the cursor where you want a merge field to go, click more items on the task pane or the insert merge fields button the mail merge toolbar, and double - click the name of a merge field in the insert merge field dialog box. You can also select a field and lick the insert button. O Address block. Place the cursor near or at the top of the letter and click the insert address block button, or click the address block hyperlink in the mail merge task pane. The insert address block dialog box appears. Enter the address block and click OK. O Greeting line: Place the cursor where the salutation goes and click the insert greet line button, or click the greeting line hyperlink on the mail merge toolbar. In the greeting line dialog box, fashion a salutation and click OK. Be careful when entering clank spaces and punctuation marks around the merge fields. You can always click the view merged data button on the mail merge toolbar to see whether punctuation marks and blank spaces will appear correctly.

Step 5 : Preview Your Document : Step 5 is your chance to look over the form letters before you print them or create a file for them. Click the record buttons to see what your document will look like after the mail merge is complete.

Step 6 : Complete the Merge : Now you are ready to go.
O Save the mail merge in a new document : You get a new document that you can edit or print another day. Click

the merge to new document button on the mail merge toolbar. O Print the mail - merge right away. Click the merge to printer button on the mail merge toolbar.

Prepare Mailing List of Customer, operate fax machine Photo copier & credit card detection machine

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

- prepare mailing list of customer
 - operate fax machine
 - operate on Xerox /copier machine
 - work on credit card machine.
-

TASK 1: Use customer data in any of the following way

Note: After you obtain information about your customers and potential customers, tracking the attributes that they have in common can be very useful. The more detail that you capture in your mailing list, the more options you have for targeting your mailings.

But make sure that the detailed data that you track is the data that you will use. The more complexity you add to your mailing list. I ill.' more work you must do to maintain your list

- 1 **Mail to customers in a specific locale:** Filter your mailing list by city or postal code, so you can easily announce a promotion only to customers who live in a certain location.
- 2 **Add a personalized greeting:** Personalize a mailing by including the recipients' first or last names in a greeting line by separating the name into distinct title, first name, and last name data fields.

- 3 **Focus on recipients of a certain age:** Notify customers of products or services that are appropriate for those customers' stage of life (such as planning for retirement in their twenties versus planning for retirement in their fifties) by collecting the birth dates of your customers as birth year (such as "1945").

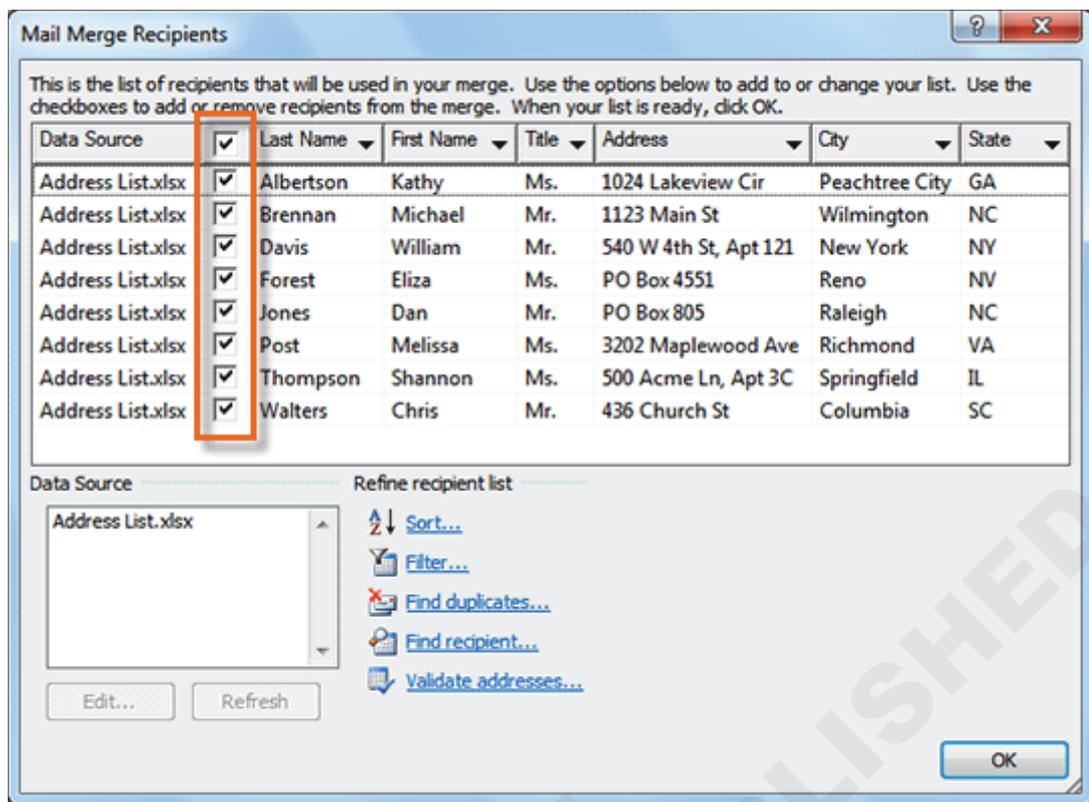
If you want to offer a promotional gift to all customers whose birthday falls in the current month, you could collect their birth dates as month, day, year (such as "January 1,2000") .

- 4 **Tailor separate mailings by gender:** Announce a new product line to only men or only women by including each customer's gender ("male" or "female") in your mailing list.
- 5 **Use purchase history:** Send special announcements to those who have made recent major purchases, or notify customers when you have new models or their favorite brands. To do this, you need to track customers' purchase history. You can also can notify customers about similar products ("Customers who bought your item also found this item useful").

TASK 2 : Create a mailing list

At its most basic, a mailing list is a text file that separates recipient records into common fields. Such lists usually take the form of worksheets or worksheets or tables, with each record in its own row, separated into columns that contain the individuals data fields, like the basic mailing list pictured here.

Fig 1



TASK 3 : Create a recipients list

- 1 Click On the Tools menu, point to Mailings and Catalogs, and then click Create Address List type information by adding, removing, renaming, or reordering fields that appear in the New Address List dialog box.

How?

- a Click Customize Columns and then do any of the following:
 - To add a field. click Add In the Add Field dialog box. type a name for your new field, and then click OK.
 - To remove a field. select the field under Field Names, and then click Delete.
 - To rename a field. select the field under Field Names, and then click Rename. In the Rename Field dialog box, type a new name in the To box, and then click OK.
 - To change the order of the fields, select the field that you want to move, and then click Move Up or Move Down until it's where you want it.
 - b Repeat these steps until you finish revising the list of field names and then click OK
- 2 In the New Address List dialog box, type the information for the entry in the relevant fields (Title, First, Name, and so on).
 - 3 When you finish entering information for the first entry. click New Entry or press TAB.

- 4 Repeat steps 3 and 4 until you have finished adding entries.
- 5 Click OK.
- 6 In the Save Address List dialog box. type a name for your address list in the File name box.

Note: By default , the address list is saved in the My Data Sources folder. It is best to keep the address list here, because this is the default folder in which Microsoft Publisher looks for data sources.

- 7 Click Save

Note: Combine lists from multiple sources.

If you have or purchase mailings lists, Publisher makes it easy to combine and change customer lists from multiple sources in Publisher. You can choose what works best for you by assembling your Publisher mailing list from any combination of other created in the following programs:

- Microsoft Office Excel
- Microsoft Office Outlook
- Microsoft Office Outlook with Business Contact Manager
- Microsoft Office Access

You can also use list that you purchase, such as those from Microsoft List Builder.

TASK 4: Specify the list to add

- 1 On the Tools menu, click Mailings and Catalogs, and then click E-mail Merge to open the E-mail Merge task pane.

Note: If the publication is connected to a recipient list, verify the connection, and then click Edit recipient list in the E-mail Merge task pane. If the publication is not connected to an existing recipient list, click one of the options under Create a recipient list, and then click Next: Create or connect to a recipient list.

- 2 In the Mail Merge Recipients dialog box, under Add to recipient list, do any of the following:
 - Click Select an existing list, select a data source in the Select Data Source list, dialog box, and then click open.
 - Click Select from Outlook Contacts (if you are prompted to choose a mail profile, click the profile that you want), and then click OK. Select a folder or distribution list in the Select Contacts dialog box, and then click OK.
 - Click Type a new list add the entries that you want in the New Address List dialog box, and then click OK.

TASK 5: Resolve discrepancies when combining lists

Note: When you add one mailing list to another, one or more fields in the added list may not have a match in the existing list. For example, the address list that you are adding may include a Company Name field, but the original list may not.

Publisher prompts you to fix mismatches between fields in the various source lists by opening the Add to Recipient List dialog box.

- 1 In the Add to Recipient List dialog box, select a field that is not checked in the Matched column, select the field to which you want it to correspond in the Recipient list fields with matched fields list, and then click Match.
- 2 In the Match Field dialog box, verify that the field you selected is listed under Match to recipient list field or select another, and then click OK.

- 3 If you need to add a new field to your recipient list to make a match, select the field that you want to add in the new list (the left list in the Add to Recipient List dialog box), click Add, and then click OK. Added fields are shown under New fields to be added to recipient list.

Remove all added field by selecting it in the New fields to be added to recipient list box, and then clicking Remove.

Note : How do I match fields when Publisher doesn't prompt me to?

In the E-mail Merge task pane under More items, click Address fields and then click Match Fields.

TASK 6: Save a shortcut to a combined list

Note : You can create an shortcut to the combined list for use in other mailings. Whenever shortcut to edit an individual entry in the combined list, the edited entry also updates in the original source file if that file is available for editing. if you don't want to updated the original source file, export the recipient list to a new file.

- 1 In the E-mail Merge task pane (step 3: E-mail Merge Output), under Prepare to follow up on this mailing click save a shortcut to recipient list.
- 2 In the File Save dialog box, type a name for your combined address list in the File name box.

By default, the address list is saved in the My Data Sources folder. It is best to keep the address list here, because this is the default folder in which Microsoft Office Publisher looks for data sources.

- 3 Click save.

Refine a recipient list

Note: when the fields in the various source lists match, all of the records appear in the existing list in the Mail Merge Recipients dialog box, where you can filter, sort and select the recipients to include in the E-Mail merge. Select the check box next to each recipient that you want to include, and clear the check box next to each recipient that you want to exclude.

- Select or clear all items
- Select or clear the check box in the heading row.

TASK 7: Filter items in the list

If you want to use only certain entries in your list, you can filter the list by a specific field or criterion. After you filter the list, you can use the check boxes to include and exclude records.

- 1 Click the arrow next to the column heading of the item that you want to filter by.
- 2 Do one of the following:
 - Click (Blanks) to display all of the records in which the corresponding field is blank.
 - Click (Nonblanks) to display all of the records in which the corresponding field contains information
 - Click (Advanced) to open the Filter and Sort dialog box, which YOLI can use to filter on multiple criteria.

Note : You can also open the Filter and Sort dialog box by clicking Filter under Refine recipient list in the Mail Merge Recipients.

- 3 If your data source contains records that share the same information and there are 10 or fewer unique

values in the column, you can filter by specific information. For example, if there are multiple addresses that list Australia as the country or region, you can filter on Australia.

- 4 The Mail Merge Recipients dialog box displays only the designated records . To display all of the record again, click (All).

Note : Sort items in the list

If you want to see items in alphabetical order, you can sort the item in your list. Do one of the following.

- In the Mail Merge Recipients dialog box click the column heading of the item that you want to sort by.

For example, if you want to display the list alphabetically by last name, click the Last Name column heading.

- To sort by using multiple criteria. click Sort under Refine recipient list in the Mail Merge Recipients dialog box. in the Filter and Sort dialog box, select the criteria that you want to sort by.

Click OK to return to the E-mail Merge task pane.

TASK 8: Find duplicates

Note : To prevent duplicate mailings .You can find and eliminate records in your combined list for which most (but not necessarily all) fields match

- 1 In the Mail Merge Recipients dialog box. click Find duplicates.
- 2 In the Find Duplicates dialog box. leave checked only those entries that you want to include, and then click OK.

Find a specific recipient or group of recipients that share a common attribute. To identify an individual or group

of individuals that share common attributes (such as a last name . postal code, or birth month). you can search the list.

- 1 In Mail Merge Recipients dialog box, Click Find recipients.
- 2 In the Find Entry dialog box. type the attribute that you want to find in the Find text box. specify the field or fields that you want to search , and then click Find next.

TASK 9 : Practice the commands

- 1 Make an email account named tour guide for international tourist.
- 2 Open your internet browser and go to www.gmai.com
- 3 Create an email: toursalesman@gmail.com and password: tourism.

- 4 Now create a mail with the 'introduction' document attached and send it to 10 different people.

Collect E-mail id of atleast 10 of your friends.

TASK 10: Operate the Fax Machine

- 1 Connect the Fax with the phone line.
- 2 Place the piece of paper to be faxed in the upper section of the machine.
- 3 Enter the phone number that you want to send the fax to.
- 4 Press the send button.
- 5 Get a printed confirmation after the fax is received by the receiver.

TASK 11: Operate the Photo Copier

- 1 Open the top scanner door and keep the paper to be photocopied.
- 2 Load the paper in the paper tray or insert the paper at insert paper area.
- 3 Check the no. of copies and darkness level.
- 4 Press copy.
- 5 Get the photocopy in other side.

TASK 12: Operate Credit card Detection Machine

- 1 Connect the machine with the Phone line.
- 2 Check the ready signal in the screen.
- 3 Get the credit or debit card and check the customer signature on the card.
- 4 Insert the magnetic coder part of the card given in the right side of the machine and card once.
- 5 Check the card details which appears on the screen, enter the amount to be paid.
- 6 Press Ok and wait for a moment.
- 7 Tear the printed pay slip from the machine and get signature of the customer in the merchant slip.
- 8 Compare sign of customer with the credit at the back side.
- 9 Hand over the customer copy and file the, copy with a copy of a bill.

Practice airline central reservation system operational procedure

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

- visit airline websites
 - observe airline reservation module
 - visit nearest airport to book & cancel ticket
 - familiarize with concession given (phase includes).
-

TASK 1 : Use TAROM package to book the ticket and

Select

- 1 Departure (From) / Arrival (To) airports. When using "Multiple destinations" option, select all airports in accordance with your flight plan, both departure and arrival airports. The booking engine does not allow reserving trips for more than 4 destinations (departure AND arrival)
- 2 Departure date; hour selection is optional. Please select "Any Time" to retrieve flight availability for an entire day.
- 3 Type of trip (one way / round trip)
- 4 Payment method: "Card" for online payments by card or "Agency" for offline payments at a TAROM Agency.
- 4 Return date, when there is a round trip travel; hour is optional. In order to retrieve all day flights availability, please select the "Any" choice
- 5 Number of passengers and type of travelling passengers (passenger)
- 6 Service class: Economic or Business
- 7 Flight type: Direct or Connecting; when not certain please use the connecting checkbox. To retrieve flights availability press the Search button

TASK 2 : Select your flight(s) and the pricing method (Unrestricted / Lowest fare)

Please be aware that, in case you choose "Lowest fare", you will be subject to various restrictions (e.g.: "Sunday Rule", minimum / maximum stay, non-refundable ticket etc.).

Press the check price button.

TASK 3 : Check that the page displays the selected

- | | |
|--------------------|--|
| 1 Flight | 4 Total ticket price |
| 2 Net ticket price | 5 Press the travellers details button. |
| 3 Taxes | 6 Baggage allowance |

Airway Route Map of India

Fig 1



Practice on formula and function and prepare salary bills

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

- use function in excel
- use functino wizard
- use autofill in excel
- create excel workbook and enter the salary details
- calculate the total pay
- copy the active sheet to another sheet and sort it
- insert rows and merging, add borders and shading
- print salary bill .

Requirements	
Tools / Instruments <ul style="list-style-type: none"> • Intel i7 PC with Windows 7 (higher) - 1 No. • Microsoft word 2013 (higher) - 1 No. • Computer laptop - 1 No. • Fidelio/HMS/Opera software package - 1 No. • Accounts software prototype (Tally) - 1 No. 	Materials <ul style="list-style-type: none"> • Paper - as reqd.

PROCEDURE

TASK 1: Copy data using autofill feature

- 1 Invoke excel application
- 2 Type the month January in Cell A 1
- 3 Next, drag the fill handle (tiny rectangle at lower right corner of cursor) till cell A12
- 4 Now release the mouse button. The successive months appear on the sheet.
- 5 Get it checked by the instructor.

TASK 2: Adding a new list to the custom lists usign autofill

- 1 Choose options from the tools menu.
- 2 Click on the custom list tab.
- 3 Click on the new list on the left side of the dialog box.
- 4 Type your own list in the list entries box separating each entry with a comma and a space.
- 5 Click ADD to add the list.
- 6 Click OK.
- 7 Get the inserted new list verified by the instructor.

TASK 3: Using Functions in Excel

- 1 Create worksheet as shown in the Fig 4 and save it as fx_ example in C:\COE\EXL Folder
- 2 Click on G5 and type = sum (C5 : F5)
- 3 Using Autofill, copy the sum function into G6 to G14.
- 4 Get the Sum checked by the instructor.
- 5 Click on H5 and type = Average (C5 : F5)
- 6 Using Autofill copy the Average function into H6 to H14.
- 7 Get the Average value checked by the instructor.
- 8 Seelct cell C17, type = Max (C5 : C14) and press Enter.
- 9 Get the maximum function checked by the instructor.
- 10 Calculate the maximum for other columns.
- 11 Select cell C18, type = Min (C5 : C14) and press Enter.

The sum of contents C5 to F5 is calculated and entered.

The Maximum value of the range selected is calculated and entered in cell C17.

The average value of (C5: F5) is calculated and entered.

The maximum value of the range selected is calculated and entered in cell.

- 12 Get the minimum value checked by the instructor.
- 13 Autofill the other columns to calculate minimum values.
- 14 Select 15 and type = IF (H5>=85, "A+", "A")

The grade will be entered according to the average value in H5. If the grade is greater or equal to 85 A + otherwise A.

- 15 Get the grade checked by the instructor.
- 16 Using Autofill, find the grade of other students.
- 17 Select the cell D6 and change the value to 90 and observe the grade changes to A to A+.
- 18 Click Undo Button to Undo the change you have done and the Autofill in step 16.

- 19 Select cell I5 and type = IF (H5>85,"A+",IF(H5>75, "A", IF (H5>=60, "B", IF (H5>=40, "D")))).
- 20 Autofill the above formula to other students and observe the grades are entered correctly. Your worksheet should be similar to the Fig 5.
- 21 Get the nested IF checked by the instructor.
- 22 Click on cell J5 and type = IF (AND(C5>70, d5>70, E5>70, F5>70) "DIST," ")

The and logical function checks if the student have scored 70 and above in all subject and grade him as distinction.

- 23 Get the Logical AND checked by the instructor.
- 24 Autofill J6 to J14 find distinction students.
- 25 Close the file without saving the changes.

TASK 4: Using Functions Wizard

- 1 Open Fx - example.xls file from C:\COE\EXL folder.
- 2 Select cell G5 and click on the paste function button on the standard tool bar.

Paste function dialog box appears as shown in the fig 6 An = sign is displayed inside the formula bar.

- 3 Select all under function category box. List of functions will be displayed in the function name : box
- 4 Choose function SUM from the function category: Box using the scroll bar.

As you choose the function a brief description and the syntax of the function is displayed at the bottom of the dialog box.

- 5 Click on OK button.

Excel displays the formula palette below the formula bar with a description of selected function as shown in Fig. 7. By default the range C5 : F5 is taken.

- 6 Click on OK button on the Formula Palette.

The SUM of range (C5 :F5) is entered in G5 cell.

- 7 Get the SUM checked by the instructor.
- 8 Calculate the total of other students in respective cells.
- 9 Select cell H5 and click on the paste function button on the standard tool bar.
- 10 Select average function from the function category.

Excel opens a function palette and automatically takes the average to adjacent cells (C5 : G5).

- 11 Change G5 to F5 in formula bar.

The changing can be done in the formula bar or Formula palette.

- 12 Get the average checked by the instructor.
- 13 Calculate the other students average.
- 14 Select cell I5 and click on the paste function button on the standard tool bar.
- 15 Choose logical function from function name: box and select IF from function category: box Press OK button.

A logical function palette appears below formula bar with the description of the selected function.

- 16 Type H5 > = 80 in logical _test list box

Type "A" in value _if_ true list box

Type "B" in value_if_true list box.

Click OK button.

Excel checks if the contents of cell H5 is greater than 80, it prints A, else B

- 17 Get the Average checked by the instructor.
- 18 Use auto fill to calculate other students grades.
- 19 Using the above skills calculate the maximum and minimum marks scored in each subject.
The final worksheet is similar to one as shown in Fig 9.
- 20 Get the progress checked by the instructor.
- 21 Close the Exit and Excel Application.

TASK 5: Create a worksheet having salary bill data

Formula in a cell can be copied to other cells by two ways. 1) Dragging fill handle 2) Copy and paste.

- 1 Choose File New Enter
- 2 Enter the salary bill.

TASK 6: Calculate DA and Total (DA = 69% of Basic Salary)

- 1 Click C2 cell and enter formula as follows =B2*69/100 and press enter.
- 2 Click the cell C2
- 3 Move the mouse pointer to lower right corner of the cell C2, the mouse pointer changes to a + (plus) sign denoting the fill handle is active.
- 4 Drag the fill handle (tiny rectangle at lower right corner of the cell cursor) till cell C7.

Cell c2 contains 69% of Basic Salary.

- 5 Select the cell D2 and enter the formula given below to calculate the total of Basic Salary and DA = B2 + C2
- 6 Select Cell D2
- 7 Press Ctrl+C to copy the cell content.
- 8 Select the cells D3 to D7 and press Ctrl+V to paste the formula.
- 9 Now the worksheet shows are follows.

D2 contain the sum of Basic Salary and DA.

Copy contents of sheet 1 into sheet 2

- 1 Select all the contents of sheet 1 by pressing Ctrl+A.
- 2 Click the sheet 2 tab. (A blank worksheet will appear)
- 3 Press Ctrl+V to paste the contents of sheet 1 to sheet 2.
- 4 Select the range from A1 to D7
- 5 Select Data Sort

Note that field names (table headings) automatically filled in the sort by Combo box. We can select desired field and the sorting order (Ascending or Descending). Sort rows based on the contents of two or more columns "Then by" option can be used to exclude the header row ratio button to be selected in "My list has " option.

- 6 Select Name field.

Press OK button. Now the table is sorted by the field Name in Ascending order.

Sorting the Sheet 2 as per Total

- 1 Click sheets tab
- 2 Select the range from A1 to D7
- 3 Select Data Sort
- 4 Select Total field.

Press OK button. Now the table is sorted by the field Total in Ascending order.

Inserting Rows

- 1 Select Cell A1
- 2 Select rows from the insert menu twice. (Then two rows are inserted before the table)
- 3 Click cell A1 and type "ABC organization".
- 4 Select cell A2 and type "Salary bill".

Center and merge the column

Select the range A1 to D1 and click merge and center button in the formatting tool bar.

Select the range A2 to D2 and click merge and center button in the formatting tool bar.

Now the table heading ABC organization and salary bill merged and centered to the width of the table.

Borders and shading

- 1 Select the range A3 top D9.
- 2 Select cells from format menu.
- 3 In the format cells dialog choose border tab.
- 4 Click outline and inside buttons.
- 5 Click OK button.
- 6 The table will be.

Printing the worksheet

- 1 Select the range of cells to print
- 2 Select the Print area set print area.
- 3 Click on print preview button on standard tool bar.

Print preview window appears.

- 4 Adjust the margins as required by selecting margins command button.
- 5 Select the paper size, orientation from setup command button.
- 6 Click on print command button to print the active worksheet.

Print dialog box appears.

Select the printer type connected to your computer and click on OK button to print the worksheet.

Choose File close from the main menu.

Excel will display dialog box prompting to save the changes you have made.

Click on Yes button to save the changes made.

Choose file exit or destruct button found in the excel main window to exit from Excel application Package.

Practice software packages

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

- **perform & Practice various commands and modules of the property management system.**

TASK 1: Choose the packages out of three {As per availability}

- i Fidelio
- ii HMS
- iii Opera
- iv Accounts software practice

TASK 2: Practice operating the chosen PMS using the following steps.

Step	Topic
1	HMS Training -Hot Function keys
2	Put message
3	Put a locator
4	Check in a first time guest
5	Check in an existing reservation.
6	Check in a day use.
7	Issue a new key
8	Verify key
9	Cancel a key.
10	Issue a duplicate key
11	Extend a key.
12	Print and prepare registration cards for arrivals.
13	Program keys continuously.
14	Programme one key for two rooms.
15	Re-Programme a key.
16	Make a reservation.
17	Create and update guest profiles.
18	Update guest folio.

Step	Topic
19	Print guest folio.
20	Make sharer reservation.
21	Feed remarks in guest history.
22	Add a sharer.
23	Make add on reservation.
24	Amend a reservation.
25	Cancel a reservation.
26	Make group reservation.
27	Make a room change on a system.
28	Lock on cashier code
29	Close a bank at the end of each shift.
30	Put a routing instruction.
31	Process charges.
32	Process a guest check out.
33	Check out a folio.
34	Process a deposit for arriving guest.
35	Alienating of room vacated for the group.
36	Group check in at difference time of the day by maintaining lesson time.
37	Using accounts software.

Preparing mailing list of customers

Refer Exercise 1.7.29

Use database package for customers, store and retrieve information

Objective: At the end of this exercise you shall be able to
• retrieve customer database.

Requirements	
Tools / Instruments	Materials
<ul style="list-style-type: none">• Computer Laptop - 1 No• Fidelio/HMS/opera software package	<ul style="list-style-type: none">• Paper - as reqd.

PROCEDURE

TASK 1: Practice retrieving customer database

Step -1: Switch on the computer laptop

Step - 2: Login in using password.

Step - 3: Move the cursor towards the icon from where the data and information has to be retrieved .

Step - 4: Choose the following and practice repeaterly

- Type of Guest

- Room rate

- Nationality

- Booked layer

- Name of the company

- Name of the guests

- Travels agent

- Air lines

- Frequent flier tourist

- Loyalty Programme members.

- Unicut effects

- VIP status

- Complimentary status

- In the mouse only

- Membership status

- Partner noted discounts

Visit to places of physical importance & make a project (Hill station/beach resort/national parks)

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

- identify places of physical importance
- find their characteristics
- make relevant transport arrangement for visit
- visit & gather information about the tourist place
- tabulate the details gathered about the place for future reference
- prepare a detail project for taking tourist.

Requirements			
Tools/instruments/Equipment			
• Atlas/Indian political Map / state map	- 1 No.	• File Folder	- 1 No.
• Laptop with Internet connection	- 1 No.	• A-4 papers /Form	- 12 Nos.
• Telephone	- 1 No.	• Stationary items	- 1 No.
• Smart phone	- 1 No.		

PROCEDURE

TASK 1 : Identify one place of physical importance from north/east/west/south

- | | |
|---|--|
| <p>Instructor to arrange a tour for the trainees to one place of tourism importance identified according to convenience.</p> | <p>3 Know the Physical importance of each region using the above method.</p> |
|---|--|
- 1 Use Atlas (Indian Map) & spot out the places of Physical importance & list all the places from North / East /West /South region.
 - 2 Collect information regarding the domestic & foreign tourist inflow of region from local travel agents / tour operators by making telephone call &also using the Internet in website of the Indian Tourism department / state tourism Department.
 - 3 Know the Physical importance of each region using the above method.
 - 4 Enlist & tabulate the information gathered for future reference & to identify the place of visit , using the format given below.
 - 5 Choose one place having high tourist turn over and also high potential for tourism comparing the tourist inflow the chart and also its Physical importance.
 - 6 Visit www.Indiapoliticalmap

Format for Information to Identify Place of Physical Importance

Sl. No.	Name of the place of physical Importance	Domestic Tourist Inflow		Foreign Tourist Inflow		Physical Importance (Three each for one Place)
		Year-I	Year-II	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 : _____					• • •

TASK 2 : Find the characteristics of the place of visit & Identify right time to visit

- 1 Call the local authorities of the palace of visit & gather the information about right season to visit.
- 2 Gather details regarding timings of the place of visit , special programme timing , etc.
- 3 Tabulate the information collected for future reference.

Format for Detailed Information About Place of Physical Importance

Details	Place of Physical Importance
I. Timing	Morning : _____ To _____ Evening : _____ To _____
II. Special Programmes :	Timings :
1 _____	1 _____ To _____
2 _____	2 _____ To _____
3 _____	3 _____ To _____

1 Season 2 Summer 3 Winter 4 Spring	_____ To _____ _____ To _____ _____ To _____
III Special details (If any) <ul style="list-style-type: none"> • History • _____ • _____ • _____ • _____ • _____ 	Details : _____ _____ _____ _____ _____ _____ _____

5 Identify The right time to visit the place using above information according to the convenience.

TASK 3 : Make relevent arrangements

- | | |
|---|--|
| 1 Using the map identify the shortest & convenient route to the place visit. | 4 Making booking other arrangements regarding accommodation , taxi arrangements, Local approved guides, booking with the place of visit)9 if required) .etc. |
| 2 Find out the convenient transportation - one or many (Like Road (or) Road & Rail (Or) Road , rail & Taxi, etc.). | 5 Pack Clothing & other requirements according to the season of the place of visit. |
| 3 Book tickets with regarding accommodation . | |

TASK 4 : Visit the palace & know its characteristics features

- | | |
|--|--|
| 1 Reach the place of visit using the relevant transport arrangements according to the booking made & accommodate in the place arranged(if required). | 4 Gather other information , spending time around the place of visit - like alternate accommodation of different category , guides , shopping , other interesting places nearby, Food outlets, Restaurants ,local culture & tradition. |
| 2 Arrive at the place of Physical importance at right time. | 5 Specially of the place of insert. |
| 3 Use local guide to explain the details & explore the place of visit - gather the information. | |

TASK 5 : Gather & Tabulate information

- | | |
|--|--|
| 1 Collect all the information gathered at the time of visit. | 3 Re do filling of the information gathered from task - w2 in fresh form adding (or) correcting with the information collected with the practical visit. |
| 2 Tabulate the information using the format bellow. | 4 Pin all the information & and File them for future reference. |

TASK 6 : Make a project report about a place of Physical Importance

- | | |
|--|---|
| 1 Collect all the information gathered at the time of visit | • Places to visit . |
| 2 Tabulate the information using the format given bellow. | • Other attractions near by . |
| 3 Make a neat report on the Destination of covering the following points | • Tables of information (of all Tasks) |
| • A brief introduction | • Pictures & Data collected related to tourism of place |
| • Detailed history of the place. | • Conclusion |

Format for Detailed Information About Identification Place of Physical Importance / Name of the place of Physical importance

Sl. No.	Details	Options	Choices	Contact Details (Ph. No., Webiste etc)
1	Transport	Rail	Train name, number & D.time _____ _____	_____ _____
		Bus	Route No. Transport Operator _____ _____	_____ _____
		Taxi	_____ _____	_____ _____
2	Travel Agency/Tour Operator	Option 1	_____	_____
		Option 2	_____	_____
3	Local Authority of the Place of visit		Designation Name	
		1 2	_____ _____	_____ _____
4	Accommodation	Star Category	_____ _____	_____ _____
		Budget Category	_____ _____	_____ _____
		Low priced	_____ _____	_____ _____
5	Local Tour Guide (Approved)	Option 1	Name : _____	
		Option 2	Name : _____	
6	Restaurants	Option 1	_____	
		Option 2	_____	
7	Shopping	Option 1	_____	
		Option 2	_____	
8	Places to visit nearby		Name Distance	
		1 2	_____ _____	_____ _____
9	Other Details (If any)			
10	Other Details (If any)			

Visit to places of Religious importance & make a project

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

- identify places of religious importance
- find their characteristics & choose a place to visit
- make relevant transport arrangement for visit
- visit & collect information about the tourist place
- tabulate the details gathered about the place for future reference
- prepare a detail project for taking tourist.

TASK 1 : Identify one place of religious importance from north/east/west/south

Instructor to arrange a tour for the trainees to one place of tourism importance identified according to convenience.

- 1 Use Atlas (Indian Map) & Spot Out The places of Cultural importance & list all the places from North/ East/ West/South region.
- 2 Collect information regarding the domestic & foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call & also using the Internet in website of the Indian Tourism department / state tourism Department.
- 3 Know the cultural importance of each region using the above method.
- 4 Enlist & tabulate the information gathered for future reference & to identify the place of visit , using the format given below.
- 5 Choose one place having high potential for tourism comparing the tourism inflow from the chart and also its cultural Importance.

Format for information for choosing places of religious importance

Sl. No.	Name of the place of Religious Importance	Domestic Tourist Inflow		Foreign Tourist Inflow		Religious Importance (Three each for one Place)
		Year-I	Year-II	Year-I	Year-II	
1	Name : _____ Religion : _____					• • •
2	Name : _____ Religion : _____					• • •
3	Name : _____ Religion : _____					• • •
4	Name : _____ Religion : _____					• • •
5	Name : _____ Religion : _____					• • •
6	Name : _____ Religion : _____					• • •

7	Name : _____ Religion : _____					• • •
8	Name : _____ Religion : _____					• • •
9	Name : _____ Religion : _____					• • •
10	Name : _____ Religion : _____					• • •

TASK 2 : Find the characteristics of the place of visit & Identify right time to visit

- 1 Call the local authorities of place of visit & gather the information about right season to visit.
- 2 Gather details regarding timing of the place of visit , Special events of cultural Importance like Dance Festivals , Musicals concerts, Kumbamela, , etc.
- 3 Tabulate the information collected for future reference.
- 4 Identify the right time to visit the place using above information according to the convenience.

Format for information about places of religious importance

Details	Place of Religious Importance
I. Timing	Morning : _____ To _____ Evening : _____ To _____
II. Special Ritual Programmes : 1 _____ 2 _____ 3 _____	Timings : 1 _____ To _____ 2 _____ To _____ 3 _____ To _____
III Season 1 Summer 2 Winter 3 Spring	_____ To _____ _____ To _____ _____ To _____
IV Special details (If any) • History • Pooja offering • _____ • _____ • _____ • _____	Details : _____ _____ _____ _____ _____

TASK 3 : Make relevent arrangements

- | | |
|---|--|
| <ol style="list-style-type: none"> 1 Using the map identify the shortest & convenient route to the place of visit. 2 Find out the convenient transportation - one or many (like Road (or) Road & Rail (Or) Road ,rail & Taxi, etc.). 3 Book ticket with the convenient mode of transportation | <ol style="list-style-type: none"> 4 Make booking & other arrangements regarding accommodation, taxi arrangements , local approved guides , booking with the place of visit (if required) , etc. 5 Pack Clothing & other requirements according to the season of the place of visit. |
|---|--|

TASK 4 : Visiting the place & know its characteristic features

- | | |
|--|---|
| <ol style="list-style-type: none"> 1 Reach the place of visit using the relevant transport arrangement according to the booking made & accommodate in the place arranged (if required). 2 Arrive at the place of place of Cultural importance at right time . 3 Use local guide to explain the details & explore the place of visit & gather the information . | <ol style="list-style-type: none"> 4 Gather other information , spending time around the place of visit -like alternate accommodation of different category , guides , shopping , other interesting places nearby , Food outlets, Restaurants, local culture & tradition , Other seasonal cultural activities. |
|--|---|

TASK 5 : Gather & Tabulate information

- | | |
|---|--|
| <ol style="list-style-type: none"> 1 Collect all the information gathered at the time of visit 2 Tabulate the information using the format given below. | <ol style="list-style-type: none"> 3 Re do filling of the information collected with the practical visit. 4 Pin all the information & File them for future reference |
|---|--|

TASK 6 : Make a project report about a place of religious Importance

- | | |
|--|--|
| <ol style="list-style-type: none"> 1 Collect all the information gathered at the time of visit . 2 Tabulate the information using the format given bellow. 3 Make a neat report on the Destination of covering the following points. <ul style="list-style-type: none"> • A brief information • Detailed history of the place. | <ul style="list-style-type: none"> • Places to visit. • Other attractions near by. • Tables of information (of all the Task) • Pictures & Data collected related to tourism of the place • Conclusion |
|--|--|

Format for detailed information about identified place of religious importance

Name of the place of religious importance

Sl. No.	Details	Options	Choices	Contact Details (Ph. No., Webiste etc)
1	Transport	Rail	Train name, number & D.time _____ _____	_____ _____
		Bus	Route No. Transport Operator _____ _____	_____ _____
		Taxi	_____ _____	_____ _____

2	Travel Agency/Tour Operator	Option 1 Option 2	_____ _____	_____ _____
3	Local Authority of the Place of visit	1 2	Designation Name _____ _____	_____ _____
4	Accommodation	Star Category Budget Category	_____ _____	_____ _____
5	Local Tour Guide	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)			

Visit to places of cultural importance & make a project

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

- identify places of cultural importance
- collect the information of cultural importance & other characteristics
- make relevant transport arrangement
- visit to the place of cultural importance & gather information
- tabulate the details gathered about the place for future reference
- prepare a detail project on the place of cultural importance for taking tourist.

TASK 1 : Identify one place of cultural importance from north/east/west/south

Instructor to arrange a tour for the trainees to one place of tourism importance identified according to convenience.

- 1 Use Atlas (Indian Map) & Spot Out The places of Cultural importance & list all the places from North/ East/ West/South region.

- 2 Collect information regarding the domestic & foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call & also using the Internet in website of the Indian Tourism department / state tourism Department.
- 3 Know the cultural importance of each region using the above method.

4 Enlist & tabulate the information gathered for future reference & to identify the place of visit , using the format given below.

5 Choose one place having high potential for tourism comparing the tourism inflow from the chart and also its cultural Importance .

Format for identifying place of cultural importance

Sl. No.	Name of the place of Cultural Importance	Domestic Tourist Inflow		Foreign Tourist Inflow		Religious Importance (Three each for one Place)
		Year-I	Year-II	Year-I	Year-II	
1	Name : _____					• • •
2	Name : _____					• • •
3	Name : _____					• • •
4	Name : _____					• • •
5	Name : _____					• • •
6	Name : _____					• • •
7	Name : _____					• • •
8	Name : _____					• • •
9	Name : _____					• • •
10	Name : _____					• • •

TASK 2 : Find the characteristics of the place of visit & Identify right time to visit

- 1 Call the local authorities of place of visit & gather the information about right season to visit.
- 2 Gather details regarding timing of the place of visit , Special events of cultural Importance like Dance Festivals , Musicals concerts, Kumbamela, , etc.
- 3 Tabulate the information collected for future reference.
- 4 Identify the right time to visit the place using above information according to the convenience.

Format for information about places of Cultural importance

Details	Place of Cultural Importance
I. Timing	Morning : _____ To _____ Evening : _____ To _____
II. Special Programs : Dance Festival, Musical, Events etc. 1 _____ 2 _____ 3 _____	Timings : 1 _____ To _____ 2 _____ To _____ 3 _____ To _____
III Season 1 Summer 2 Winter 3 Spring	_____ To _____ _____ To _____ _____ To _____
IV Special details (If any) • History • Culture • Monuments • Arts and Architecture • _____ • _____	Details : _____ _____ _____ _____ _____ _____

TASK 3 : Make relevent arrangements

- 1 Using the map identify the shortest & convenient route to the place of visit.
- 2 Find out the convenient transportation - one or many (like Road (or) Road & Rail (Or) Road ,rail & Taxi, etc.).
- 3 Book ticket with the convenient mode of transportation
- 4 Make booking & other arrangements regarding accommodation, taxi arrangements , local approved guides , booking with the place of visit (if required) , etc.
- 5 Pack Clothing & other requirements according to the season of the place of visit.

TASK 4 : Visiting the place & know its characteristic features

- 1 Reach the place of visit using the relevant transport arrangement according to the booking made & accommodate in the place arranged (if required).
- 2 Arrive at the place of place of Cultural importance at right time .
- 3 Use local guide to explain the details & explore the place of visit & 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 outlets, Restaurants, local culture & tradition , Other seasonal cultural activities.

TASK 5 : Gather & Tabulate information

- 1 Collect all the information gathered at the time of visit.
- 2 Tabulate the information using the format given below.
- 3 Re do filling of the information collected with the practical visit.
- 4 Pin all the information & File them for future reference

TASK 6 : Make a project report about a place of Cultural Importance

- 1 Collect all the information gathered at the time of visit .
- 2 Tabulate the information using the format given bellow.
- 3 Make a neat report on the Destination of covering the following points.
 - A brief information
 - Detailed history of the place .
 - Places to visit .
 - Other attractions near by .
 - Tables of information (of all the Task)
 - Pictures & Data collected related to tourism of the place
 - Conclusion

Format for Detailed Information About Identified Place of Cultural Importance

Name of the place of cultural impornace

Sl. No.	Details	Options	Choices	Contact Details (Ph. No., Webiste etc)
1	Transport	Rail	Train name, number & D.time _____ _____	_____ _____
		Bus	Route No. Transport Operator _____ _____	_____ _____
		Taxi	_____ _____	_____ _____
2	Travel Agency/Tour Operator	Option 1	_____	_____
		Option 2	_____	_____
3	Local Authority of the Place of visit	1	Designation Name _____ _____	_____ _____
		2	_____ _____	_____ _____

4	Accommodation	Star Category Budget Category	_____ _____ _____	_____ _____ _____
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)			

Visit to places of heritage importance (Historical Places) & make a project

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

- identify places of heritage importance
- find their characteristics
- make arrangements for visit
- visit & find information about the tourists place
- tabulate the details gathered about the place for future reference
- prepare a detail project for taking tourist.

TASK 1 : Identify one place of heritage importance from north/east/west/south

Instructor to arrange a tour for the trainees to one place of tourism importance identified according to convenience.

- 1 Use Atlas (Indian Map) & Spot Out The places of Heritage importance & list all the places from North/ East/ West/South region.
- 2 Collect information regarding the domestic & foreign tourist inflow of each region from local travel agents/ tour operators by making telephone call & also using the Internet in website of the Indian Tourism department / state tourism Department.
- 3 Know the cultural importance of each region using the above method.
- 4 Enlist & tabulate the information gathered for future reference & to identify the place of visit , using the format given below.
- 5 Choose one place having high potential for tourism comparing the tourism inflow from the chart and also its cultural Importance .

Format for information to identify place of heritage importance

Sl. No.	Name of the place of Heritage Importance	Domestic Tourist Inflow		Foreign Tourist Inflow		Physical Importance (Three each for one Place)
		Year-I	Year-II	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 : _____					• • •

TASK 2 : Find the characteristics of the place of visit & Identify right time to visit

- 1 Call the local authorities of place of visit & gather the information about right season to visit.
- 2 Gather details regarding timing of the place of visit , Special programme timing etc.
- 3 Tabulate the information collected for future reference.
- 4 Identify the right time to visit the place using above information according to the convenience.

Format for detailed information about places of Heritage importance

Details	Place of Heritage Importance
I. Timing	Morning : _____ To _____ Evening : _____ To _____
II. Special Programmes : 1 _____ 2 _____ 3 _____	Timings : 1 _____ To _____ 2 _____ To _____ 3 _____ To _____
1 Season 2 Summer 3 Winter 4 Spring	_____ To _____ _____ To _____ _____ To _____
III Special details (If any) • History • _____ • _____ • _____ • _____ • _____	Details : _____ _____ _____ _____ _____ _____ _____

TASK 3 : Make relevent arrangements

- 1 Using the map identify the shortest & convenient route to the place of visit.
- 2 Find out the convenient transportation - one or many (like Road (or) Road & Rail (Or) Road ,rail & Taxi, etc.).
- 3 Book ticket with the convenient mode of transportation
- 4 Make booking & other arrangements regarding accommodation, taxi arrangements , local approved guides , booking with the place of visit (if required) , etc.
- 5 Pack Clothing & other requirements according to the season of the place of visit.

TASK 4 : Visiting the place & know its characteristic features

- 1 Reach the place of visit using the relevant transport arrangement according to the booking made & accommodate in the place arranged (if required).
- 2 Arrive at the place of place of heritage importance at right time .
- 3 Use local guide to explain the details & explore the place of visit & 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 outlets, Restaurants, local culture & tradition

TASK 5 : Gather & Tabulate information

- 1 Collect all the information gathered at the time of visit
- 2 Tabulate the information using the format given below.
- 3 Re do filling of the information gathered from task -2 in a fresh form adding (or) correcting iwth the information collected with the practical visit.
- 4 Pin all the information & File them for future reference

TASK 6 : Make a project report about a place of Heritage Importance

- 1 Collect all the information gathered at the time of visit
 - 2 Tabulate the information using the format given bellow.
 - 3 Make a neat report on the Destination of covering the following points.
 - A brief information
 - Detailed history of the place.
 - Total ----- of time require from the start to end.
- Places to visit & view attraction if any.
 - Expected financial commintment.
 - Tables of information (of all the Task)
 - Pictures & Data collected related to tourism of the place
 - Emergency services if needed.
 - Conclusion.

Format for Detailed Information About Identified Place of Heritage Importance

Name of the place of heritage importance

Sl. No.	Details	Options	Choices	Contact Details (Ph. No., Webiste etc)
1	Transport	Rail	Train name, number & D.time _____ _____	_____ _____
		Bus	Route No. Transport Operator _____ _____	_____ _____
		Taxi	_____ _____	_____ _____
2	Travel Agency/Tour Operator	Option 1	_____	_____
		Option 2	_____	_____
3	Local Authority of the Place of visit	1	Designation Name _____ _____	_____ _____
		2	_____ _____	_____ _____

4	Accommodation	Star Category Budget Category	_____ _____ _____	_____
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)			

Visit to fairs, festivals, exhibitions & make a project

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

- find fairs, exhibitions & festivals organised from your region
- gather information about them & identify one place to visit
- make arrangements for visit
- visit to fair/festival/exhibition
- tabulate the details gathered about it for future reference
- prepare a detail project.

TASK 1 : Find fairs, exhibitions & festivals organised from your region

Instructor to arrange a tour for the trainees to one place of tourism importance identified according to convenience.

- 1 Use internet spot out the places where various Fair Festivals, Exhibition activities are conducted & list all the places from North/East/West/South Region
- 2 Collect information about the various events related to the fairs, timing duration, etc. from Event coordinators local travel agents/tour operators by making telephone call & also using the Internet in website of the Indian Tourism department / state tourism Department.
- 3 Know the tourist inflow using the above method.
- 4 Enlist & tabulate the information gathered for future reference & to identify the place of visit , using the format given below.
- 5 Choose one place and also its having high potential for tourism comparing the tourist inflow from the chart and also its importance.

Format for information for choosing Places of fairs, festivals & exhibitions

Sl. No.	Name of the place	Domestic Tourist Inflow		Foreign Tourist Inflow		Fairs/Festivals/ Exhibitions Activities With Period & Duration
		Year-I	Year-II	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 : _____					• • •

TASK 2 : Find the characteristics of the place of visit and identify right time to visit

- 1 Call the local authorities of place of visit & gather the information about right season to visit.
- 2 Gather details regarding timing of the place of visit , Special ritual programme timing etc.
- 3 Tabulate the information collected for future reference.
- 4 Identify the right time to visit the place using above information according to the convenience.

Format for information about places of fairs, festivals and exhibition

Details	Place of Fairs and Festival
I. Timing	Morning : _____ To _____ Evening : _____ To _____
II. Special Events/ Programs : 1 _____ 2 _____ 3 _____	Timings : 1 _____ To _____ 2 _____ To _____ 3 _____ To _____
1 Season 2 Summer 3 Winter 4 Spring	_____ To _____ _____ To _____ _____ To _____
III Special details (If any) • Frequency • Requirements for the event • _____ • _____ • _____ • _____	Details : _____ _____ _____ _____ _____ _____

TASK 3 : Make relevent arrangements

- 1 Using the map identify the shortest & convenient route to the place of visit.
- 2 Find out the convenient transportation - one or many (like Road (or) Road & Rail (Or) Road ,rail & Taxi, etc.).
- 3 Book ticket with the convenient mode of transportation
- 4 Make booking & other arrangements regarding accommodation, taxi arrangements , local approved guides , booking with the place of visit (if required) , etc.
- 5 Pack Clothing & other requirements according to the season of the place of visit.

TASK 4 : Visiting the place and know its characteristic features

- 1 Reach the place of visit using the relevant transport arrangement according to the booking made & accommodate in the place arranged (if required).
- 2 Arrive at the place of Fair/Festival/Exhibition at right time.
- 3 Use local guide to explain the details & explore the place of visit & 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 outlets , Restaurants, local culture & 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 below.
- 3 Re do filling of the information gathered from task -2 in a fresh form adding (or) correcting iwth the information collected with the practical visit.
- 4 Pin all the information & File them for future reference

TASK 6 : Make a project report about a place of visit and various fairs/festivals/exhibitions

- 1 Collect all the information gathered at the time of visit
- 2 Tabulate the information using the format given bellow.
- 3 Make a neat report on the Destination of covering the following points.
 - A brief information on & Various fairs/festivals/ exhibitions.
 - Famous Fairs/Festivals/Exhibitions of India
 - Detailed information of the place visited.
 - Various activity related to the fairs/festivals/exhibitions.
 - Places to visit nearby.
 - Other attractions near by .
 - Tables of information (of all the Task)
 - Pictures & Data collected related to tourism of the place
 - Conclusion

Format for Detailed Information About Identified Place of Fair / Festivals / Exhibition

Name of the place : Name of the Fair / Festival/ Exhibition

SI. No.	Details	Options	Choices	Contact Details (Ph. No., Website etc)
1	Transport	Rail	Train name, number & D.time _____ _____	_____ _____
		Bus	Route No. Transport Operator _____ _____	_____ _____
		Taxi	_____ _____	_____ _____
2	Travel Agency/Tour Operator	Option 1	_____	_____
		Option 2	_____	_____
3	Local Authority of the Place of visit		Designation Name	
		1 2	_____ _____	_____ _____
4	Accommodation	Star Category	_____	_____
		Budget Category	_____	_____
		Low priced	_____	_____
5	Local Tour Guide (Approved)	Option 1	Name : _____	
		Option 2	Name : _____	
6	Restaurants	Option 1	_____	
		Option 2	_____	
7	Shopping	Option 1	_____	
		Option 2	_____	
8	Places to visit nearby		Name Distance	
		1 2	_____ _____	_____ _____
9	Other Details (If any)			
10	Other Details (If any)			

Study tours to locate tourist organizations

- Objectives:** At the end of this exercise you will be able to
- to know the tourist office at various location
 - prepare questionare to get details form the Govt optics
 - collect the information
 - store the data in to the computer to reference.

Requirements

Materials

- Computer with data service
- Smart phone
- White sheet/pen/pencil

- File
- India map (India itiney map)

PROCEDURE

TASK 1: The tourist office at various location

- 1 Gather information from the local tourist office by the state Govt.
- 2 Govt. of India portal. <http://tourism.gov.in> to find out regional tourism office in India.

TASK 2: Make a question format to analyse the strength weeks in all time tourism

Question model

- 1 The location of regional tourism offices in India.
- 2 The action taken by tourism develop authorities to improve our strength in priority tourism.
- 3 The plan to welcome weakness.
- 4 Plans to high light better India in the future.

TASK 3: Collect the information for the officials

- 1 Visit the tourist office well in advance.
- 2 Meet the official.
- 3 Collect the valuable information of using question are format.
- 4 Store the data in to the computer.

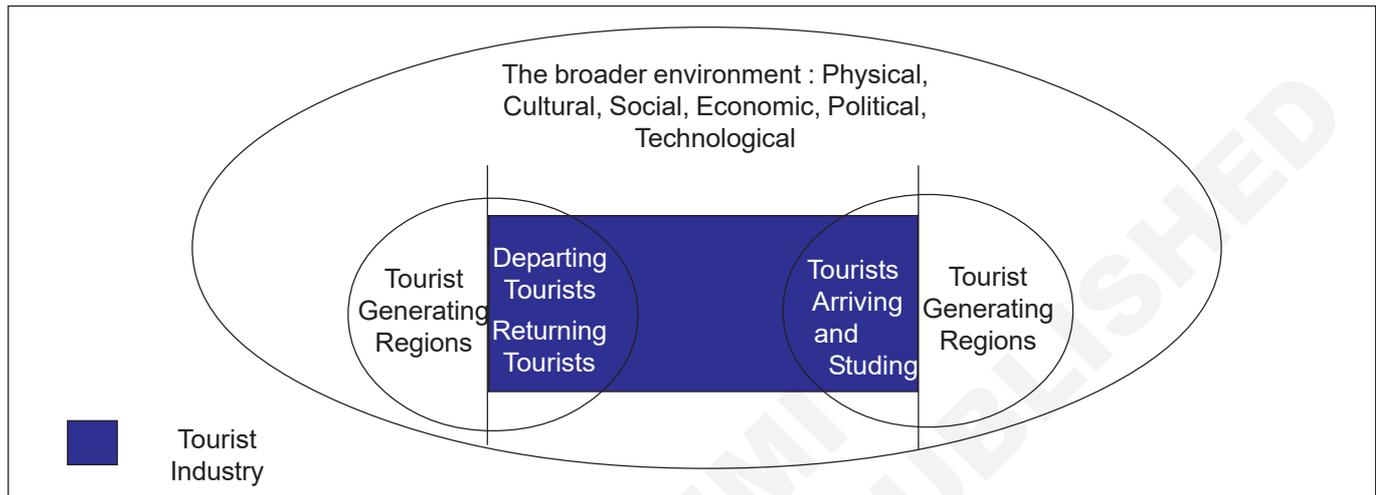
Draw chart on tourism systems

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

- **chart on tourism system by integrating tourism markets, transportation, destination and their marketing.**

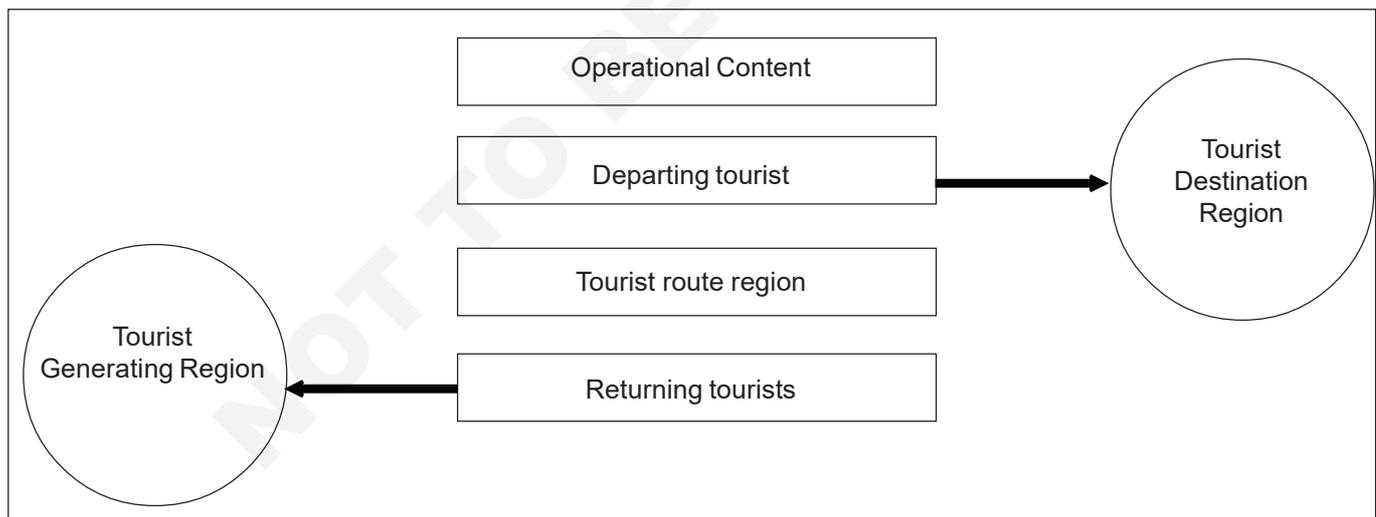
PROCEDURE

TASK 1 : Draw chart integrating tourism and its environment



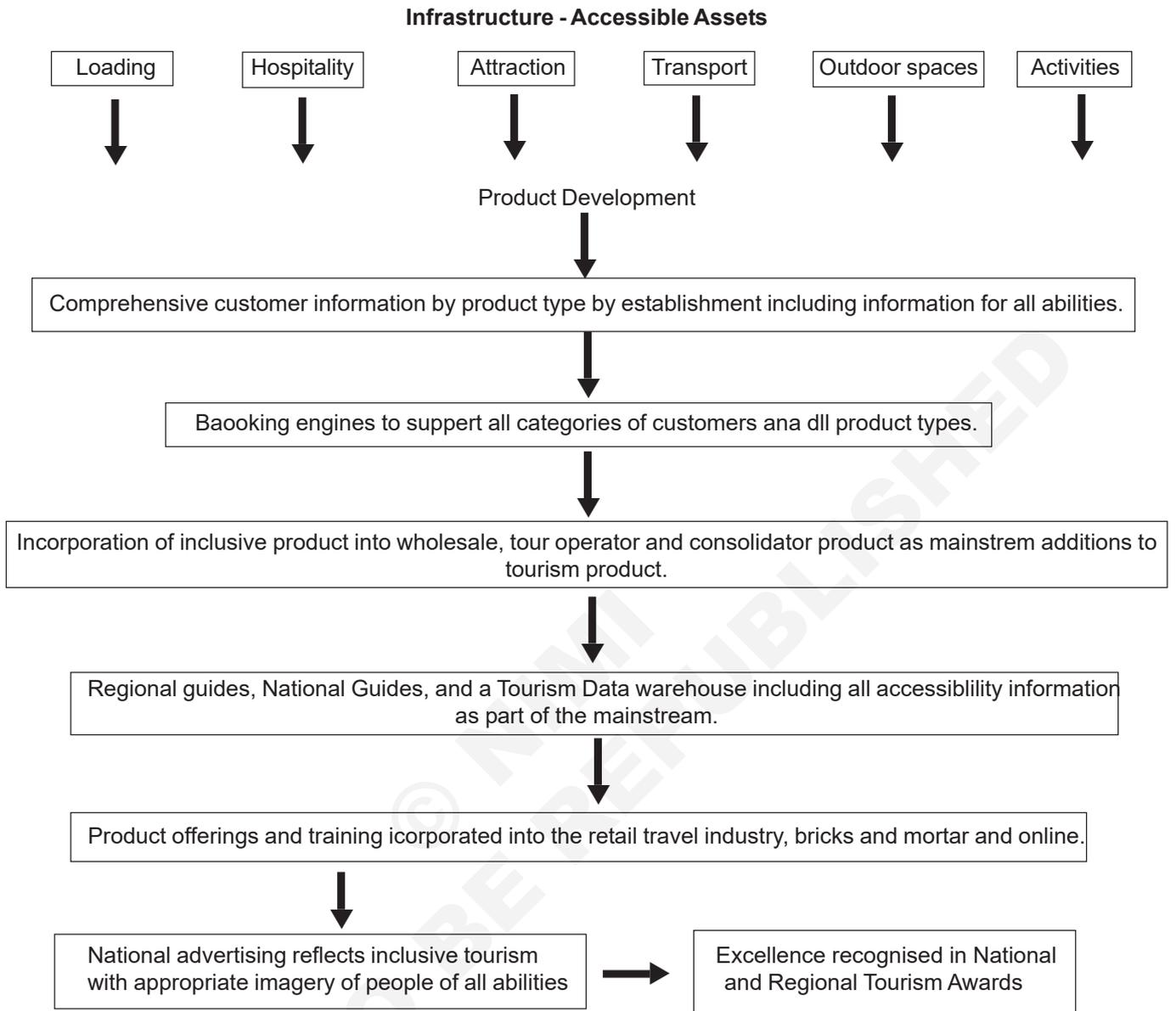
TASK 2 : Draw chart integrating tourism and its variables

Factors include economic, socio - cultural political, technological legal and environmental variables



TASK 3 : Draw a flow chart integrating tourism and its market

Inclusive Tourism Strategy Outline - Key Elements



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 and understanding of the needs of the disabled traveler.

Accessible infrastructure has to be seen as a competitive advantage and the principles of universal 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.

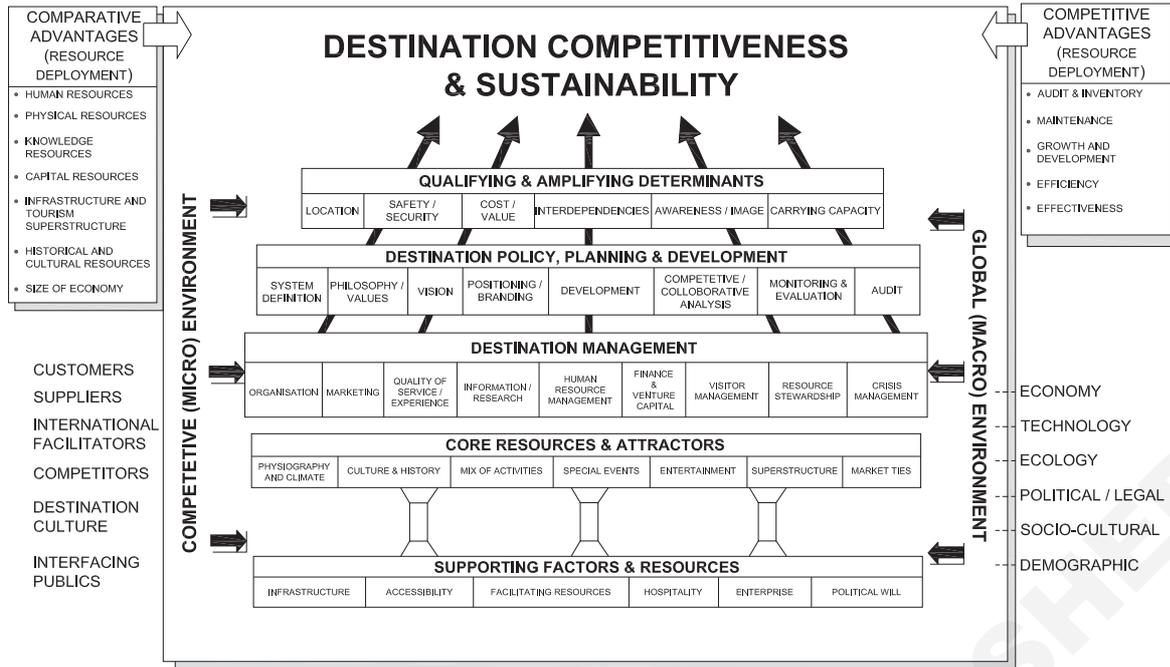
In other words it has to be seen as “just another product offering” to cater for another market sector.

TASK 4 : Draw chart integrating tourism and destination sustainability

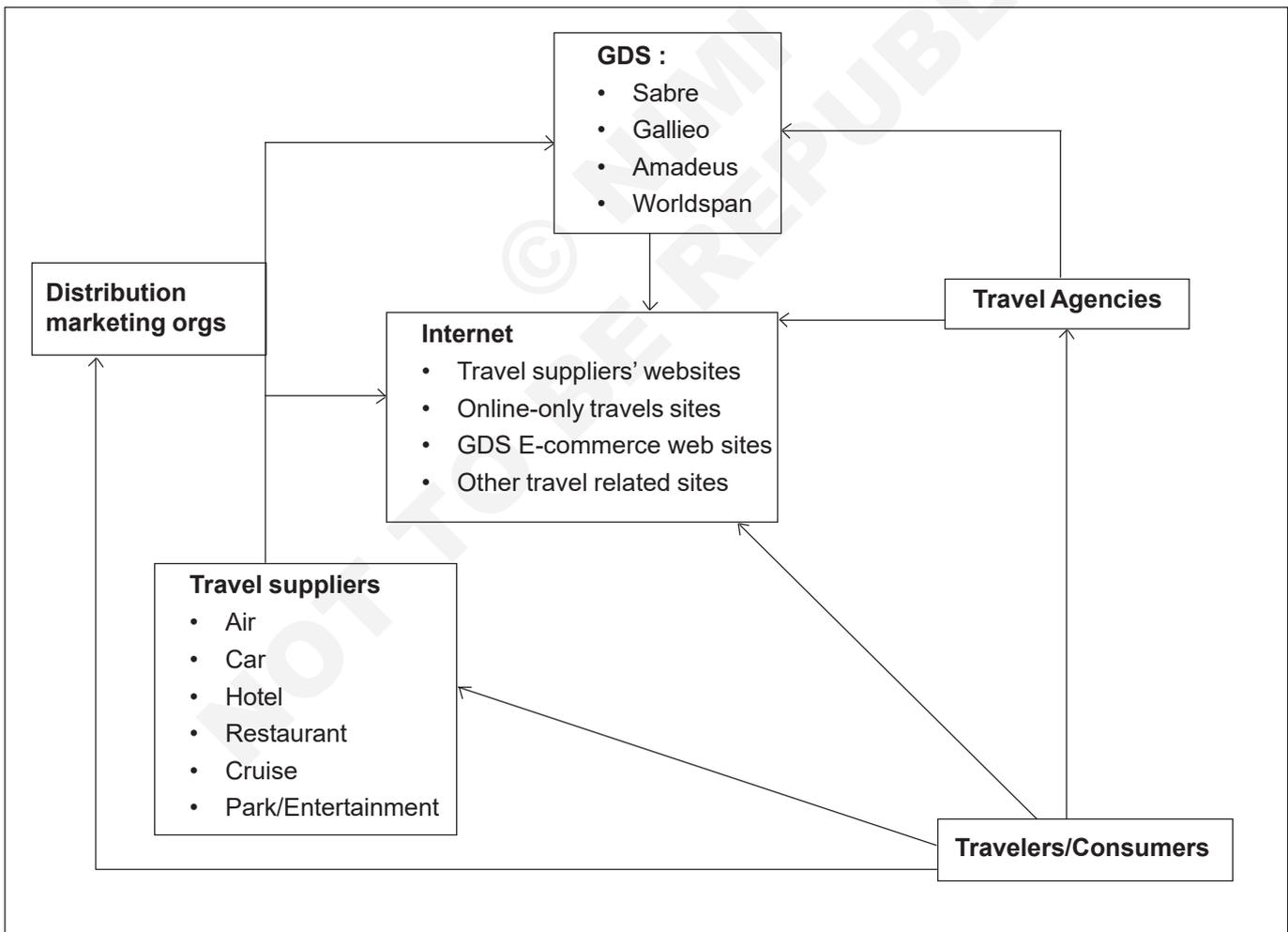
TASK 5 : Draw chart integrating tourism and transport services

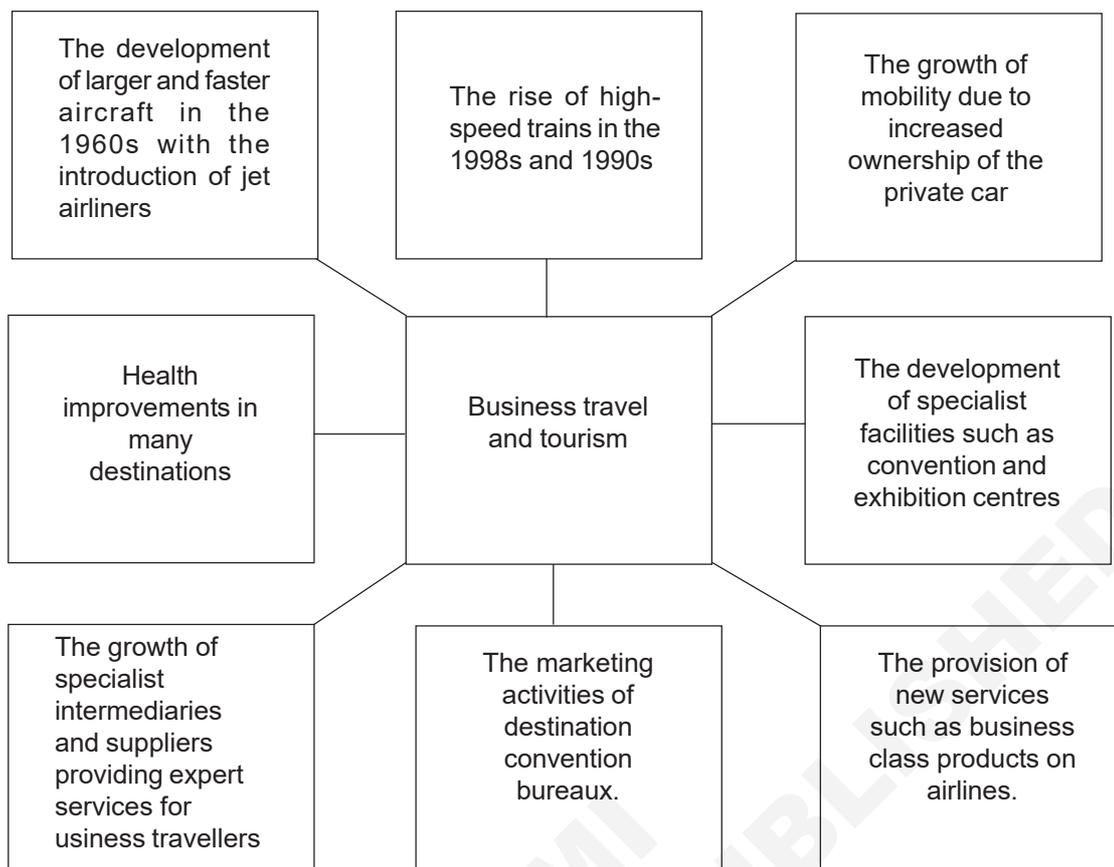
TASK 6 : Draw chart integrating tourism and business travel

Fig 1



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