

**A.S.D. GOVT. DEGREE COLLEGE FOR
WOMEN (A), KAKINADA**

(Accredited by NAAC with 'B' in Cycle 3)
(Affiliated to Adikavi Nannaya University: Rajamahendravaram)



DEPARTMENT OF HISTORY

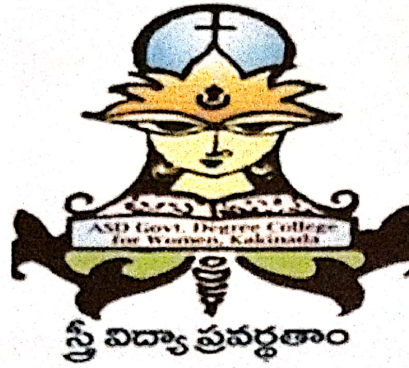
CERTIFICATE COURSE

TRAVEL AGENCY AND TOUR

OPERATION SKILLS

2023-24

A.S.D. GOVERNMENT DEGREE COLLEGE (Women),
(Autonomous), KAKINADA



DEPARTMENT OF HISTORY
CERTIFICATE COURSE
ON
TRAVEL AGENCY AND TOUR
OPERATION SKILLS

ACADEMIC YEAR- 2023-24

[from 01-03-2024 to 30-04-2024]

No. of Participants: 12

Time: 4pm – 5 pm

No. of Hours: 45



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A.S.D. GOVERNMENT DEGREE COLLEGE (Women),
(Autonomous), KAKINADA
DEPARTMENT OF HISTORY
PERMISSION LETTER

Date: 22-02-2024

From
Y.Sita Maha Lakshmi,
Lecturer in- charge,
Dept. of History

To
The Principal,
A.S.D GDC(W),(A),KAKINADA

Respected Madam,

Sub: -A.S. D GDC(W), (A), Kakinada- Department of History - commencement of a Certificate course in **"TRAVEL AGENCY AND TOUR OPERATION SKILLS "** on 01-03-2024 to 30-04-2024 (45 Hrs/ Days) for the academic year 2023-24 Permission requested- regarding.

With reference to the subjected cited, I bring to your kind notice that the Department of History is offering a certificate course in **"TRAVEL AGENCY AND TOUR OPERATION SKILLS"** for the for the academic year2023-24. In this connection, I request you to accord permission for commencing the course from 01-03-2024.

Thanking you Madam,

Yours faithfully,



Enclosure: Circular showing the details.

A.S.D. GOVERNMENT DEGREE COLLEGE (Women),
(Autonomous), KAKINADA
DEPARTMENT OF HISTORY



CIRCULAR
DEPARTMENT OF HISTORY

offers

A Certificate course

in

“TRAVEL AGENCY AND TOUR OPERATION SKILLS”

Course Objectives:

- To help the students understand the concept of Travel intermediaries
- To determine the career opportunities in Tourism intermediary business
- To give a broad idea about Travel Agency and Tour operators and their role in Travel & Tourism industry

Course
duration: 45

Eligibility: II UG
students

students
intake: 15

- Interested students may enrol their names on or before. 28- 02-2024.

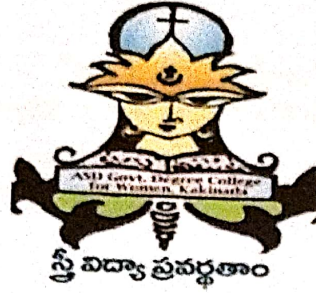
*Lee in charge,
Dept. of History.*

V. N. S. O.
Signature of the Principal

PRINCIPAL
A.S.D. GOVT. DEGREE COLLEGE (WOMEN)
AUTONOMOUS
KAKINADA

A.S.D. GOVERNMENT DEGREE COLLEGE (Women),
(Autonomous), KAKINADA

DEPARTMENT OF HISTORY



CERTIFICATE COURSE ON "TRAVEL AGENCY AND
TOUR OPERATION SKILLS"

TO UNDERGRADUATE STUDENTS

Curriculum of the course

S.No.	Name of the TOPIC	Days	Teaching Hours
1	Travel Agency and Tour operations – Difference between Travel Agent and Tour operator – Functions of Tour Operator – Types of Tour Operations and of Tour Operators - A brief study of tour operating agencies like APTDC, Southern Travels etc.	15	15 Hours
2	Meaning of tour guide - types of tour guide: heritage guide, nature guide, adventure guide, business guide, special interest guide etc – duties and responsibilities of guides -various roles of tour guide.	15	15 Hours
3	Guiding techniques: leadership skills, social skills, presentation skills, communication skills –Guide's personality skills: passion, empathy, enthusiasm, punctuality, humor etc Personal Hygiene and grooming– code of conduct.	15	15 Hours
	Total hours	45	45 hours

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PRINCIPAL
A.S.D.GOV.T.DEGREE COLLEGE
AUTONOMOUS
KAKINADA

A.S.D. GOVT. DEGREE COLLEGE FOR WOMEN (A),

KAKINADA

Department Of HISTORY

REPORT ON CERTIFICATE COURSE

**Title of the Course: TRAVEL AGENCY AND TOUR
OPERATION SKILLS**

March 1st 2024 to 30th April 2024

Course Objective:

- To help the students understand the concept of Travel intermediaries
- To determine the career opportunities in Tourism intermediary business
- To give a broad idea about Travel Agency and Tour operators and their role in Travel & Tourism industry

Learning Outcomes:

Students after successful completion of the course will be able to:

- Acquire tour guiding, operating and soft skills
- Cultivate cultural awareness and flexibility
- Understand and apply team spirit
- Plan and organize tour operations efficiently

Duration of the Programme

The duration of the course is 45 hours.

Assessment

The course will have two components of evaluation:

- There will be a continuous evaluation of 50 marks based on classroom
- The written examination will be of 50 marks and 1 hour & 30 minutes duration.

The grade will be calculated for the continuous evaluation and final examination and grade will be as per the grading system below:

Sr. no.	Grade	Grade Points	Absolute Marks
1	O (Outstanding)	10	90 and above
2	A+ (Excellent)	9	80 to 89
3	A (Very Good)	8	70 to 69
4	B+ (Good)	7	60 to 69
5	B (Above Average)	6	50 to 59
6	C (Average)	5	40 to 50



**A.S.D. GOVT. DEGREE COLLEGE FOR WOMEN (A),
KAKINADA**

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(Affiliated to Adikavi Nannaya University: Rajahmahendravaram)

Certificate Course: Travel Agency and Tour Operation Skills

Duration: 45 Days

Syllabus

Total No. of periods: 45 hours

Unit:1

Travel Agency and Tour operations – Difference between Travel Agent and Tour operator – Travel formalities – pass port – Visa Functions of Tour Operator – Types of Tour Operations and of Tour Operators - A brief study of tour operating agencies like APTDC, Southern Travels etc.

Unit:2

Meaning of tour guide - types of tour guide: heritage guide, nature guide, adventure guide, business guide, special interest guide etc – duties and responsibilities of guides -various roles of tour guide.

Unit:3

Guiding techniques: leadership skills, social skills, presentation skills, communication skills – Guide's personality skills: passion, empathy, enthusiasm, punctuality, humor etc Personal Hygiene and grooming– code of conduct.

A.S.D. GOVERNMENT DEGREE COLLEGE (Women), (A)
KAKINADA

DEPARTMENT OF HISTORY

Certificate course in "Travel Agency and Tour Operation Skills" 2023- 24

S.No	Name of the Student	Hall Ticket No	Year / Group	Signature of the Student
1	CH. PAVANI	2214001	II BAHEP	ch. Pavani
2	G.S.V. Lakshmi	2214002	"	G. Sri Venkata Lakshmi
3	Md. Sara Mayeen	2214003	"	Md. Sara Mayeen
4	Md. Zakiya	2214004	"	Md. Zakiya
5	P. Devi	2214005	"	P. Devi
6	P. Jhansi Rani	2214008	"	P. Jhansi Rani
7	B. Jahnavi	2214009	"	B. Jahnavi
8	D. Sailaja	2214010	"	D. Sailaja
9	D. Anjali	2214011	"	D. Anjali
10	G. Jyothi	2214013	"	G. Jyothi
11	J. Anusha.	2214014	"	J. Anusha
12	K. Ramya.	2214015	"	K. Ramya
13				
14				
15				
16				
17				
18				
19				
20				

Signature of the in-charge

V. R. L.
PRINCIPAL
A.S.D. GOVT. DEGREE COLLEGE
AUTONOMOUS
KAKINADA

A S D Govt. Degree College for Women(A) Kakinada

Department of History


Certificate


This certificate is awarded to Ms. P. DEVI

Regd.No. 2214005

**for the successful completion of Certificate Course on "Travel Agency and Tour
Operations Skills"**

conducted by History Department from 1st March 2024 to April 30, 2024. (45 Hours)


Lecturer in Charge


Principal

PRINCIPAL
A.S.D.GOV.T.DEGREE COLLEG
AUTONOMOUS
KAKINADA

123 Certificates

A S D Govt. Degree College for Women(A) Kakinada

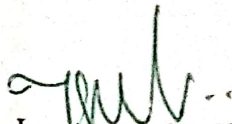
Department of History

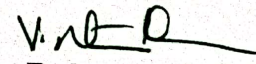
Certificate

This certificate is awarded to Ms. Md. ZAKIYA Regd.No. 2214004

for the successful completion of Certificate Course on "Travel Agency and Tour
Operations Skills"

conducted by History Department from 1st March 2024 to April 30, 2024. (45 Hours)


Lecturer in Charge


Principal

PRINCIPAL
A.S.D.GOV.T.DEGREE COLLEGE
AUTONOMOUS
KAKINADA

125 certificates

A S D Govt. Degree College for Women(A) Kakinada


Department of History


Certificate

This certificate is awarded to **Ms. Md. EARA MAYEEN** Regd.No. 2214003

for the successful completion of Certificate Course on **“Travel Agency and Tour
Operations Skills”**

conducted by History Department from 1st March 2024 to April 30, 2024. (45 Hours)


Lecturer in Charge


Principal

PRINCIPAL
A.S.D.GOV.T.DEGREE COLLEGE,
AUTONOMOUS
KAKINADA

123 CERTIFICATES

A S D Govt. Degree College for Women(A) Kakinada

Department of History


Certificate


This certificate is awarded to **Ms. B. JAHNAVI**

Regd.No. 2214009

for the successful completion of Certificate Course on **"Travel Agency and Tour
Operations Skills"**

conducted by History Department from 1st March 2024 to April 30, 2024. (45 Hours)


Lecturer in Charge


Principal

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A.S.D.GOV.T.DEGREE COLLEGE
AUTONOMOUS
KAKINADA

125 certificates

A S D Govt. Degree College for Women(A) Kakinada

Department of History

Certificate

This certificate is awarded to CH.Pavani Regd.No. 2214001

for the successful completion of Certificate Course on “Travel Agency and Tour

Operations Skills

conducted by History Department from 1st March 2024 to April 30, 2024. (45 Hours)



V. N. D.
PRINCIPAL
A.S.D. GOVT. DEGREE COLLEGE (W)
AUTONOMOUS
KAKINADA

A handwritten signature in black ink, appearing to read "R. S. S.", written over a horizontal line.

In-charge

Principal

123 certificates


A.S.D. GOVERNMENT DEGREE COLLEGE (Women), (Autonomous),

KAKINADA

DEPARTMENT OF HISTORY

Student Feedback analysis on "Travel Agency and Tour Operation Skills"

Sl.No	Questionnaire	Excellent 5	Very Good 5	Good 5	Average 5	Poor 5	Total 25	
1	Syllabus frame work	✓	—	—	—	—		
2	Coverage of Syllabus	✓	—	—	—	—		
3	Course Methods	✓	—	—	—	—		
4	Explanation of the topics	✓	—					
5	Interaction	✓						
6	Doubts clarification	✓						
7	Teacher presentation	✓						
8	Interest Generation	✓						
9	Time Management	✓						
10	Overall opinion	✓						
	Remarks of the Principal							25


Signature of the Principal

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KAKINADA

A.S.D.GOV'T DEGREE COLLEGE FOR (W) (A), KAKINADA

DEPARTMENT OF HISTORY

CERTIFICATE COURSE - TRAVEL AGENCY AND TOUR OPERATION SKILLS

2023 - 24

S.No	H. T No.	Name of the Student	Class/Group	Signature of the student
1	2214001	CHALAMSETTI PAVANI	II B.A HEP	Ch. Pavani
2	2214002	GANDHA SRI VENKATALAKSHMI	II B.A HEP	G. Sri Venkata Lakshmi
3	2214003	MOHAMMAD EQRA MAYEEN	II B.A HEP	Md. Eqra Mayeen
4	2214004	MOHAMMED ZAKIYA	II B.A HEP	Md. Zakiya
5	2214005	PADALA DEVI	II B.A HEP	P. Devi
6	2214008	PINAPOTHU JHANSI RANI	II B.A HEP	P. Jhansi Rani
7	2214009	BOTSA JAHNAVI	II B.A HEP	B. Jahnavi
8	2214010	DADALA SAILAJA	II B.A HEP	D. Sailaja
9	2214011	DANDINGI ANJALI	II B.A HEP	D. Anjali
			II B.A HEP	
10	2214013	GELLA JYOTHI	II B.A HEP	G. Jyothi
11	2214014	JANIPALLI ANUSHA	II B.A HEP	J. Anusha

12 2214015 K. RAMYA

K. Ramya

Thru
In charge.

V. N. K.
PRINCIPAL
A.S.D.GOV'T. DEGREE COLLEGE
AUTONOMOUS
KAKINADA