

**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

to
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.

TAU
Lee in charge,
Dept. of History.

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

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A.S.D. GOVT. DEGREE COLLEGE (W)
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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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**

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

Certificate Course: Travel Agency and Tour Operation Skills

Syllabus

Duration: 45 Days

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.

Attendance Register

S. No.	NAME	Designation	Attendance										Attendance											Remarks								
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21		22	23	24	25	26	27	28	29
1	Ch. Pavani	2214001	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
2	G. Sri Venkata Lakshmi	2214002	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
3	Md. Egra Mayeen	2214003	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
4	Md. Zakiyo	2214004	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
5	P. Devi	2214005	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
6	P. Jhansi Rani	2214008	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
7	B. Jahnvi	2214009	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
8	D. Sailaja	2214010	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
9	D. Anjali	2214011	A	P	P	P	P	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
10	G. Jyothi	2214013	P	P	P	P	P	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
11	T. Anusha	2214014	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
12	K. Ramya	2214015	P	A	A	P	P	P	P	P	P	A	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	

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Vineetha
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Name Of The Office Certificate course
Travel Agency and Tour Operation Skills

Attendance

Register

Month April
Year 2024

S. No.	NAME	Designation	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Remarks
1	Ch. pavani	2214001	P	P	P	P		P		P		P		P		P		P		P		P		P		P		P		P		P		
2	G. Sri Venkata Lakshmi	2214002	P	P	P	P		P		P		P		P		P		P		P		P		P		P		P		P		P		
3	Md. sara Hayeen	2214003	P	P	P	P		P		P		P		P		P		P		P		P		P		P		P		P		P		
4	Md. zakiya	2214004	P	P	P	P		P		P		P		P		P		P		P		P		P		P		P		P		P		
5	P. Devi	2214005	P	P	P	P		P		P		P		P		P		P		P		P		P		P		P		P		P		
6	P. Jhansi Rani	2214008	P	P	P	P		P		P		P		P		P		P		P		P		P		P		P		P		P		
7	B. Tahmami	2214009	P	P	P	P		P		P		P		P		P		P		P		P		P		P		P		P		P		
8	D. Sailaja	2214010	P	P	P	A		A		A		A		A		A		A		A		A		A		A		A		A		A		
9	D. Anjali	2214011	A	P	P	A		A		A		A		A		A		A		A		A		A		A		A		A		A		
10	G. Jyothi	2214013	P	P	P	P		P		P		P		P		P		P		P		P		P		P		P		P		P		
11	J. Anusha	2214014	P	P	P	P		P		P		P		P		P		P		P		P		P		P		P		P		P		
12	K. Ramya	2214015	P	P	P	A		A		A		A		A		A		A		A		A		A		A		A		A		A		

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A.S.D. GOVT. DEGREE COLLEGE FOR WOMEN (A), KAKINADA
(Accredited by NAAC with 'B' in Cycle 3)

(AFFILIATED TO ADIKAVINANNAYA UNIVERSITY: RAJAMAHENDRAVARAM)

Certificate Course: Travel Agency and Tour Operation Skills

Time: 2hr Hrs

Max.Marks : 50

SECTION -A

I. I. Answer any Three of the following questions

3x10 = 30Marks

1A). What are the duties and responsibilities of Tour Guides (OR)

.B)Write about guiding techniques and its various skills

2A).What are the measures for conducting Tour (OR)

B) Write about the conducting of various types of Tours

3A) What are the difference between Travel agent and Tour Operator (OR)
(OR)

B) Write about various Tour Operating Agencies

SECTION - B

II. Write short notes on Four of the following?

4x5M = 20 marks

1. Write a note on role of Tour guide

2. Code of conduct in Tourism Guidance

3. Types of Tour Operations

4. Write about VISA

5. What are Security measures in conducting Tourist

6. Write a note on Relationship with fellow guides

7. What are the functions of Tour operator

8. Write a note on APTDC

V. N. G.
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KAKINADA

M. S. 2019/24
In-charge,
Dept. of Hostels

S. No.	NAME	Designation	1	2	3	4	5	6	7	8	9	10
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presentation skills - 6/4/24
8/4/24

guide's personality skills - 10/4/24
12/4/24

passion - empathy - enthusiasm, punctuality 13/4/24
15/4/24
16/4/24

personal hygiene and grooming 18/4/24
19/4/24
20/4/24

code of conduct 22/4/24
24/4/24

preparation for exam 25/4/24
29/4/24

exam conducted on 30/4/24

TRV
Lee in charge
Dept. of History

V. N. D
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KAKINADA

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. Jhansirani
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. O.
PRINCIPAL
A.S.D. GOVT. DEGREE COLLEGE
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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

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

Department of History

Certificate

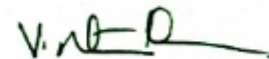
This certificate is awarded to **Ms. Md. ZAKIYA** **Regd.No. 2214004**

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

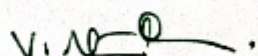
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A.S.D. GOVERNMENT DEGREE COLLEGE (Women), (Autonomous),
KAKINADA

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

PRINCIPAL
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