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

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



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

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

PERMISSION LETTER

Date: 22-02-2024

From

A

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. Signature of the Principal

AS.D.GOVT.DEGREE COLLEGE (**
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

Jul.

PRINCIPAL
AS.D.GOVT.DEGREE COLLES
AUTONOMOUS
KAKINGS

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: Rajahmahendravaram)

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.

-	ome or the orice Certificate Travel Agency & Town ape	ration sti	18-			A	tt	en	ıd	ar	ıc	e]	Re	g	is	te	r												15-19				202	4	30.5)		September 1	A STANSON OF
S. No.	NAME	Desig- nation	1	2	0	4	5	6	7 (8	9 (0		11	12	13	14	15	16	0	18	19	20	21	22	23	(4)	25	26	2	2	8	93	00	D		F	emar	ks.	A CONTRACTOR
1	ch pavani	2214001	P	P	1	ρ	P	P	P	1	ρ	I	14	P	P	P		P	P	1	P	P	P	P	P	P		1	2	ρ	ρ	P	1	1	1					
2	G sri Venkata lakshmi	22 14 002		2 1		P	P	P	e	11	0	4	100	P	P	P	P	0	P	-	P	1	P	P	P	1	+	1	0	0	P	P	1	0	4	-	-		-	
3	Md. Egra Maycen	2214003	14	2 6		0000	è	P	P	11	1	1		00	P	P	P	P	P		P	4	P	P	P	P	1	4	P	0	2	1	1	9	+	-	-5.5			
4	Md. Zatiya	2214004	1/	10		P	P	je.	À	Н,	P	1		P	P	P	P	P	1	H	1	P	1	1 6	1-6	7	1	11.	P	P	P	P	+	0	-	1	-			
cll	P Devi	2214005	10	P		è	è	è.	P	1	0	#		P	P	P	P	P	1	\vdash	1	P	P	+6	P	P	4	#	P	P	P	0	++	P	1	1		-		
6	P. Thansi Rane	2214 005	1	To		P	P	P	1	1	P	4		1	P	P	P	8	P	Н	1	1	2-1	14	4	1	P	4	P	P	P	P	11	0	H	1	-		_	
71	B Jahnavi	2214009	10	P		P	P	P	i	_	o l			P	P	C	P	P	P		1	2	2	2/1	2	P.	P	Н	P	P	P	P	11	10	11	11				
2-	D. Sailaia	2214010	P	10	7	P	0	P	p!	ş	6			P	P	P	P	1-6	P	+	1	0	1	21	21	P	1	1	P	P	P	P	11	10	1	41				
	D. Aniali	2214011	LA	1e	9	P	P	A	P	¥	1	30		PAP	P	P	A	P	P	-	1	0	9	P	P	A	A	1	P	P	1	10	2	10	1	111				
	G. Tyothi	2211.01	kl o	10		0	2	0	A	V.	6	3	1	A	A	P	P	P	9	1	9	9	1	P	è	A	A	1	1	16	1	10	,	11.	2	1	77	1		
41.	1. Anusha	22-14014	0	0	157	0	0	0	D	3	0	3		0	P	P	P	A	LA	L	3	P	2!	0	p	P	A	1	1	2	0	0	0	. 11	2					
1	K. Ramya	22-14014	0	1	0)	0	0	0	0	Ś	0	OJ		PA	A	Le	2	0 6	2	0 8	J.	A	1	A	P	A	Ð	10	1	16		0	2		a	-				
11	0.		T	T	T	1	1	1	1	4	1	1	-			Ţ,	T'	T	T	T	T			1	"	15		1	1	1	1	1	1		. 1	3				
11										-		1			-	T		T	1		П				1				2	T	1					å				-
	The section of the se	(10 days)			Ė	7 (立		1					1				11	-		7	-		1	1	1	7	1					C,CLUC	1	-	-	-
1			-	-			1				_				+	+	+	+	+	1	H					1	+	+	1	1				13		0	1		-	-
-			-	-	-	\vdash		-	-		-	-			+	+	+	+	+	+	+			55=			+	+	1		_		+	-	9	1	11	-	-	-
-			2	2		40	1	9	9	1	2		-	4	3	9	+	2	a	a	-	0	0	9	0	9	+	9	1	۵	0	10	1 5	1 0	4 2	+	-11-	-		_
			0	10		0	"	a	1	1	a			2	2	4	4	2	Z	2	_	8	2	4	1	1	-	4		2	-2	12	- 2	2.3	_	1	41	-	_	_
1		100	-			100				- 1			1	-	-	1	1	1				_	_	-	-	1	1	1	4			1	1	-	50		Ш			
									-																	1					1		1	1:	8	1	11			
		. 41. (17.							3	- 11		Ser.			3				1	1	1		1	1	1	1	-		3					1		1	1		1	Ī
		1				- 4	45	50	in.	186	9			6					See.	18		10	1			1					1	1	1	1	1					
			-	+					- (4					Ť		1		į			-	1	+	1	1			V		E	D	+	1		H	1		-		-
-			-	+	-			\dashv	_		-				+	1	10		7		+	+	+	+	+	1	D	01	-	1	ort.	CO	ILE	GE	1	-		-	-	-
		Company of	-	-	-				-	-	_		_		+	-	V	W	A	-	1	7	+	+	+	A.S	.0.0	YUE	CUT	UN	UN	100	13	50,		_	-	1		_
									,						1	-	00		V	18	M		1	1	-		_	-	K	AK	NA	DA		-	_		1	11		
							1							100		4	-16	V	,							4								1	1	1	1	11		
		1. 1. 1.			-		1.						5							T						-3.		T		T					T	1		11		
		1		- 1			17						13.5							1	1	1		1			1	1	1		-		1	1	+	+	+	1		
1			-	-	-		17		1 1	1.83	-		-	15	-		-	-	-	+	- 0	-	-		-	-	+	+	+	_	_	-	+	+	+	+	+	4		-
		1000	-	-	-			1					900	1		_	-	-	+	+	-	-	*			-	+	+	-		-	+	+	-	1	-	+	-	-	_
		2 (2)				10	41	194					2											-		1	1					1	1	1	1		1			
			-	1			*	il v				13	41	1											1	1	1			1	1				1	1			1	
3	A STATE OF THE STA	1 march 12		-		9	6							1	150		1	1		1		100	17:				1			1	1	1				-	1		IT	
-			-	-	100		-		-	-		-		13			+	+	+	1	-	-	-	-	+	+	1			+	1	+	1	-	-		-	-	1	-
		200	1	1	1	1 1			1	1			1	1		1	1	1				100				1	- 1			1	- 1				1	1	1	1	11	

	Name of the office Cartificate	course value Skil	ıg			A	tt	en	d	an	ce	R	eg	gis	te	r													Apr					1
S. No.	NAME	Desig- nation	1	2	3	4	0	6	7) 8	0	10	0	12	13	(1)	15 1	16	7)18	19	20	0	22 2	3 2	4 25	26	27	(3)	20	30	34		f	lemar	
6 7 8 9 10	Ch. pavani G. Si Venkata lakshmi Hd. zakiya P. Devi P. Ihansi Rani B. Jahmovi B. Sailasa D. Ansali G. Syothi J. Anusha K. Ramya.	221400 J 22140 03 22140 03 22140 08 22140 08 22140 09 22140 10 22140 11 22140 13 22140 13	14444		6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	P P P P P P P P P P P P P P P P P P P	Balog Joseph Zeven from Jayardin	PPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPPP		Sec. Sec. Sec. Sec. Sec. Sec. Sec. Sec.	666666666666666666666666666666666666666		Kowner	000000000000000000000000000000000000000	Silvasi	200000000000000000000000000000000000000	.0	יישושראם ייש		2000	100	6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	0000000	00000	000000	6666	P	200	600000000000000000000000000000000000000	0				
			2	2	2	2		1	9		9			P	2		25		3	92	3		\$ 2	8	9	2	9	2		2	8			
																							A.S.	D,GC	I.IV	RING	ON NA	COL	S	SE CO				
							1			100																		1	-	+			RINI	

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

PRINCIPAL

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

AUTONOMOUS

Jac incharge,

pept of Hosland

Bept of Hosland

14	Travel Agency & Town Operation	Skells					==	nd	lan	Ce	_
S. No	NAME	Desig- nation	1	2	3	4	5 (7		1 10	T T
1	Topics. Travel Agency and Tour operation - Meaning, scope.	113/24 213/24	57								
2	Difference between Travel Agent and Tom Operator	4324 513124 613124								+++	1111
2.	Types of Tom operation. Types of Tom operation. Types of Tom operators.	3 3 4 11 3 4 12 3 4									1111
4	Tour operating Agencies ApTDC; SouthernTravels	13/3/4									111
S	Tou guide - Monny Types of Tour quide	18/3/24								+	-
6	Nature qui de - heritege gruide - Adventure qui de	20/3/24									
	quide. Types of Tour	22/3/24									
7	Duties and responsibilisatives of guides.	25/3/24						30			
8	various roles of tous quide.	27/3/4							70		
9	Quiding Techniques -	30/3/24									#
10	Leader Ship Shills - Social Shills - Communi	214/24									+
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	cation skills etc.	3/4/2									

	10 th 10 th to the to the to the to 10 th to 10 th to 10 th to 10 th to								-uc	(9
S. No.	NAME	Desig- nation	1	5	3	4	5	6	7 8	9	1
	presentation skills-	क्षापीय						-	Ŧ	+	
	quide's personality skills-	10/4/24								+++	1
	Passion - embothy - ey thusiasis , punctuality	13 14 124									
	persond Heggiene and grooming	18/4/24								+	
	code & conduct	2419129		¥.							
	pre paretien for exam	25/4/24				4					
	= xam conducted ou	30/4/24									
			-								
		Locas	100	Da de	4.4	st	y	7			
		3901			150						
						V	(0)	+			
				A	.S.D	.GO	VI.D	EGR	EE C	TUS	GE (M
i i		And Services									

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

DEPARTMENT OF LICTORY

S.No	cate course in "Travel Age Name of the Student	and Tour Of	Year /	Signature of the
	- Tanadit	Hall Ticket No	Group	Student
1	CH. DOMAN			- ballane
2	CH. PAVANI	2214001	91 BAHER	ch. pavani
3	G.S.V. Lakshmi	2214002	b	G. sni Venkala Lak
	Md. Sara Mayeen	22 14003		Md. Esta Mayou
4	Md. Zakiya		- "	Md. Zaleiya
5		2214004	11	
6	P. Devi	2214005	- 4	P. Devi
7	P. Thansi Ravie	22 14 008	11	P. Transolani
	B. Jahnavi	22 14009		BIDAnavi
8	D Sailaia	and the second	"/	
9		2214010	()	D. Saclaria
10	O. Aniali	22/40/1	11	D. Aujali
	G. Jyothi	22 14013	.,,	Q. Tyothi
11	J. Anusha.	2214014		J. Anusha
12		The state of the s	''	
13	k. Ramya.	2214015		Ik Ramya
14				
		W. Carlo		
15				
16				
17				
18				
19				
20				

Signature of the in-charge

ASD Govt. Degree College for Women(A) Kakinada Department of History

Certificate

This certificate is awarded to Ms. $P \cdot D = V \cdot$

Regd.No. 2214005

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

Operations Skills"

conducted by History Department from 1st March2024 to April 30, 2024. (45 Hours)

Lecturer in Charge

Principal

AS.D.GOVT.DEGREE COLLEG



ASD 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 March2024 to April 30, 2024. (45 Hours)

Lecturer in Charge

V. A Principal

PRINCIPAL

A.S.D.GOVT.DEGREE COLLEGE

AUTONOMOUS

123 CENTITIZATES

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	1		-	_	-	
2	Coverage of Syllabus	1	_	-	-	_	
3	Course Methods	/		-	-	_	
4	Explanation of the topics	/	-				
5	Interaction	/					
6	Doubts clarification	/					
7	Teacher presentation	/					
8	Interest Generation	/				41	
9	Time Management	1					
10	Overall opinion						
	Remarks of the Principal						25

Signature of the Principal

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