

# **Department of Business Administration MBA-Tourism and Travel Administration**

### TMS-457: TOUR GUIDING AND VISITORS INTERPRETATION

**Credits: 3** 

## **Learning Objective:**

• To familiarize the role, responsibilities and functions of tour guide

## **Learning Outcome:**

• Culltivate the abilities and skills of tour guiding.

**Pedagogy:** Assignment, Cases and Seminars, Lecture-cum-discussions

**UNIT – I:** Profile of the tour guide, roles and duties of a tour guide, qualities of good tour guide, tour guiding: personal hygiene & grooming, visitor briefing before departure, general rules in emergency, tour commentary.

**UNIT – II:** Tour Guiding Requirements: Tour departure Checklist, checklist for a Tour vehicle. Checklist at the point of arrival. Leading a tour group; Code of Conduct. Conducting City, Cultural rural & special interest tour.

**Unit III:** Making itinerary, organising oneself in work place, scheduling and keeping schedules, guest arrival and departure formalities: pre-arrival, meeting on arrival, on tour departure.

**UNIT – IV:** Tourist & Visitors interpretation: Popular understanding of Place, Potentials of attraction. Intrinsic qualities, personal stereotypes. Theme interpretation, Heritage interpretation & Interpretation of Nature.

**UNIT V:** Group behaviour and handling groups, leading and motivating the group, handling conflicts. Personal values and ethical practices.

#### **References:**

- 1. Chiranjib Kumar C, Tour Guiding, A training Manual & Professional Approach of Guiding in Tourism, Create Space Independent Publishers.
- 2. John Pastoselli, Enriching the Experience, An Interpretive Approach ti tour Guiding, Publishers Hospitality Press.
- 3. Kathleen Lingle Pond, Professional Guide, Dynamics of tour guiding, John Wiley & Sons.
- 4. Verite Reily Collins, Becoming a Tour Guide, The Principles of Guiding & site interpretation, Publishing Corporation.
- 5. Susan Websters, Group Travel Operating Procedures.