

BATCH: 2025-2029
DEPARTMENT OF HISTORY
SRI Y.N. COLLEGE (A), NARSAPUR
(Affiliated to Adikavi Nannaya University)
Accredited by NAAC at “A+” Grade (4th Cycle)



Semester – IV
Skill Development Course
SUBJECT: TOURISM GUIDANCE
2nd BA, B.Com, BBA, BCA, B.sc
(w.e.f 2025-2026 Academic year)

SYLLABUS

Learning Outcomes:

By successful completion of the course, students will be able to

1. Understand the basic tourism aspects.
2. Comprehend the requirements, role and responsibilities of profession of a tourist guide.
3. Apply the knowledge acquired in managing different groups and guiding in a tour.
4. Explain basic values related to tourism and heritage.

Syllabus:

Unit I

Tourism – what is Tourism – characteristics of Tourist places – Guidance in Tourism – Meaning of Tour Guide – Types of Tour Guidance – Government/Department Regulations

Unit II

Types of guides – Characteristic of a Guide – Duties and Responsibilities of a Guide – The Guiding Techniques – Guides Personality – Training Institutions – Licence. Leadership and Social Skills – Presentation and Communication Skills – Working with different age and linguistic groups – Working under different circumstances – Precautions at the site – Relationship with Fellow Guides and Officials.

Unit III

Guest Relationship Management – Personal and Official – Arrangement to Tourists – Coordinating Transport – VISA/Passport – Accident/Death – Handling Guests with Special Needs/Different Abilities – Additional skills required for Special/ Adventure Tours – Knowledge of Local Security Route Chart – Personal Hygiene and Grooming – Checklist – Code of Conduct

Board of Studies members present

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Model Question Paper



Time : 2Hrs

Max.Marks:50

PART-I

Answer any FOUR of the following Questions.

4 x 5 = 20M

1. Tourism
2. Tour Guide
3. Nature of Tourism
4. Elements of Tourism
5. VISA
6. Reservation
7. Tour package
8. Guest Relationship Management

PART-II

Answer any THREE of the following Questions.

3 x 10 = 30M

1. Define Tourism and explain Nature and Scope of Tourism.
2. Define Tourism and explain different types of Tourism Sectors.
3. Explain the Government Regulations in Tourism Industry.
4. Who is Tour Guide and explain types of Tour Guide?
5. Explain Characteristics of Tour guide.

Board of Studies members present