

Class IX: Travel and Tourism (406, 466)

NSQF

Introduction to Tourism-I

Soft Skills-I

- Defining Hard Skills & Soft Skills
- Importance of Soft Skills in Tourism & Travel Industry
- Communication Skills – A Key to Soft Skills
- Communication –The Concept
- Process of Communication
- Types of Communication - Verbal Communication
- Elements of Verbal Communication
- Non –Verbal Communication
- Types of Non-Verbal Communication
- Barriers to Communication
- Effective Communication
- Listening

Introduction to Tourism –I

- Defining Tourism
- Purpose of Tourism
- Tourist typology
- Nature of Tourism
- Components of Tourism
- Forms of Tourism- Inbound, Outbound, Domestic

Tourism Business- I

- Evolution of Tourism Business (Thomas Cook till date)
- Silk Route & Tour
- Grand Tour
- Modern Tourism in India (**Rail Tourism**)
- Tourism Intermediaries and Linkage (an Intro)

Tourism Product –I

- Understanding Tourism Resource
- Types of Resources
- Tourism Product
- Characteristics of Tourism Product
- Tourism resource to tourism product
- Classification of tourism product
- Protection of tourism products.

FAM Tour and Visit and Report

- Visit / Meeting with approved Guide
- Report and importance of the meet as well as role play.

- Visit/Overnight journey to a destination / site of importance. Report on the same.
- Do's and Don'ts in Crisis Situation