

## **GUIDE TRAINING (BASIC)**

**Course Code: HTCTG001**

**Total Session: 45 Hrs**

### **Objective:**

The Course is designed for keeping in mind the youth of Sikkim who are already into tourism industry, working as drivers. This training is aimed at helping them gaining knowledge and understanding of overall tourism operation and gain knowledge of Sikkim Tourism Products which in turn enhance their capacity as an effective driver cum guide.

### **UNIT-I: 15 Hours**

Introduction to the Guide Training Course: Role and Importance of Guides, Role of Taxi Drivers as guides - Introduction to the different meaning of Tourism: Visitor, Explorer Tourist, Pilgrimage etc; Different types of Tourism: Inbound Outbound Domestic and International, Tourism in Sikkim - Communication and Interpersonal Skill: Its importance in guide course; Types of Communication: Formal and Informal Communication, Barriers in Communication - Non-verbal Communication: Body language, Posture, Listening Skills, Manners etc - Written Communication; Business Communication etc.

### **UNIT-II: 15 Hours**

Personality Development: Introduction Behavior Self Confidence, Motivation, Leadership Qualities, Importance of Personality development in Guide Training - Introduction to the knowledge about Sikkim: general history, political geography etc. - Natural Resources of Sikkim: Name of the Peaks, Rivers, Lakes, Flora and Fauna, Famous Trekking Routes, Different seasons etc - Cultural History of Sikkim: History Religion, People Dresses Festivals Customs, Times of different festivals, Famous Buddhist Circuits, Monasteries etc - Famous Tourist spots of Sikkim covering four districts and their brief study and Destination Interpretation.

### **UNIT-III: 15 Hours**

Knowledge about Sikkim Tourism, role and function of different departments - Knowledge about Travel agents and Tour Operators and their functions, Basic Tour Planning and Itineraries, Hotel industries in Sikkim, Knowledge about Different properties - Waste Management, Hygiene and Cleanliness of Destination, Code of Conduct - Ethics of Guiding: various ethical issues related to guiding, driving, code of conduct etc - Disaster Management, Basic First-Aid, Road safety.