



**Gujarat Technological University (GTU)
and
Tourism Corporation of Gujarat Limited
(TCGL)**



announce

**A Short Term Certificate Course
on
Travel Consultant**

Under GTU-Centre for Continuing Education

Course duration: 15 days

Course period: From 25th Feb 2020 to 15th March 2020
(2 hours per day except public holiday)

Who can join? Minimum 10th standard pass candidate

Certification: From GTU and TCGL

Venue of classes: GTU-Chandkheda Campus

Last date to register : 21st Feb 2020

Contact for more detail:



9824642969, cce@gtu.edu.in



Course fees: The course is sponsored by TCGL so students do not have to pay the fees.

Apply online at: <https://forms.gle/Y4KtB5R3vqSVf3d3A>

Travel consultant

Lesson plan	Sr no.	Name of the Topic	No. of Hrs
Day-1	1	Introduction to tourism and travel industry	2 hrs
Day-2	2	Package tours	1 hr
Day-2	3	Purpose of travel	1 hr
Day-3	4	Customer travel requirements	2 hrs
Day-4	5	Planning the itinerary for inbound and out bound tours as per customer requirements	2 hrs
Day-5	6	Tour arrangement	2 hrs
Day-6	7	Supervising the tour	2 hrs
Day-7	8	Communicating with superiors and colleagues	2 hrs
Day-8	9	Communicating with customers	2 hrs
Day-9	10	Service quality requirements	2 hrs
Day-10	11	Achieving customer satisfaction through customer-centric service	2 hrs
Day-11	12	Basic Etiquettes	1 hr
Day-12	13	Achieving customer satisfaction by being professional	1 hr
Day-12	14	Services and facilities specific to age / gender / special needs	1 hr
Day-13	15	Women safety policies	1 hr
Day-13	16	Ethics, policies and confidentiality of customer	1 hr
Day-14	17	Hygiene practices	1 hr
Day-14	18	Health practices and standards	1 hr
Day-15		Conclusion of the course/solving of Queries of the students (MCQ EXAM)	2 hrs
Total Days-15			Total hrs - 30