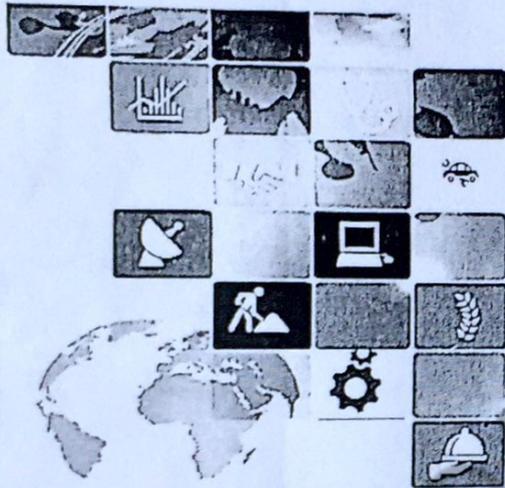


2016 - 17

QUALITY FRAMEWORK



Certificate Course in Travel Consultant

KITTS
Kerala Institute of Tourism & Travel Studies

ADDITIONAL SKILL ACQUISITION PROGRAMME



[Signature]
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Course Code: []

ASAP

QFK

Annexure II

CERTIFICATE COURSE IN TRAVEL CONSULTANT QUALITY FRAMEWORK

Course offered by

ADDITIONAL SKILL ACQUISITION PROGRAMME

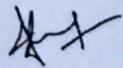
(A joint initiative of Higher Education Department and General Education Department, Government of Kerala)

in association with skill provider

Kerala Institute of Tourism and Travel Studies
Thiruvananthapuram

Verified by IQAC/EMEA-2019

Ver 3 (June 2015)


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Certificate Course in Travel Consultant

Module 1-Introduction to Travel and Tourism

Unit - Overview of Tourism

Introduction definition and components-Destination promoters-Classification of tourism-Major Destinations-International organizations and emerging trends in tourism

Engage with customer to understand their tour packaging requirements

Unit 1-Welcoming customer - Preparing for welcoming customer and offering products and services

Unit 2-Engage with customer and identifying their needs -Understanding type of tour requirements

Unit 2-Attending to booking queries -Managing various queries

Module 2-Plan travel itinerary as per customer's requirements

Unit 1-Gathering resources required to prepare the itinerary -Collecting resources-Coordination with Government bodies-Collecting resources-Coordination with Government

Unit 2-Estimating the cost of the hour -Tour cost estimation

Unit 3-Preparing the itinerary -Deciding place of attraction and interest at the destination-Preparing the itinerary

Module 3-Arrange the tour packages in coordination with service providers and partners

Unit 1-Handing over the final package to the customer -Provide travel information to the customer

Unit 2-Coordination with different industry partners and departments -Coordination with industry partners-Tour cancellation management-Coordination with industry partners

Module 4-Monitor the tour progress

Unit 1-Informing of any mishaps to customers in the planned tour itinerary -Informing customers if any alterations in the planned itinerary

Unit 2-Assisting the customers as required -Assist on itinerary changes or modifications

Unit 3-Seeking feedback from the customer -Feedback collection

Unit 4-Attending customer complaints and negative feedback -Solving complaints and negative feedback collection

Unit 4-Recording and documenting process -Recording customers details and preparing monthly status reports

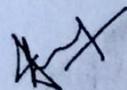
Unit 5-Achieving customer satisfaction -Maintaining relationship with customer

Module 5-Communicate with customer and colleagues

Unit 1-Interacting with superiors -Interacting with superior

Unit 2-Communicate with colleagues -Maintain proper relationship colleagues

Unit 3-Communicating effectively with customers -Maintaining interpersonal relationship with customers


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Module 6-Maintaining customer centric service orientation

Unit 1-Engaging with customers for assessing service quality requirements -Engaging with customers-Maintaining good relationship with customers

Unit 2-Achieving customer satisfaction

Unit 3-Fulfilling customer requirements -Ensuring customer expectations-Offering promotions and handling unscheduled customer request

Module 7-Maintain standard of etiquette and hospitable conduct

Unit 1- Following behavioral personal and telephone etiquettes-Maintain personal traits-Maintain office procedures

Unit 2-Treating customers with high degree of respect and professionalism-Treating customers with high degree of respect and professionalism

Unit 3-Achieving customer satisfaction

Module 8-Follow gender and age sensitive service practices

Unit 1-Educating customer on specific facilities and services available-Protecting women rights-Handling women travellers

Unit 2-Providing different age and gender specific customer service-Ensuring quality service to customers-Ensuring safety travel for senior citizens

Unit 3-Following standard etiquette with women at work place

Module 9-Maintain IPR of company and customer

Unit 1-Securing company's IPR-Securing company's IPR

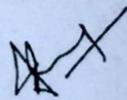
Unit 2-Respecting customer's copyrights -Respecting customer's copyrights

Module 10-Maintain health and hygiene

Unit 1-Ensuring cleanliness around workplace-Ensuring cleanliness around workplace-Checking of mechanical systems and report poor practices if any-Waste disposal and cleaning

Unit 2-Following personal hygiene practices-Following personal hygiene practices-Prevent cross contamination, personal and dental hygiene

Unit 3-Taking precautionary health measures-Taking precautionary health measures


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