

Scheme and Syllabus

Transfer Assistant

- i) Overview of tourism; components of tourism industry and major local tourism attractions / products;
- ii) Roles and Responsibilities of Transfer Assistant;
- iii) Effective Communication;
- iv) Types of coach and their operation;
- v) Liaising with service providers;
- vi) Handling the guest and baggage; travel documentation;
- vii) RTA rules on coach operation;
- viii) Understanding guests;
- ix) Attending legal needs of guests and tour itinerary;
- x) Importance of etiquettes; manners, positive attitude etc;
- xi) Handling complaints / grievances; managing the group;
- xii) Emergency first aid; Do's & Don'ts.
- xiii) Attachment with an appropriate concern for practical knowledge of operation.

Office Boy / Assistant

- i) Overview of Tourism; Major Departments and functions of tourist service providers- TA/TO, Hotel, Transport Operator etc.; Organizing structure;
- ii) Roles and Responsibilities of Office assistant
- iii) Types of documents and movements;
- iv) Delivery of documents/articles – internal and external, filing, organization secrecy, understanding delivery points.
- v) Effective communication;
- vi) Attending duty calls; Etiquette training;
- vii) Responsibility and accountability
- viii) Emergency first aid; Do's and Don'ts.
- ix) Attachment with an appropriate concern for practical knowledge of operations