

Travel Desk Management Skills

यात्रा डेस्क प्रबन्धन कौशल प्राप्त कर किसी भी यात्रा सेवा/होटल/पर्यटन सेवा केन्द्र/ट्रेवल डेस्क पर रोजगार प्राप्त किया जा सकता है।

Course Name	Travel Desk Management Skills	Course Code	THC/Q0114
Training Outcomes : After completing this programme, participants will be able to: <ul style="list-style-type: none"> Contribute to the design of software products and applications Develop media content and graphic designs for software products and Applications Manage their work to meet requirements Work effectively with colleagues Maintain a healthy, safe and secure working environment Provide data/information in standard formats Develop their knowledge, skills and competence 			

CURRICULUM / SYLLABUS

Part-A (Domain Skills)

S. No.	Module	Duration (In Hours)
1.	Plan the activities of travel department : <ul style="list-style-type: none"> Prepare and maintaining budget Prepare weekly work schedules Design tour plans and promotional materials 	10:00
2.	Attend to guest travel requirements : <ul style="list-style-type: none"> Gather guest travel requests Attend to guest travel requests Resolve any guest issues 	35:00
3.	Manage the staff in the department : <ul style="list-style-type: none"> Recruit and train staffs Supervise staffs Manage external relationship 	35:00
4.	Communicate with customer and colleagues : <ul style="list-style-type: none"> Interact with superior Communicate with colleagues Communicate effectively with customers 	35:00
5.	Maintain customer-centric service orientation : <ul style="list-style-type: none"> Engage with customers to understand their service quality requirements Achieve customer satisfaction Fulfil customer requirement 	25:00
6.	Maintain standard of etiquette and hospitable conduct : <ul style="list-style-type: none"> Follow behavioral, personal and telephone etiquettes Treat customers with high degree of respect and professionalism Achieve customer satisfaction 	25:00
7.	Follow gender and age sensitive service practices : <ul style="list-style-type: none"> Educate customer on specific facilities and services available for different categories of customers Provide gender and age specific services as per their unique and collective requirements Follow standard etiquette with women at workplace 	25:00
8.	Maintain health and hygiene : <ul style="list-style-type: none"> Ensure cleanliness around workplace in hospitality and tourist areas Follow personal hygiene practices 	10:00



Skilling Youth
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Mukhyamantri Yuva Kaushal Yojna (MMYKY)



	<ul style="list-style-type: none"> Take precautionary health measures 	
9.	Maintain safety at workplace : <ul style="list-style-type: none"> Take precautionary measures to avoid work hazards Follow standard safety procedure Use safety tools or personal protective equipment Achieve safety standards 	10:00
Sub Total		210:00

Part-B (Soft Skills)

S. No.	Topics	Duration (In Hours)
1.	Development Competency/ Proficiency in English/Vernacular	10:00
2.	Effective Communication	10:00
3.	Self & time Management	10:00
4.	Motivational Techniques	05:00
5.	Interpersonal Skill Development	05:00
6.	Computer Literacy	20:00
7.	Life Skills	05:00
8.	Entrepreneurship	15:00
9.	Occupational Safety, Health and Environment Education	10:00
Sub Total		90:00

Total Course Duration : 300:00 Hours