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**UNIT NAME : TOUR GUIDE TECHNNIQUES**

**UNIT CODE: HM/C/7109**

**QUALIFICATION: TOURISM MANAGEMENT TVET TRAINER**

**QUALIFICATION LEVEL: LEVEL 6**

**CONTACT HOURS: 40hrs**

**TRAINER:Mr.Kemboi K.Daniel**

**UNIT DESCRIPTION:**

This unit covers the competencies required in making decisions and using professionalism in guiding of tourists. It involves; planning for a tour, conducting site surveys, performing communication tasks, performing guided tour experiences, facilitating tourist welfare and maintaining records

**Summary of the Learning Outcomes**

By the end of the course unit, the trainees should be able to:

1. Plan for a tour.
2. Conduct site survey.
3. Perform communication tasks.
4. perform guided tour experiences
5. Facilitate tourists’ welfare.
6. Maintain record.

**Learning Outcomes, Course Content and Suggested Assessment methods**

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| **LEARNING OUTCOME** | **CONTENT** | **SUGGESTED ASSESSEMENT METHOD** |
| 1. Plan for tour | * Components of a tour
* Tour activities
* Itinerary planning
* Tour costing
* Tour packages
* Site survey: site, community sensitization, route plan
 | * Practice
* Interviews
* Oral questioning
* Presentations
* Field work
 |
| 2.Conduct site survey | * Attraction sites
* Site potential
* Route plan
* Familiarization plan
 | * Field work
* Practical task
* Observation
* Case study
* Role play
 |
| 3. Perform communication tasks | * Briefing and debriefing procedures
* Interpreting of tour products
* Tour commentaries
* Establishing rapport
* Marketing of tourism products
 | * Observation
* Collaborative learning
* Role-play
* **Written tests**
 |
| 4. perform guided tour experiences | * Tourist activities
* Tools, equipment and materials in guiding tourists
* Tourist transportation
 | * Observation
* Collaborative learning
* Written tests
* **Project**
* **Practical tasks**
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| 5. facilitate tourists welfare | * Managing risks
* Guidance and counselling for tourists
* Life skills and survival skills
* Bush craft
 | * **Practical tasks**
* Oral questioning
* **project**
* Portfolio
* **Collaborative learning**
* **Observation**
 |
| 6. Maintain records | * tour reports; preparation, storage, maintenance
 | * project work
* field work
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EVALUATION

CAT 40%

Assignment 1 30%

Assignment 2 30%

Examination 100%