

3. Identify and explain types of travelers and their needs and expectations.

4. Develop and explain basic knowledge and understanding necessary for safety and security of tourists.

5. Develop and explain components of tourists' package, tour packages and a complete itinerary.

C. Types of Travelers, Needs and Expectations:

1. Types of travelers
2. Reasons to travel
3. Needs and Expectations

D. Basic knowledge and understanding necessary for safety and security of tourists:

1. Safety and comforts of visitors
2. Marine and land safety tips
3. Freedom from dangers or harms
4. Food safety handling

F. Components of tourists' package, tour packages and a complete itinerary:

1. Transportations
2. Accommodations
3. Food and Beverages
4. Theme attractions and recreations
5. A complete itinerary
6. Budgets

VII. MATERIALS AND EQUIPMENT

- A. Routine Classroom materials
- B. Computers
- C. Transportation (land & sea)
- D. Digital Camera

A. Text:

Kathleen Lingle Pond, The Professional Guide, International Thomson Publishing Inc., 1993.

B. Reference:

Marine Tour Guide Certification Program Manual, Koror State Government by Patricia Davis and Colby Kearns, September 2003.

IX. METHOD OF INSTRUCTION

- A. Lecture
- B. Guest lecture
- C. Field Trips
- D. Class Discussion
- E. Internet Explorations

X. METHOD OF EVALUATION

A. Quizzes/tests	35%
B. Final Exam (plan, prepare Package tour and conduct it)	35%
C. Keep journals of all field trips	10%
D. Participation	10%
E. Mini Project: 2 Tour Package and itineraries- Presentation in class	10%
Total	<hr/> 100%

Transmutation of percent to letter-grade is as follows:

90-100%	=	A
80-89%	=	B
70-79%	=	C
65-69%	=	D
Below 64%	=	F

Tour Guiding and Travel Planning TH 110 – Task Listing

The following outline is the nuts and bolts of planning and conducting tours for guides to follow:

Planning Activity 1:

10hrs

1. Search and collect all information of a given destination (Palau) pertaining to all attractions for purpose of planning, packaging and guiding tours.
2. Write out an itinerary with costs/expenses (all fees and charges) based on the number of participants and group interests,
3. Establish quality working relationships and liaison with hotels, restaurants, and all other attractions for package tours.
4. Contact, negotiate and make bookings with hotels, restaurants, and all other attractions. Make sure to communicate accurate information to potential guest a year or more in advance.
5. Close to the arrival dates, check, book, and confirm with tour operators and hoteliers planned tours, at the point where clients pay their first installments.
6. Discuss bookings, contracts, and cancellations policies in greater details.
7. Learn well in advance an itinerary, if necessary make a visit or stop at attraction sites with the blue print or map-out of the tour, visualize the actual operation of the tour and check for inconsistencies against the written plan.
8. Obtain/check a group's name and as much information of tourists as is available. (where they will live, approximate ages, nationality, languages, special needs and requests, independent travelers)
9. Check the clients' priorities, idiosyncrasies, reservations, and timing for driving, sight-seeing, dining and browsing to and from the origin of the tour.

Paperwork and Bookkeeping Activity 2:

8hrs

1. Obtain passenger lists, with head leader or person in charge,
2. Check Detailed itineraries,
3. Copy of Confirmation letters or codes from transportations, hotels, restaurants, and all attractions on the tour, checks or vouchers for payment,
4. Complete accounting sheets for all expenses,
5. Keep contact numbers for vendors or tour operators representatives (telephones, cellular, email addresses, etc),
6. Get rooming lists, luggage tags, and forms for documenting all emergencies or problems,
7. Check tour operators or other companies of forms visitors will use to evaluate vendors' services,
8. Check all tourists' customs and immigrations paper work.

Arrival Day Activity 3:**8hrs**

1. Check/confirm arrival times from the transportation company or tour operator for up to date arrival information,
2. Check weather reports, currents and tidal changes,
3. Check the final itineraries, passenger lists, checks or cash, any paperwork the company has provided etc,
4. Make sure emergency and contact numbers are at hand,
5. Bring along a compact first aid kits,
6. Be familiar and equipped with safety and emergency procedures,
7. Wear proper tour attire and accessories (company's dress codes).
8. Check the arrival terminal and gate,
9. Help claim luggage,
10. Locate the area where guest are met,
11. At the airport or seaport, guide has identification sign to notify the head of the group or name of independent traveler.

Tour Site Activity 4:**8hrs**

1. Arrive at least 30 to 45 minutes prior to the start of the tour,
2. Discuss an overview of the itinerary plan/activities,
3. First impression last a life time-be well presented.
4. Customize company signs or tags for guests' identification and tour guide.
5. Introduce yourself, crews and asks permission for a brief meeting,
6. Guide to "welcome" visitors and ask how their trip was,
7. Provide factual information of the site(s) to be visited, safety issues, environmental do's and don's, Check at all times all heads are accounted for and keep them close to you.
8. Check for Insurance Policy Waver/liability waver form.
9. Check to make sure there is enough food and water,
10. Check transportations are functional with full gasoline tanks,
11. Check basic gears and floatation if it is rock island excursion.

Closing or Debrief message after the tour Activity 5:**2hrs**

1. Take final headcount of guests,
2. Facilitate closing session by asking for the final thoughts and challenges from guests,
3. Deliver closing message,

Departure Day Activity 6:**4hrs**

1. Reconfirm visitors flights 24 hours prior to departure date,
2. Check Hotel check-out time,
3. Pre-check-in at the airport,
4. Check/reconfirm transportation to the airport,
5. Thank the visitors and invite them back.

Local Guide Needs to Know & Have at Hand:

8hrs

1. Preparedness empowers tour guide confidence and commitment to conduct the tour,
2. Once the itinerary and all the activities planned and approved by the clients, it must never be altered unless advance communication and negotiation is done,
3. The location of nearby medical facilities and emergency procedures,
4. Banking availability,
5. Currency and exchange rates, or, at least, knowledge of how to find them,
6. Telephone and postal services,
7. Taxi fees and where to get taxis,
8. Safety tips, that visitors should avoid after dark and those considered very safe,
9. Any unusual customs (like Bul) or helpful suggestions about an area.
10. Fill-out feedback/comment card by guests,
11. Complete journal and/or write end of the trip report.

Total 48 hours

Course Level Achievement

Form B

(Used for all program courses except shop courses)
TH 110 Tour Guiding and Travel Planning

Student's Name: _____ Semester Year: _____

Instructor's Name (Print) _____

Directions: Evaluate the student using the rate scale of five components (circle one number for each competency) including the degree of competency. The numerical data of 5, 4, 3, 2, and 1 are not intended to represent the traditional school grading of A, B, C, D, and F. Rather, they only indicate the degree of competency for a student that he/she should master from the course.

Rating Scale:

- 5 = EXCELLENT
- 4 = ABOVE AVERAGE
- 3 = AVERAGE
- 2 = BELOW AVERAGE
- 1 = UNACCEPTABLE

Competency #1:

Numerical Value	Develop guidelines of tour guiding and travel planning for use by tour guide to gather information to plan, package and guide tours.
5	<ul style="list-style-type: none"> • Develop 90%-100% guidelines of tour guiding and travel planning for use by tour guide to gather information to plan, package and guide tours.
4	<ul style="list-style-type: none"> • Develop 80%-89% guidelines of tour guiding and travel planning for use by tour guide to gather information to plan, package and guide tours.
3	<ul style="list-style-type: none"> • Develop 70%-79% guidelines in tour guiding and travel planning for use by tour guide to gather information to plan, package and guide tours.
2	<ul style="list-style-type: none"> • Develop 65%-69% guidelines of tour guiding and travel planning for use by guides to gather information to plan, package and guide tours.
1	<ul style="list-style-type: none"> • Develop below 65% guidelines of tour guiding and travel planning for use by guides to gather information to plan, package and guide tours.

Competency #2:

Numerical Value	Identify and describe environmental concerns for which a tour guide follows to preserve, conserve and protect environment.
5	<ul style="list-style-type: none"> • Identify and describe at 90%-100% the environmental concerns for which a tour guide follows to preserve, conserve and protect environment.
4	<ul style="list-style-type: none"> • Identify and describe at 80%-89% the environment concerns for which a tour guide follows to preserve, conserve and protect environment.
3	<ul style="list-style-type: none"> • Identify and describe at 70%-79% the environment concerns for which a tour guide follows to preserve, conserve and protect environment.
2	<ul style="list-style-type: none"> • Identify and describe at 65%-69% the environment concerns for which a tour guide follows to preserve, conserve and protect environment.
1	<ul style="list-style-type: none"> • Identify and describe below 65% the environment concerns for which a tour guide follows to preserve, conserve and protect environment.

Competency #3:

Numerical Value	Identify and describe needs of travelers and offers them with diversified products or package tours.
5	<ul style="list-style-type: none"> Identify and describe at 90%-100% the needs of travelers and offers them choices of diversified products or package tours.
4	<ul style="list-style-type: none"> Identify and describe at 80%-79% the needs of travelers and offers them choices of diversified products or package tours.
3	<ul style="list-style-type: none"> Identify and describe at 70%-79% the needs of travelers and offers them choices of diversified products or package tours.
2	<ul style="list-style-type: none"> Identify and describe at 65%-69% the needs of travelers and offers them choices of diversified products or package tours.
1	<ul style="list-style-type: none"> Identify and describe at below 65% the needs of travelers and offers them choices of diversified products or package tours.

Competency #4:

Numerical Value	Develop and explain package tour including an itinerary.
5	<ul style="list-style-type: none"> Develop and explain at 90%-100% package tour including an itinerary.
4	<ul style="list-style-type: none"> Develop and explain at 80%-89% package tour including an itinerary.
3	<ul style="list-style-type: none"> Develop and explain at 70%-79% package tour including an itinerary.
2	<ul style="list-style-type: none"> Develop and explain at 65%-69% package tour including an itinerary.
1	<ul style="list-style-type: none"> Develop and explain at below 65% package tour including an itinerary.

Competency #5:

Numerical Value	Develop and demonstrate procedures for ensuring safety and security of tourists.
5	<ul style="list-style-type: none"> Develop and demonstrate at 90%-100% procedures for ensuring safety and security of tourists.
4	<ul style="list-style-type: none"> Develop and demonstrate at 80%-89% procedures for ensuring safety and security of tourists.
3	<ul style="list-style-type: none"> Develop and demonstrate at 70%-79% procedures for ensuring safety and security of tourists.
2	<ul style="list-style-type: none"> Develop and demonstrate at 65%-69% procedures for ensuring safety and security of tourists.
1	<ul style="list-style-type: none"> Develop and demonstrate at below 65% procedures for ensuring safety and security of tourists.

I certify that the student has completed all the competencies in this course and has achieved ratings as shown in each respective competency.

Instructor's signature

Date