

Report on the Diploma and Certificate Courses in Travel and Tourism Management 2016-2017

The programme continues to ensure that students are appropriately armed with relevant skills and knowledge and also exposed to different initiatives to be able to identify economically viable income generating activity. This year, the programme has incorporated two main areas of study, i.e: Tour Guiding and Entrepreneurship Skills in Tourism to enhance students' knowledge on these areas which are undoubtedly the most important livelihood options. Thus the syllabus was reviewed for both the Certificate and the Diploma Courses.

Certificate Course in Travel and Tourism Management.

1.	Duration	6 months
2.	Credits	10
3	No. of Papers	5 of 2 credits
4	Time	3:30-5:30
5	Days	Monday, Wednesday and Friday

List of Papers

1.	Introduction to Tourism and Travel
2.	Foundation Course in Hospitality Operation
3.	Tour Operation and Travel Agencies
4.	Tourism Products in North East India
5.	Business Communication
6.	Internship Report

Diploma Course in Travel and Tourism Management.

1.	Duration	12 months
2.	Credits	18

3	No. of Papers	9 of 2 credits
4	Time	3:30-5:30
5	Days	Monday, Wednesday and Friday

List of Papers

1.	Fundamentals of Tourism and Travel
2.	Foundation Course in Hospitality Operation
3.	Travel Agency and Tour Guiding
4.	Business Communication
5.	Tourism Products in North East India
6.	Personality Development
7.	Entrepreneurship in Tourism
8.	Tourism Marketing and Advertising
9.	Event Management
10.	Internship Report

Students Enrollment:

	DIPLOMA IN TRAVEL AND TOURISM MANAGEMENT
1	Nikita Kh.
2	Europa Nongsiej
3	Jusila Khongbuhphang
4	Misila Khongbuhphang
5	Julinda Phawa

6	Anne Ahangkakoti
7	Rachelle Kimberly Pariat
8	Liyum Karga
9	Nimi Gurung

Activities:

- 1) Students attended a Regional Seminar on “Challenges and Remedies in Tourism Marketing for Tourist Destination of Meghalaya” from 28th-30th March 2017 organised by the Institute of Hotel Management and Catering Technology IHMCT, Shillong.
- 2) As per the curriculum, students have to undergo a one week internship training programme in any tourism related organisation to gain exposure, insight and knowledge on the operations and management of these organisations.

In the month of June for a period of 5(Five) days from 12th to 16th June 2017, students were sent for an Internship Training to Eee Cee Hotel, Shillong and to Golden Arrow Travels Pvt. Ltd. Shillong. The objectives of the Internship programme were:

1. To enable students to get exposures on the actual operations of the organisation.
2. To provide practical trainings and experiences on tour operations and hotel operations.
3. To provide a platform where students can interact with tourists and the service providers.
4. To study and assess the trends of travel and business operations in the region and the state.

Five students who were interested in choosing a career in hotel industry did their internship training with Eee Cee hotel, Shillong and were exposed to the different aspects of hotel operations like Front Office Operations, Housekeeping, Food and Beverages Operations and the overall managerial work of a hotel. Another group of four students were sent to Golden Arrow Travels for a one week internship (same dates as mentioned) and explored the work of a travel agency. Students learnt ticketing, reservation, itinerary making and trained on the basic uses of Amadeus and on other low cost airline booking engines.

Learning Outcome:

The internship programme has helped the students in widening their insights about the course and the present trends of operations. Students submitted their reports on the 30th June 2017 where the objectives of the training, the area of study and their recommendations were highlighted. As per the students' reviews:

1. The internship has given them an opportunity to explore the settings of a hotel, the organisational structure of a hotel and the departments in a hotel.
2. They learnt the various departments and how they functions.

3. Students learnt the various departments of a travel agency and their functions.
4. They learnt ticketing and uses of Amadeus and its different entries.
5. They learnt essential etiquettes to deal with the guests.
6. They are able to study the trend of travel and types of travel prevalent in this region.
7. Able to identify business opportunities and
8. Boost their self confidence.

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