

## **THM-203: TRAVEL AND TOUR OPERATIONS (THEORY) (02 Credit hrs)**

### **PRE-REQUISITE**

THM-111: Tourism Concepts and Principles

### **LEARNING OUTCOMES:**

After Completion of this course the students will be able to:

1. Gain necessary skills in travel management.
2. Increase their knowledge and practice in packaging tours.
3. Adopt the travel system and have competence for implementation.
4. Understand different types of tour operators as well as basic types of organizational structures, Identify tour distribution channels, Evaluate the significance of business plan for tour operators
5. Understand the ways in destination research, development, and supply negotiations, Device and develop tour itinerary planning, costing and pricing of a tour.
6. Understand the three major function of tour operations; pre- tour operation, tour execution, and post- tour phase, administration of tour operation and its environment

### **CONTENTS**

The course exposes students to knowledge on the operations and management of tour and travel segments of the tourism industry. It equips them with skills of how to manage tour and travel related procedures and activities enabling them to become effective managers.

#### **Module-I Introduction to Travel and Tourism:**

- Concept of Travel and tourism
- Nature and features of Tourism as an industry
- Travel Trade Meaning and definition of travel agency and tour operator
- Travel trade-an historical perspective
- Types of travel agency and tour operator business
- Destination company-functions, Distinction between wholesale travel agency and tour operator business
- Integration and linkages in the travel agency business
- Role and Contribution of travel companies in the growth and development of tourism Travel Trade- the Changing Environment

#### **Module-II Organizational Structure and Functions of Travel Agency Business:**

- How to start a Travel Business
- Choice of Travel Agency Ownership, Organization structure and Working of Travel Agency and Tour Operator
- Travel Agency- MNCs meaning and Benefits, Procedure for the approval from Government of Pakistan
- Functions of travel companies

#### **Module-III Itinerary Development:**

- Introduction, Meaning and Definition, Types of Itineraries
- How to Develop an effective Itinerary
- Reference tools for Itinerary Preparation
- Step- by- Step procedures

#### **Module-IV Tour Packaging Management:**

- Concept, Origin and Development of Tour packaging
- Types of Tour Package
- Components of a standard package Tours
- Tour Package- Pre information

#### **Module-V Tour Costing and Pricing:**

- Defining the concept of cost
- Tour Cost- a focus on cost effectiveness, Components of tour cost, Fixed and variable costs, Direct and indirect costs
- Factors affecting the Tour Cost

#### **Module-VI Public sector Tourism Enterprises and Tour Packaging Business:**

- Public sector Undertaking
- Government involvement in Tourism Operations
- Major Tourism Enterprises in Public Sector

#### **ASSIGNMENTS – TYPE AND NUMBER WITH CALENDAR**

It is continuous assessment. The weightage of Assignments will be 25% before and after mid term assessment. It includes:

- classroom participation,
- attendance, assignments and presentation,
- homework
- attitude and behavior,
- hands-on-activities,
- short tests, quizzes etc.

#### **ASSESSMENT AND EXAMINATIONS:**

Sr. No.	Elements	Weightage	Details
1.	Mid Term Assessment	35%	It takes place at the mid-point of the semester
2.	Formative Assessment	25%	It is continuous assessment. It includes: classroom participation, attendance, assignments and presentation, homework, attitude and behavior, hands-on-activities, short tests, quizzes etc.
3.	Final Assessment	40%	It takes place at the end of the semester. It is mostly in the form of a test, but owing to the nature of the course the teacher may assess their students based on term paper, research proposal development, field work and report writing etc.

#### **RECOMMENDED TEXT BOOKS/ SUGGESTED READINGS:**

1. Negi, J., & Manohar, G. (1997). *Travel Agency and Tour Operation: Concepts and Principles*. Kanishka Publishers.
2. Yale, P. (1995). *The business of tour operations*. Addison Wesley Longman Ltd.
3. Webster, S. (1993). *Group travel operating procedures*. John Wiley & Sons Incorporated.