

HOMESTAY TRAINING

Course Code: HTCHT002

Total Session: 45 Hrs

Objective:

The Course is aimed at giving rural population of Sikkim knowledge about the essentials related to Sikkim Tourism and equip them to run their Homestays as well as manage their respective rural destinations effectively.

UNIT-I: 15 Hours

Introduction to Rural Tourism, Homestay, Ecotourism, Responsible Tourism in Sikkim; Aims and Objective of the course - Communication Skill: Need and Importance in Rural Tourism - Types of Communication: Formal and Informal Communication, Barriers in Communication - Non-verbal Communication: Body language, Posture, Listening Skills, Manners etc - Written Communication: Letter Writing, Resume Writing, Business Communication etc.

UNIT -II: 15 Hours

Personality Development: Introduction Behavior Self Confidence, Motivation, Leadership Qualities, Importance of Personality development in Rural Tourism Entrepreneurship - Introduction to the Functional Areas of Homestay and Rural Tourism - House Keeping, Front Office Management, Book Keeping and Billing - Kitchen and Dining Management, Store Keeping and Billing - Computer Basics and Internet, Mobile Communication, Customer Relationship Management; Understanding Travel Agencies and Tour Operators, Market Linkage and PR

UNIT - III: 15 Hours

Rural Tourism Destination Representation and Management, Interpretation of Local Attractions, History etc - Eco-Guiding and Conservation of Local Culture and Heritage (Including Field Trip) - Waste Management, Alternative Energy Use and Water Use, Organic Food and Local Products - Hygiene and Cleanliness of Homestay and Rural Destination - Disaster Management, First-Aid