



# FRONT OFFICE OPERATIONS

Student Handbook  
NSQF Level-1  
Class IX



**CENTRAL BOARD OF SECONDARY EDUCATION**

Shiksha Kendra, 2, Community Centre, Preet Vihar, Delhi-110301





# FRONT OFFICE OPERATIONS

**Student Handbook**

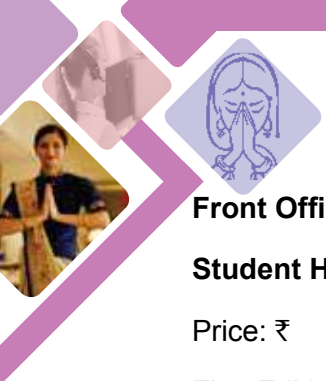
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# भारत का संविधान

## उद्देशिका

हम, भारत के लोग, भारत को एक सम्पूर्ण 'प्रभुत्व-संपन्न समाजवादी पंथनिरपेक्ष लोकतंत्रात्मक गणराज्य बनाने के लिए, तथा उसके समस्त नागरिकों को:

सामाजिक, आर्थिक और राजनैतिक न्याय,

विचार, अभिव्यक्ति, विश्वास, धर्म

और उपासना की स्वतंत्रता,

प्रतिष्ठा और अवसर की समता

प्राप्त कराने के लिए

तथा उन सब में व्यक्ति की गरिमा

<sup>2</sup>और राष्ट्र की एकता और अखंडता

सुनिश्चित करने वाली बंधुता बढ़ाने के लिए

दृढ़संकल्प होकर अपनी इस संविधान सभा में आज तारीख 26 नवम्बर, 1949 ई० को एतद्वारा इस संविधान को अंगीकृत, अधिनियमित और आत्मार्पित करते हैं।

- 
1. संविधान ( बयालीसवां संशोधन ) अधिनियम, 1976 की धारा 2 द्वारा ( 3.1.1977 ) से “प्रभुत्व-संपन्न लोकतंत्रात्मक गणराज्य” के स्थान पर प्रतिस्थापित।
  2. संविधान ( बयालीसवां संशोधन ) अधिनियम, 1976 की धारा 2 द्वारा ( 3.1.1977 ) से “राष्ट्र की एकता” के स्थान पर प्रतिस्थापित।
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## भाग 4 क

## मूल कर्तव्य

51 क. मूल कर्तव्य - भारत के प्रत्येक नागरिक का यह कर्तव्य होगा कि वह -

- (क) संविधान का पालन करे और उसके आदर्शों, संस्थाओं, राष्ट्रध्वज और राष्ट्रगान का आदर करे;
- (ख) स्वतंत्रता के लिए हमारे राष्ट्रीय आंदोलन को प्रेरित करने वाले उच्च आदर्शों को हृदय में संजोए रखे और उनका पालन करे;
- (ग) भारत की प्रभुता, एकता और अखंडता की रक्षा करे और उसे अक्षुण्ण रखे;
- (घ) देश की रक्षा करे और आह्वान किए जाने पर राष्ट्र की सेवा करे;
- (ङ) भारत के सभी लोगों में समरसता और समान भ्रातृत्व की भावना का निर्माण करे जो धर्म, भाषा और प्रदेश या वर्ग पर आधारित सभी भेदभाव से परे हों, ऐसी प्रथाओं का त्याग करे जो स्त्रियों के सम्मान के विरुद्ध हैं;
- (च) हमारी सामासिक संस्कृति की गौरवशाली परंपरा का महत्त्व समझे और उसका परिरक्षण करे;
- (छ) प्राकृतिक पर्यावरण की जिसके अंतर्गत वन, झील, नदी, और वन्य जीव हैं, रक्षा करे और उसका संवर्धन करे तथा प्राणी मात्र के प्रति दयाभाव रखे;
- (ज) वैज्ञानिक दृष्टिकोण, मानववाद और ज्ञानार्जन तथा सुधार की भावना का विकास करे;
- (झ) सार्वजनिक संपत्ति को सुरक्षित रखे और हिंसा से दूर रहे;
- (ञ) व्यक्तिगत और सामूहिक गतिविधियों के सभी क्षेत्रों में उत्कर्ष की ओर बढ़ने का सतत प्रयास करे जिससे राष्ट्र निरंतर बढ़ते हुए प्रयत्न और उपलब्धि की नई उंचाइयों को छू ले;
- <sup>1</sup>(ट) यदि माता-पिता या संरक्षक हैं, छह वर्ष से चौदह वर्ष तक की आयु वाले अपने, यथास्थिति, बालक या प्रतिपाल्य के लिये शिक्षा के अवसर प्रदान करें।

---

1. संविधान ( छयासीवां संशोधन ) अधिनियम, 2002 की धारा 4 द्वारा प्रतिस्थापित।

# THE CONSTITUTION OF INDIA

## PREAMBLE

**WE, THE PEOPLE OF INDIA**, having solemnly resolved to constitute India into a <sup>1</sup>**SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC** and to secure to all its citizens :

**JUSTICE**, social, economic and political;

**LIBERTY** of thought, expression, belief, faith and worship;

**EQUALITY** of status and of opportunity; and to promote among them all

**FRATERNITY** assuring the dignity of the individual and the<sup>2</sup> unity and integrity of the Nation;

**IN OUR CONSTITUENT ASSEMBLY** this twenty-sixth day of November, 1949, do **HEREBY ADOPT, ENACT AND GIVE TO OURSELVES THIS CONSTITUTION.**

---

1. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "Sovereign Democratic Republic" (w.e.f. 3.1.1977)

2. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "unity of the Nation" (w.e.f. 3.1.1977)

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# THE CONSTITUTION OF INDIA

## Chapter IV A

### FUNDAMENTAL DUTIES

#### ARTICLE 51A

**Fundamental Duties** - It shall be the duty of every citizen of India-

- (a) to abide by the Constitution and respect its ideals and institutions, the National Flag and the National Anthem;
- (b) to cherish and follow the noble ideals which inspired our national struggle for freedom;
- (c) to uphold and protect the sovereignty, unity and integrity of India;
- (d) to defend the country and render national service when called upon to do so;
- (e) to promote harmony and the spirit of common brotherhood amongst all the people of India transcending religious, linguistic and regional or sectional diversities; to renounce practices derogatory to the dignity of women;
- (f) to value and preserve the rich heritage of our composite culture;
- (g) to protect and improve the natural environment including forests, lakes, rivers, wild life and to have compassion for living creatures;
- (h) to develop the scientific temper, humanism and the spirit of inquiry and reform;
- (i) to safeguard public property and to abjure violence;
- (j) to strive towards excellence in all spheres of individual and collective activity so that the nation constantly rises to higher levels of endeavour and achievement;
- <sup>1</sup>(k) to provide opportunities for education to his/her child or, as the case may be, ward between age of 6 and 14 years.

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1. Subs. by the Constitution (Eighty - Sixth Amendment) Act, 2002

# Preface



India has a rich history and tradition of hospitality. In our culture, guest is accorded a very special status. In the modern era, too, Indian hospitality professionals have left an indelible impression with their innate quality of humility, hard work and empathy. Tourism and Hospitality are drivers of our economic and cultural growth and contribute to our GDP.

This book on Tourism and Hospitality as part of vocational course in Front Office Operations for class IX aims at introducing hospitality as a career option to these budding professionals.

The focus of the book is on tourism as a larger umbrella, under which hospitality is an important component. Student learns to appreciate the diversity of our tourism product and its economic potential for the country. They also get sensitized towards the various positive and negative impacts of tourism on environment and culture. The course content gradually progresses to understanding hotels and their types.

We hope that the lucid narration and pictorial representation will excite the young minds to dive deeper into the vast ocean of the tourism industry and its various sectors.

**Chairman, CBSE**



# Acknowledgements

## Advisors

- **Sh. Y.S.K. Seshu Kumar**, Chairman, CBSE
- **Sh. K.K. Choudhury**, Controller of Examinations & Director (V.E.), CBSE

## Content Developed By

- **Sh. Jaidip Shankar**, Executive Officer (Studies), National Council for Hotel Management & Catering Technology (Ministry of Tourism, Government of India) – **(Convener)**
- **Sh. Priyadarshan Lakhawat**, Head of Department, Institute of Hotel Management, Gurdaspur
- **Ms. Shweta Mathur**, Lecturer, Delhi Institute of Hotel Management, New Delhi
- **Ms. Shilpi Bhatia**, Assistant Lecturer, Ambedkar Institute of Hotel Management, Chandigarh

## Editing & Coordination

- **Dr. Biswajit Saha**, Additional Director, (V.E.), CBSE





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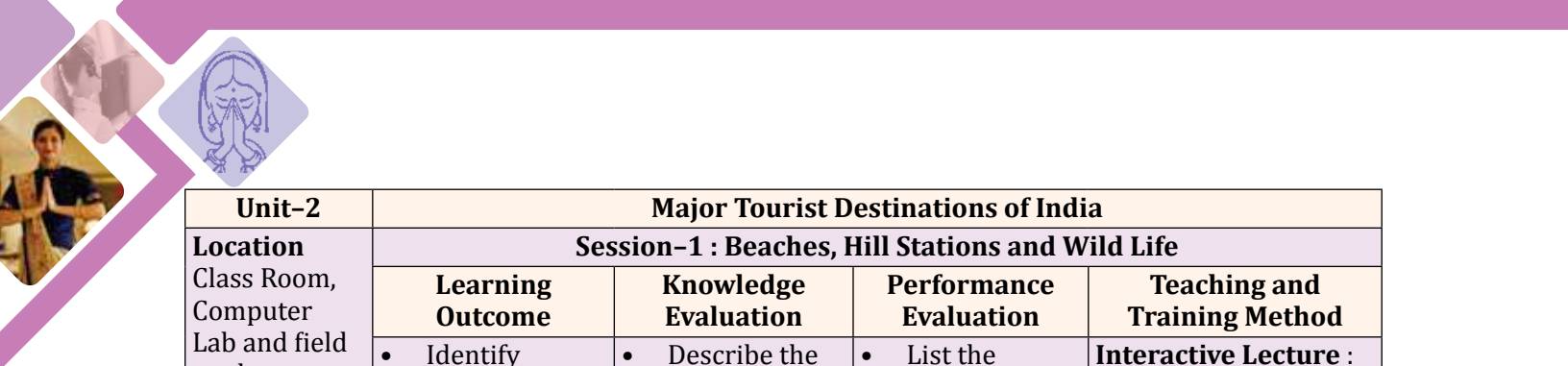


## Learning Outcomes

Unit-1	Introduction to Tourism			
<b>Location:</b> Class Room, Computer Lab and field study.	Session-1 : Definitions and introduction to the Concept			
	Learning Outcome	Knowledge Evaluation	Performance Evaluation	Teaching and Training Method
	<ul style="list-style-type: none"> <li>Identify the different phases in history of travel and tourism.</li> </ul>	<ul style="list-style-type: none"> <li>Salient characteristics of tourism activity in different phases of its evolution.</li> </ul>	<ul style="list-style-type: none"> <li>List the modes of transport used in tourism.</li> <li>Identify the changing trends in tourism in last two centuries.</li> </ul>	<b>Interactive Lecture :</b> <ul style="list-style-type: none"> <li>History and evolution of travel and tourism.</li> </ul> <b>Practical Activity :</b> <ul style="list-style-type: none"> <li>Collect photographs of the evolution of modes of transport and prepare a collage.</li> </ul>
	<ul style="list-style-type: none"> <li>Define Tourism and Tourist.</li> </ul>	<ul style="list-style-type: none"> <li>Concept of Tourism and Tourist.</li> </ul>	<ul style="list-style-type: none"> <li>Describe Tourism and Tourist.</li> <li>Distinguish between Tourist, Visitor and excursionist.</li> </ul>	<b>Interactive Lecture:</b> <ul style="list-style-type: none"> <li>WTO definitions of Tourism and Tourist and its analysis.</li> </ul> <b>Practical Activity:</b> <ul style="list-style-type: none"> <li>Experience sharing on your best ever tourism experience.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate the concept of inbound and outbound travel.</li> </ul>	<ul style="list-style-type: none"> <li>Explain inbound and outbound travel.</li> </ul>	<ul style="list-style-type: none"> <li>Differentiate between Inbound and outbound tourist.</li> </ul>	<b>Interactive Lecture:</b> <ul style="list-style-type: none"> <li>The concept of inbound and outbound travel and their respective impacts.</li> </ul> <b>Practical Activity:</b> <ul style="list-style-type: none"> <li>Visit the official website of Ministry of Tourism, Government of India and collect statistics on inbound and outbound tourism.</li> </ul>



Session-2: Importance and Classification of Tourism			
<ul style="list-style-type: none"> <li>Evaluate the importance of Tourism activity and Tourism industry.</li> </ul>	<ul style="list-style-type: none"> <li>Describe the importance of tourism for its various stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Enlist the salient points on importance of tourism.</li> </ul>	<p><b>Interactive Lecture:</b></p> <ul style="list-style-type: none"> <li>Importance of tourism activity for its various stakeholders.</li> </ul> <p><b>Practical Activity :</b></p> <ul style="list-style-type: none"> <li>Role play on importance of tourism.</li> </ul>
<ul style="list-style-type: none"> <li>Differentiate among different types of tourism.</li> </ul>	<ul style="list-style-type: none"> <li>Describe different travel motivators for tourists.</li> </ul>	<ul style="list-style-type: none"> <li>List the reasons for travelling.</li> </ul>	<p><b>Interactive Lecture:</b></p> <ul style="list-style-type: none"> <li>The classification of tourism on the basis of different travel motivators.</li> </ul> <p><b>Practical Activity:</b></p> <ul style="list-style-type: none"> <li>Prepare a survey report of 20 respondents on their reasons for travelling in last one year.</li> </ul>
Session-3: Components of Tourism Industry			
<ul style="list-style-type: none"> <li>Identify the various components of tourism industry</li> </ul>	<ul style="list-style-type: none"> <li>Describe the primary components of tourism industry.</li> <li>Explain the secondary components of tourism industry.</li> <li>Role of intermediaries in tourism.</li> <li>Role of International and national tourism organizations.</li> </ul>	<ul style="list-style-type: none"> <li>Identify the significance of the primary components of tourism industry.</li> <li>Enlist the respective roles of secondary components in tourism industry.</li> <li>Differentiate among various intermediaries in tourism.</li> <li>List out functions of tourist organizations.</li> </ul>	<p><b>Interactive Lecture:</b></p> <ul style="list-style-type: none"> <li>Different components of Tourism industry and their respective importance in tourism service delivery process.</li> </ul> <p><b>Practical Activity:</b></p> <ul style="list-style-type: none"> <li>Experience sharing among students on their last tourism activity and the role played by different tourism components during their visit.</li> <li>Download the Logos of different tourist organizations and prepare a collage with it.</li> </ul>



Unit-2	Major Tourist Destinations of India			
Location Class Room, Computer Lab and field study.	Session-1 : Beaches, Hill Stations and Wild Life			
	Learning Outcome	Knowledge Evaluation	Performance Evaluation	Teaching and Training Method
	<ul style="list-style-type: none"><li>Identify the major Beach, Hill and wild life destinations of India.</li></ul>	<ul style="list-style-type: none"><li>Describe the location of Important Beach , Hill and wild life destinations of India.</li></ul>	<ul style="list-style-type: none"><li>List the important Beaches, Hill stations and wild life sanctuaries/ National Parks in India.</li></ul>	<b>Interactive Lecture :</b> <ul style="list-style-type: none"><li>Major Beach, Hill and Wild life destinations of India.</li></ul> <b>Practical Activity:</b> <ul style="list-style-type: none"><li>Mark the famous Beach, Hill and wild life destination on the map of India.</li></ul>
	<ul style="list-style-type: none"><li>Differentiate between the tourism activity at Beaches, Hills and wild life destinations.</li></ul>	<ul style="list-style-type: none"><li>Explain the characteristic differences in the tourism activity at, Beaches, Hills and Wild life destinations</li></ul>	<ul style="list-style-type: none"><li>Draw comparative chart of the tourist activities at Beaches, Hills and wild life.</li></ul>	<b>Interactive Lecture:</b> <ul style="list-style-type: none"><li>Comparative analysis of tourism related activities at Beaches, Hills and wild life destinations.</li></ul> <b>Practical Activity:</b> <ul style="list-style-type: none"><li>Visit a nearby mall/retail store and make. 3 lists of clothes and items you would like to buy for your visit to a Beach, Hill station and wild life sanctuary.</li><li>Presentation on destination marketing on a destination of student's choice.</li></ul>
	Session-2 : Forts, Palaces, Temples and Religious Places			
	<ul style="list-style-type: none"><li>Identify the major Forts, Palaces, Temples and Religious places of India.</li></ul>	<ul style="list-style-type: none"><li>Describe the location of Important Beach , Hill and wild life destinations of India.</li></ul>	<ul style="list-style-type: none"><li>List the important Forts, Palaces, Temples and Religious places of India.</li></ul>	<b>Interactive Lecture :</b> <ul style="list-style-type: none"><li>Major Forts, Palaces, Temples and Religious places of India.</li></ul> <b>Practical Activity:</b> <ul style="list-style-type: none"><li>Mark the famous Forts, Palaces, Temples and Religious places on the map of India.</li></ul>





				<ul style="list-style-type: none"> <li>Prepare a collage with the pictures of Forts and Palaces in India.</li> </ul>
	<ul style="list-style-type: none"> <li>Identify the characteristics of Pilgrimage tourism.</li> </ul>	<ul style="list-style-type: none"> <li>Explain the characteristics of Pilgrimage tourism.</li> </ul>	<ul style="list-style-type: none"> <li>List the points differentiating Pilgrimage tourism from all other forms of tourism.</li> </ul>	<p><b>Interactive lecture:</b></p> <ul style="list-style-type: none"> <li>Characteristics of Pilgrimage tourism.</li> </ul> <p><b>Practical Activity:</b></p> <ul style="list-style-type: none"> <li>Prepare a collage of pictures of the Char Dhams of India.</li> <li>Visit a nearby well known temple or religious place and prepare a brief report on the facilities over there for the visitors.</li> </ul>
<b>Unit-3</b>	<b>Impacts of Tourism</b>			
<b>Location:</b> Class Room, Front office Practical room and field visit.	<b>Session-1 : Impacts of Tourism –Economical , Social and Cultural</b>			
	<b>Learning Outcome</b>	<b>Knowledge Evaluation</b>	<b>Performance Evaluation</b>	<b>Teaching and Training Method</b>
	<ul style="list-style-type: none"> <li>Identify the Economical, Social and cultural Impact of Tourism.</li> </ul>	<ul style="list-style-type: none"> <li>State the various impacts of tourism on economy, society and culture.</li> </ul>	<ul style="list-style-type: none"> <li>Differentiate between the harmful and beneficial economical, social and cultural impacts of tourism.</li> </ul>	<p><b>Interactive Lecture:</b></p> <ul style="list-style-type: none"> <li>Economical, social and cultural impacts of tourism.</li> </ul> <p><b>Practical Activity :</b></p> <ul style="list-style-type: none"> <li>Role Play on harmful and beneficial Socio-Cultural impact of tourism.</li> </ul>
	<b>Session-2: Impacts of Tourism – Political, Environmental and Sustainability Issues</b>			
	<ul style="list-style-type: none"> <li>Identify the Political and Environmental Impact of Tourism.</li> </ul>	<ul style="list-style-type: none"> <li>State the political and environmental impacts of tourism.</li> <li>Describe the elements necessary for sustainable tourism.</li> </ul>	<ul style="list-style-type: none"> <li>Differentiate between the harmful and beneficial impacts of tourism on environment.</li> <li>List the factors responsible for sustainable tourism.</li> </ul>	<p><b>Interactive Lecture:</b></p> <ul style="list-style-type: none"> <li>Political and Environmental impacts of tourism.</li> </ul> <p><b>Practical Activity:</b></p> <ul style="list-style-type: none"> <li>Group Visit to a nearby monument/ tourist place for a cleanliness campaign of the area.</li> <li>Group Discussion on responsible tourism.</li> </ul>



				<ul style="list-style-type: none"> <li>Draw a chart on advantages and disadvantages of tourism.</li> </ul>
<b>Unit-4</b>	<b>Hotels</b>			
<b>Location</b> Class Room, Front office practical room and field study.	<b>Session-1 : Introduction to Hospitality Industry</b>			
	<b>Learning Outcome</b>	<b>Knowledge Evaluation</b>	<b>Performance Evaluation</b>	<b>Teaching and Training Method</b>
	<ul style="list-style-type: none"> <li>General overview of Hospitality industry and hotels.</li> </ul>	<ul style="list-style-type: none"> <li>Concept of Hospitality.</li> <li>What is a hotel.</li> </ul>	<ul style="list-style-type: none"> <li>List the attitudinal requirements for hospitality industry.</li> </ul>	<b>Interactive Lecture:</b> <ul style="list-style-type: none"> <li>Overview of Hospitality industry and hotels.</li> </ul> <b>Practical Activity :</b> <ul style="list-style-type: none"> <li>Collect logos of any ten hotels in India.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate the services to be rendered by hotels to their guests.</li> </ul>	<ul style="list-style-type: none"> <li>The hotel's services to their guests.</li> </ul>	<ul style="list-style-type: none"> <li>Identify the services to be rendered by the hotels.</li> </ul>	<b>Interactive Lecture:</b> <ul style="list-style-type: none"> <li>Services offered by a hotel to their guests.</li> </ul> <b>Practical Activity:</b> <ul style="list-style-type: none"> <li>Visit the lobby and restaurant of a nearby hotel and observe the nature of services on offer.</li> </ul>
	<b>Session-2 : History and Evolution of Hotel Industry</b>			
	<ul style="list-style-type: none"> <li>Differentiate among the different phases of the growth and evolution of hotel industry.</li> </ul>	<ul style="list-style-type: none"> <li>Chronology of the evolution of hotel industry.</li> </ul>	<ul style="list-style-type: none"> <li>Identify the different phases of evolution of hotel industry.</li> <li>List the names of major International hotel chains and their founders.</li> <li>List the names of major domestic hotel chains and their founders.</li> </ul>	<b>Interactive Lecture :</b> <ul style="list-style-type: none"> <li>History and evolution of Hotel industry.</li> </ul> <b>Practical Activity:</b> <ul style="list-style-type: none"> <li>Prepare a List 10 international hotel chains with the names of their founders.</li> <li>Prepare a list of 10 domestic hotel chains with the names of their founders.</li> </ul>



Unit-5	Classification of Hotels			
Location Class Room and Front office practical room.	Session-1 : Classification on the Basis of Size, Star and Number of Units			
	Learning Outcome	Knowledge Evaluation	Performance Evaluation	Teaching and Training Method
	<ul style="list-style-type: none"> <li>Methods of classifying hotels while taking size, Star category and number of units as parameters.</li> </ul>	<ul style="list-style-type: none"> <li>Parameters of Size, star categorizations and number of units in hotel classification.</li> </ul>	<ul style="list-style-type: none"> <li>Classify hotels on the basis of their size, star category and number of units.</li> </ul>	<p><b>Interactive Lecture:</b></p> <ul style="list-style-type: none"> <li>Classification of hotels on the basis of their size, star category or number of units.</li> </ul> <p><b>Practical Activity:</b></p> <ul style="list-style-type: none"> <li>Prepare a list of 10 single unit hotels and 10 chain hotels.</li> <li>Chart presentations on classification of hotels on the basis of different parameters.</li> </ul>
	Session-2 : Hotel Organization			
	<ul style="list-style-type: none"> <li>Identify the hotel organization on the basis of departmental functions, departmental revenue and staff hierarchy.</li> </ul>	<ul style="list-style-type: none"> <li>Basis of departmental organization of a hotel.</li> </ul>	<ul style="list-style-type: none"> <li>Classify hotel departments on the basis of functions and on the basis of revenue.</li> <li>Prepare the staff hierarchy chart for a large hotel and a medium sized hotel.</li> </ul>	<p><b>Interactive Lecture:</b></p> <ul style="list-style-type: none"> <li>Departmental and staff organization of a hotel.</li> </ul> <p><b>Practical Activity:</b></p> <ul style="list-style-type: none"> <li>Chart presentations on departmental organisation and staff organisation of hotels.</li> </ul>





# UNIT 1



## Introduction to Tourism

### Contents

- 1.0 Unit Overview and Description
- 1.1 Introduction
- 1.2 Origin of Travel and Tourism
- 1.3 Definitions
- 1.4 Forms of Tourism
- 1.5 Importance of Tourism
- 1.6 Types / Classification of Tourism
- 1.7 Components of Tourism Industry

### 1.0 Unit Overview and Description

‘Tourism’ and ‘Tourist’ are very commonly used or heard words in today’s life. Whenever we pick up any newspaper we find some reference to tourism. The information related to number of tourist arrivals, popular tourist destinations, Governments policies in relation to Tourism of a Place, hostility or warmth of the local people, etc. But, how often have you attempted to understand the meaning of Tourism and asked the question who is a Tourist? This unit outlines the definitions of the words “tourism” and “tourist” and other related words. Then it goes on to explain the importance of tourism. It also takes into account the different forms and types of Tourism under its Classification. Tourism of Today is the outcome of the combined efforts of its various components. In fact what we may define as Tourism Industry is a mix of the output and services of different industries. In this unit we also identify and list its various components. A knowledge of these aspects is a must for a anyone interested in pursuing Tourism of Hospitality Studies.

#### Resource Material

1. Hotel Front Office Training Manual – Sudhir Andrew.
2. Foundation Course in Tourism, Block 2 – IGNOU.
3. Tourism in India: Trends and Issues – Dharmrajan and Seth.



## Session-1

### 1.1 Introduction

Tourism is not just about the facilities and attractions provided for visitors. It is about people and especially about the relationship between the customer and the individual providing the service. Today, Tourism has undoubtedly become an Industry to be studied in totality. It is growing rapidly due to increasing standards of living and fast changing technology. Tourism is a global phenomenon that involves exchange and flow of economic, cultural and intellectual items in terms of goods, knowledge, values and images as well as people at large.

Everybody employed in Tourism needs to have the knowledge, skills, and attitude to provide the standard of product and service that customer expects. Knowing about the Tourism Industry, its importance for a nation in terms of its Economy, culture, society and environment, its classification and component parts and especially where you fit in is an important starting point to a successful career in Tourism.

In this chapter we have tried to examine:

- Origin of Travel and Tourism
- Definitions of Tourism
- Importance of Tourism
- Classification of Tourism
- Components of Tourism Industry

### 1.2 Origin of Travel and Tourism

To establish any specific period or era for the origin of tourism is a very difficult task. In ancient and prehistoric time people used to move in search of food, and for shelter from climatic conditions and for protection from animals. First they moved individually, later they started moving in groups. Nomads moved from one place to another. The origin of tourism can be attributed to this period.

Within the last century, tourism industry has undergone consistent changes. In this respect, it is worth mentioning the rapid development of infrastructure, introduction of new means of transportation, including the development of railroads and airways, and the development of new technologies which facilitate traveling, such as Internet that includes online booking and planning of the journey beforehand.

### 1.3 Definitions

#### Tourism

Tourism is concerned with pleasure, holidays, travel and going or arriving somewhere. It means movement of people both within and across the national borders.



These are the motivations that make people leave their normal place of residence and work for short-term temporary visit to other places.

Over the years the definitions of Tourism has undergone a change along with the historical changes. The term Tourism is defined in different ways by different tourism experts:

1. **According to Hunziker and Krapf:** "Tourism is the sum of phenomena and relationship arising from the travel and stay of non-residents, in so far as it do not lead to permanent residence and is not connected to any earning activity."
2. **According to League of Nations in 1937:** "Tourism covers the social activity of those who travel for a period of 24 hours or more in a country other than the one a person usually lives in." This definition excluded domestic and emphasized only on International tourism.
3. **According to UNWTO (United Nations World Tourism Organization:** "Tourism is the movement of people away from their normal place of residence and work for a period of not less than 24 hours and not more than 1 year for the sole purpose of leisure, business etc, but not related to the exercise of an activity remunerated from within the place visited.

From the above definitions it is clear that tourism represents various types of short term travel and is variable defined for a specific purpose of the journey, its duration and other criteria. Hence it is important for the travel to be classified as Tourism in that the individual has to move out of the living area and the purpose of travel may be leisure, business, medical, or any other reason with a time frame.

### Visitor

A visitor is a traveler taking a trip to a main destination outside his/her usual environment, for less than a year, for any main purpose (business, leisure or other personal purpose) other than to be employed by a resident entity in the country or place visited.

### Tourist (or Overnight Visitor)

A visitor (domestic, inbound or outbound) is classified as tourist (or overnight visitor), if his/her trip includes an overnight stay.

### Excursionist (Same Day Visitor)

A visitor (domestic, inbound or outbound) is classified as a same-day visitor (or excursionist) if his/her trip does not include an overnight stay.



## 1.4 Forms of Tourism

There are two basic forms of Tourism: International Tourism and Domestic Tourism

1. **International Tourism:** Movement of people from one country to another is called International Tourism. A person who engages in tourism between countries is called International/Foreign Tourist. International Tourism is further of two types:

**Inbound:** This refers to Tourists entering a country.

**Outbound:** This refers to Tourists leaving their country of origin for another.

**Example:** If you decide to go to France from India, you are engaging in International Tourism. From the point of view of India, you will be described as outbound tourist. But France will describe you as inbound tourist.



2. **Domestic Tourism:** Movement of people within one's own country is called Domestic Tourism. A person who engages in Tourism within his/her own country is called Domestic Tourist.

**Example:** When you travel to any place within India, such as from New Delhi to Kanya kumari, you will be described as a domestic tourist.

### Review Questions

1. Define Tourism. Why is it different from travel?
2. What is the difference between a Visitor, Tourist and Excursionist?
3. What are the different forms of Tourism? State with examples.
4. Fill in the Blanks:
  - a. In ancient times people used to move for \_\_\_\_\_ and for \_\_\_\_\_.
  - b. Tourism means movement of people both within and across the \_\_\_\_\_ borders.
  - c. Inbound and Outbound tourism are the forms of \_\_\_\_\_ tourism.
  - d. You are a \_\_\_\_\_ traveler when you travel from Delhi to Agra.



## Session-2

### 1.5 Importance of Tourism

Tourism as an industry is very important for the development of any country. It is one of the fastest growing sectors. It has a lot of significance in the economic, social and cultural advancement of any country. The various benefits of Tourism are highlighted as below:

1. **Stimulation of Economic Growth:** Tourism is an important contributor in the economic development of any country. There are many countries in the world whose economy is completely dependent on tourism. Tourism Industry is one of the largest generator of Foreign earnings.
2. **Creation of Employment:** Tourism industry generates several direct and indirect employment opportunities for millions of people. They may range from Skilled, semi-skilled to Unskilled jobs for people .One of the notable initiative taken by Ministry of tourism , Govt. of India, in this regards is the launching of the “Hunar se Rozgar tak” Scheme to create employability skills amongst unemployed youth in Hospitality sector.
3. **Development of Infrastructure:** To become an important commercial and leisure destination, any location would require a good infrastructure. In addition the improvement of the existing infrastructure needs to be undertaken in order to retain and attract tourist. The residents of these areas shall also be benefitted with the development of infrastructure.
4. **Protection of Cultural Heritage:** India’s primary attraction has been its culture, art, archaeological remains, historical monuments, architecture, music, dance, folklore and history. Each year many visitors visit our country and take back sweet memories of India’s rich cultural heritage.
5. **Encouragement to Business and Trade:** Tourism may also be motivated for business and trade purposes. Business meetings, conferences, seminars and workshops are commonly being organized at exotic locations to motivate the employees at the same time promoting tourism of the destination.
6. **Global Integration:** Tourism is and effective way of enhancing the international understanding and integration by bringing together and making people of different social, cultural and economic backgrounds interact.
7. **Environmental Benefits:** Tourism is called smokeless Industry, because it works with the aim of protection and conservation of environment. Tourism can become an instrument for beautification and improvements of the environment, if it is planned in a systematic manner.
8. **Promotion of Favourable National Image:** Tourism helps in building the image of the host country and makes it popular among various countries.