

Course title:	Tour leaders and tour guides				Code:
Field of study:	Tourism and recreation				Year/Semester: 2/3
Specialization:	Tourism service				Modes: F/E
Number of hours / semester 30/16					ECTS credits: 4
Lectures: -	Classes: 30/16	Laboratories: -	Projects: -	Seminars: -	

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Course position in the study programme:

- specialization course

Objectives:

- acquaint students with issues and specific character of tour leader and tour guide's jobs

Course contents:

1. Rights and duties of a tour leader and a tour guide.
2. Terms and expressions commonly used in tourist group service.
3. Tour leader's activities during tourist event service.
4. Tour leader's conduct in case of misfortunes and emergencies.
5. Tourist insurance.
6. Legal issues concerning a tour leader.
7. Psychology in a tour leader's job – a tour leader and a group.
8. Sightseeing techniques of a tour leader.
9. Safety and health protection in tourism.
10. A description of documents appearing in tourist event service.
11. The training programme of tour leaders (the scope of subjects).

Teaching methods: papers, classes

Assessment methods: attendance, class participation, paper, final quiz

Recommended reading:

1. Kompendium pilota wycieczek, praca zbiorowa pod redakcją Zygmunta Kruczka, Wydawnictwo Proksenia, Kraków 2006
2. Metodyka i technika pracy pilota – rezydenta, M. Wajdzik, Z. Kruczek, Wydawnictwo Proksenia, Kraków 2006
3. Obsługa ruchu turystycznego, praca zbiorowa pod redakcją Zygmunta Kruczka, Wydawnictwo Proksenia, Kraków 2004