



The University of Jordan
Accreditation & Quality Assurance Center

COURSE Syllabus

1	Course title	Tourism Guidance
2	Course number	20301101
3	Credit hours (theory, practical)	3 hours
	Contact hours (theory, practical)	3 hours
4	Prerequisites/corequisites	None
5	Program title	Bachelor program
6	Program code	01
7	Awarding institution	Jordan university / Aqaba branch
8	Faculty	Tourism and hotel
9	Department	travel and tourism management
10	Level of course	First
11	Year of study and semester (s)	second semester 2015
12	Final Qualification	Bachelor
13	Other department (s) involved in teaching the course	None
14	Language of Instruction	English
15	Date of production/revision	19/ 02/2015

16. Course Coordinator:Office numbers: **318**

office hours: Sunday, Tuesday 9-10

Monday 10-11

phone number: 03/2090460 **35059***email addresses:* d.ranea_student2012@yahoo.com**17. Other instructors:**Office numbers: **318**

office hours: Sunday, Tuesday 9-10

Monday 10-11

phone number: 03/2090460 **35059***email addresses:* d.ranea_student2012@yahoo.com**18. Course Description:**

This course includes the definition of tourism guidance, its values and importance, and the guide's role in communicating accurate information about a destination and demonstrating the most hospitable treatment so as to initiate a long-term interest in a site and the hosting country.

It also includes the basic qualities and qualifications of guides, their types, and the methods of acquiring basic skills of leadership of groups interested in historical, religious, or environmental sites, or those with special needs and interests. Moreover, it includes also the guide's rights and duties as well as the tourist group's rights and duties. The course also outlines the possible problems and barriers faced by guides as well as the methods of overcoming them. In addition, the course highlights the importance of verbal and non-verbal communication and public relations skills in managing dialogue and interaction between groups and guides. So, field-training is emphasized through joining tourist trips with professional guides so as to observe and participate in the guidance processes.

1. 19. Course aims and outcomes:

2.

Aims:

- 1-To learn about general missions of tour guides
- 2-To understand the main knowledge that tour guide need
- 3- To recognize the types of tour guides and how they deal with different cultures
- 4- To learn main practical and presentation skills of tour guides
- 5- To know how tour guides resolve problems
- 6-To Know the main ethics of tour guidance
- 7- To know Tourism guidance regulation in Jordan .

Intended Learning Outcomes (ILOs): Upon successful completion of this course students will be able to:

- 1-How to deal with different cultures.
- 2-How to prepare a good presentation for the tourists.

20. Topic Outline and Schedule:

3.

Topics	weeks	Instructor	Achieved ILOs	Evaluation Methods	Reference
Introduction to course - Definition of tourism guidance, tour operator, tour manager, escort.	4. 1	5. Ranea Qaddhat	6. A/1	7. Participati on	8. An introduction to tourism
- Job requirements - Basic knowledge - Work skills	9. 2	10. Ranea Qaddhat	11. A/2	12. Participati on and teamwork	13. tourist guiding
- Kind of tour guide - Type of tourists	14. 3	15. Ranea Qaddhat	16. A/3	17. Participati on	18. Tourism and globalization 19. An introduction to tourism

Earning of tour guides Tour guiding appeal Training opportunities Qualities required by tour guide	20. 4	21. Ranea Qaddhat	22. A/4	23.	24. Tour Guiding
- Working with different cultures and nationalities. - Dealing with tourists, special needs.	25. 5	26. Ranea Qaddhat	27. A/3	28. Participation	29. Tour Guiding
- Tour manager and Tour Guiding - Dealing with problems.	30. 6	31. Ranea Qaddhat	32. A/5 33. B/1	34. Participation	35. Tour Guiding
- Tour guide and special interests; for more success. .	36. 7	37. Ranea Qaddhat	38. A/4 39. A/5 40. A/6	41. Participation and teamwork	42. Tour Guiding
- Tourism guidance ; how to get in to the job	43. 8	44. Ranea Qaddhat	45. A/4 46. A/6	47. First exam	48. Tour Guiding
Handling enquiries and complaints	49. 9	50. Ranea Qaddhat	51. A/5	52. Participation	53. Tour Guiding
- Presentation skills - tour commentaries	54. 10	55. Ranea Qaddhat	56. A/4 57. B/2	58. Participation	59. Tour Guiding
- Health requirement at work (health and tour guide) - dealing with emergency situation	60. 11	61. Ranea Qaddhat	62. A/4	63. Participation	64. Tour Guiding
- Ethical obligation of tour guides	65. 12	66. Ranea Qaddhat	67. A/5	68. Second exam	69. Tour Guiding

- Tourism guidance in Jordan - Tourism guidance regulation in Jordan .	70. 13	71. Ranea Qaddhat	72. A/7	73. Participati on	74. 75. Tourism guidance regulation in Jordan
research discussion	76. 14	77. Ranea Qaddhat	78. B/1 79. B/2	80. By providing research on time and discussion	81. -----

82.

83.

21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

Lectures
Discussions
Home work

22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

1-firsrt Exam
2- second exam (practical)
3-Project(research and presentation)
4-Participation
5-Final Exam

23. Course Policies:

A- Attendance policies:

Will comply with the law and regulations of the University of Jordan with regard to attendance and absenteeism.

B- Absences from exams and handing in assignments on time:

Will comply with the law and regulations of the University of Jordan with regard to absence from the exam, either in the case of late delivery of duty will not be accepted .

C- Health and safety procedures:

Will comply with all health and safety procedures in the classroom and in the scientific trips.

D- Honesty policy regarding cheating, plagiarism, misbehavior:

Will comply with the law and regulations of the University of Jordan in such a situation so if the student tried to cheat or initiated it applies to the following sanctions.

1. fails in this course
2. Cancel his registration in all courses in that semester.
3. Dismissed for a semester following semester who was caught in it.

E- Grading policy:

first Exam	20%
2- second exam (practical)	15%
3-Project(research and presentation)	10%
4-Participation	5%
5-Final Exam	50%

F- Available university services that support achievement in the course:

Data show

White board

24. Required equipment:

Data show

White board

Smart board

25. References:

A- Required book (s), assigned reading and audio-visuals:

- Salazar, Noel B.(2005) Tourism and globalization: Local tour guiding . Annals of Tourism Research , 32(3), 628-646.
- Salazar, Noel B.(2006) tourist guiding : Local guiding , global discourse Annals of Tourism Research , 33(3), 833-852.
- Salazar, Noel B.(2008) “enough stories” Asian tourism redefining the roles of Asian tour guides. Civilization : Local guiding , global discourse Annals of Tourism Research , 57(1/2), 207-222.
- Salazar, Noel B.(2010) envisioning Eden: Mobilizing Imaginaries in tourism and beyond. Oxford: Berghahn.

- An introduction to tourism (1997), Lickorish, Leonard J. Butterworth-Heinemann, Oxford; New York.
- Commonwealth of Learning (COL)(2006). Tour Guiding, Virtual University for the **Small States of the Commonwealth**.

B- Recommended books, materials, and media:

Commonwealth of Learning (COL)(2006). Tour Guiding, Virtual University for the Small States of the Commonwealth.

26. Additional information:

No Additional information.

Name of Course Coordinator **Ranea Qaddhat** Signature: ----- Date: -----

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: -----Signature: -----

Copy to:

Head of Department
Assistant Dean for Quality Assurance
Course File