



In commitment to Skilling India

PROGRAM SUPPORTED BY



Coordinator: Dr Archana Mishra

BACHELOR OF VOCATION -TRAVEL & TOURISM MANAGEMENT

SINCE 2015 AT JAI HIND COLLEGE

It has been a long-felt necessity to align higher education with the emerging needs of the economy so as to ensure that the graduates of higher education system have adequate knowledge and skills for employment and entrepreneurship.

The University Grants Commission (UGC) has launched a scheme on skills development based higher education as part of college/university education, leading to Bachelor of Vocation (B.Voc.) Degree with multiple exits such as Diploma/Advanced Diploma under the National Skill Qualification Framework.

Jai Hind College initiated two BVoc courses under the leadership of Dr Ashok Wadia, Principal Jai Hind College., BVoc - Travel & Tourism Management & BVoc - Software Development successfully!



JAI HIND COLLEGE

*MAKE YOUR
PASSION YOUR
PROFESSION!*

*Bachelor of Vocation
-Travel & Tourism
Management*



Rural Tourism Trip to Kondivde village

ESCAPE THE ORDINARY!!

Don't let your dreams be dreams!!

JOIN THE BVOC -TRAVEL & TOURISM COURSE AT TATHIND



Spirited travellers to Sula Wines !

WE TRAVEL
NOT TO ESCAPE LIFE
BUT FOR LIFE
NOT TO ESCAPE US

It is not the mountain we
conquer
but ourselves.

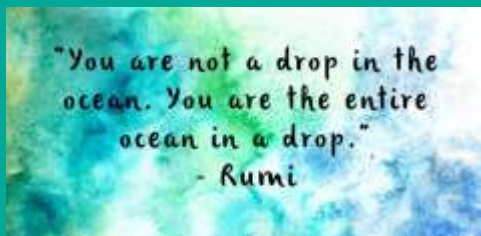
- Edmund Hillary

01 To prepare work ready graduates with adequate and relevant knowledge and skill training according to Job Roles etched by skill sector based on skill gaps

02 To judiciously blend classroom learning from best of in house and industry or Visiting faculty with on job training sessions, exposure to industry related projects and internships

03 To provide a work integrated model for graduation inorder to enable needy students to manage the fees for the program





OUR ACTIVITIES 2018-19

FIELD TRIPS

The department undertook three field visits in the city with the students to Elephanta Caves, Kanheri Caves, CSVMS Museum, RBI Coin Museum apart from Kondgaon Rural Tourism and Sula Vineyard Visit.

WORKSHOPS

Blogging Workshop
Workshop on Writing of CV and SOP
Workshop on Photography
Workshop on 'Campus to Corporate'

QUALIFICATION PACK ASSESSMENTS

Each student was assessed according to Qualification Pack. (Sys only for QPs – Travel Consultant, Tour Escort & Meet & Greet Officer

WORLD TOURISM DAY SYMPOSIUM & CULTURAL

A **Tourism Symposium** on UNWTO theme *-Digitalisation in Tourism Industry* was organised by the department on World Tourism Day. Industry experts spoke on how digitalisation is changing the face of Tourism.

SPECIAL INTERNATIONAL STUDENTS PROGRAM (CARLETON 2017)

BVoc TTM students were volunteers for Carleton Students visit to Jai Hind College. They undertook logistics and hospitality duties volunteering and ended up making great friendships!

GUEST TALKS

Guest lectures (9 lectures) including couple of sessions on career counselling were



CELEBRITY CONSTELLATION CREW MEMBERS WITH OUR STUDENTS HEENA & DELAFRUZ



IITT Exhibition Visit



Extending warm welcome -BVoc TTM students receiving Carleton Students in year 2017 at Mumbai Airport



An Adventure Sports Guiding Session

undertaken by the department on Leisure tourism in Vietnam and Cambodia, Food and Tourism, Music Heritage of India, Statues and Heritage in Mumbai, Cruise tourism, Job opportunities in Eco Tourism Venture- Pugmarks by Nature Trails, Eco Tourism and Venture Culture Aangan.

CAREER MENTORING

Talks and sessions were arranged on - Opportunities for Higher Studies in Tourism abroad as well as in India.

INTER COLLEGE EVENTS

This year BVoc TTM students were also nominated for various college awards out of which all FY, SY & TY BVoc TTM toppers received awards and two students one from SY & TY received award for outstanding participation in organising skill and for outstanding Research work done under UG in this year respectively.

An Inter- collegiate Students

Seminar was also organized in which our students presented research papers and from other colleges and papers were judged by a panel.

World Tourism Day Cultural & Voyage Event

Students participated in Throw ball, basketball and hosted intercollegiate quiz. They put up cultural performances ranging from fashion show, skit to Hip Hop to Bollywood dances



World Tourism Day Symposium & Voyage fest



A proud moment for us to see our graduates!



*A JOURNEY OF THOUSAND MILES
BEGINS WITH A SMALL STEP!*

BVOC is the only undergraduate course designed by UGC which provides multiple exits .

SEMESTER	NSQF LEVEL	QUALIFICATION PACK	EXIT OPTION
1	4	Meet and Greet Officer or Tour Escort	Certificate
2	4	Travel Consultant	Diploma
3	5	Ticketing Consultant	-
4	5	Meeting, Events and Conference Planner	Advanced Diploma
5	6	Tour Manager/Team Leader	-
6	7	Travel Entrepreneur	BVoc Degree

a scheme

Our Students

Internships and Placements

We strongly encourage our students to work and learn simultaneously in the Bachelor of Vocation -Travel & Tourism Management Course. While we facilitate by arranging several internships for students to provide exposure to industry through on job training and internship, students can themselves too list few companies and work with them. We are grateful to the Travel industry for bringing a variety of opportunities for our students, which has immensely helped our students shape up as smart and skilled professionals for the industry. Several students of our department were exposed to On job training through internships at Veena World (with stipend), Thomas Cook, Mercury Travels, Wanderlust, Explorers, Patel Travels, Universal Travels, GVK T2Airport, SOTC, Kesari Travels, Nature Trails -Pugmarks Venture, Tech 2, Vacationwallahs, Raconteur Walks, Khaki Tours etc.

Three students completed research- based internships and successfully submitted research work at T2 Airport authorities. A total of 65 internships were extended by the department and 15 students were exposed to camp activities in the year 2018-19. Some student profiles enclosed,

HEENA SHEIKH



“I’m a Travel enthusiast who thrives for knowledge and experience **JAI HIND COLLEGE**. Am glad to be in the the correct place where I was provided the platform to use my potential and capabilities and it has also helped me get a clear vision for my future. I’m pursuing a degree in Travel & Tourism Management which am very passionate about. My course offers me lot of on field experience to apply my theoretical knowledge into practical industry. I’m in my third year and I’ve already interned with **7 companies** at this age all because of my B.VOC Travel and Tourism Management Course provided by **JAI HIND COLLEGE.**”

AT T2 AIRPORT

I’m grateful to get such an exposure at this age. I’ve worked with JAYA HE GVK NEW MUSEUM at Mumbai International airport as an intern my job was to take safari’s (Museum Tour) and Pranam Movements (Hospitality-Meet &Greet services). This internship gave me an opportunity to use my skills & Potential to it’s best use and I was acknowledge for my capabilities by many of my seniors and received many positive feedbacks from my customers which kept encouraging me to give my best. I conducted A Museum Safari with my seniors for a group of 140 Harvard business school graduates and professors. My feedback was further forwarded to MD of MIAL Mr. Sanjay Reddy.

I’ve interned as an Hostess at Mumbai International Port and this opportunity was given to me through India Tourism Board. I’ve interned in K.V Tours & Travel in visa department, Explorers travel company as a assistant camp coordinator, InOrbit company Pvt ltd In M.I.C.E department for Sales and Marketing, Mercury Private ltd mainly in Forex and ticketing department. I’m interning with Culture Aangan company it focuses on rural tourism in India. It develops the rural villages with the help of community people and provides them employment opportunity and also encourages women empowerment. My course and my Head & Coordinator always made sure I was guided in the correct direction and always supported me in my decisions. This has helped shape myself into the person I am today. I’m grateful for such an experience and exposure given to me at this age. It has helped me build my personality and boost my confidence level and given me a clarity for my future plans.”

Currently working with **Active Holidays in Marketing Division.**



Our student Heena Sheikh at GVK with Airport Team





Vineet Patel

Internship Experience -
2018 - 19

Tibro Tours Pvt Ltd, Mumbai
Internship
Work Profile - Operations & Marketing Department
Student Group tour to Germany, France & Netherland
MICE Corporate Tours -
Singapore, Thailand, China, Germany, Spain, Netherland, Kenya, SouthAfrica, Australia, NewZealand)
VISA - Tourist Visa, Business Visa, Transit Visa
Vendor & Supplier Management

U-Tourizmo, Delhi
Internship
Work Profile – Operation Department
Student tour to Germany, Switzerland, & Italy.

2017 - 18

Mumbai International Airport
Internship
Worked Under Two GVK Brands:
JayaHe New Museum
Taking Safari's around the 3.2km public museum
West and East Corridor both end
Back end office
Pranaam Guest Services
Assisting Guests through seamless and stress-free journey
Corporate Clients, Celebrities, Costa Groups

“The course has helped me to gain a lot of confidence over everything. As the industry itself is a service sector, professional and management skills are way more important than anything else.

Under, the guidance of various Faculty, one can come out with flying colors if you are willing to work hard during the course and in the industry.”



Archi Karia

While doing this course, I have interned with companies like Explorers, Mercury Travels, Nature Trails.

While working with Explorers, I learnt many things. Firstly, deadlines should not be taken for granted and the work assigned must be completed before the date of submission. Along with the theoretical knowledge, practical knowledge is also essential.

I learnt how to talk to clients on call. I became familiar with making itineraries in practical. This was the toughest part as it involves a lot of research work. There is no place for being approximate, accuracy is essential everywhere. Lastly, I also learnt how to write an Email to the clients as well as to other travel intermediaries like hotel agents, resorts, etc.

Work experience was indeed amazing.

I also worked with *Mercury travels* for 3 months. That was indeed a wonderful experience. I got to learn a lot of things right from sorting documents to booking tickets on a GDS Platform. I was fortunate enough to be a part of Abu Dhabi Roadshow and also visit the Australian Consulate General for a conference of tour operators. I worked in 5 departments of Sales, Operations, Forex, Mice and Corporate Travel. In Forex, we learnt how to refill forex cards, make bills, negotiate with forex vendors and buy currency at lower rates, etc. This internship gave me insights on how to actually work professionally with clients and vendors.

Apart from office work, I also got to practically experience the job of a Tour Manager and a Tour Escort while going on tours with companies like Explorers, Nature Trails, Ashish Holidays, Khushi Tours, Patel Tourist, etc. That was indeed a memorable experience!

“The BVoc TTM course was indeed the best choice I made for studies. These three were the best years of my life. The course covered all the aspects of travel like FTT, Sustainable Travel, Niche Tourism, Destination Planning, Tour Manager Operations, Travel Agency Management, etc along with management subjects like Marketing, HR, Accounts, Data Analytics, Reasoning, Economics, etc which gives one an overall training. It helps you develop qualities of an entrepreneur. This course prepares you to the level where one can even start one’s own Travel Firm. The teachers are well trained professionals and are really helpful. They go beyond the syllabus and teach you the practical aspects of the industry. Also, there are a lot of certificate courses that the department has to offer to you such as

Destination Trainings, GDS Training, etc. In addition, doing this course from Jai Hind College is like Cherry on your Cake. With so many events, festivals, competitions happening throughout the year, you will always be entertained. I can keep going on about how good this course and the college is. Truly saying, these were the best days of the journey of my life. “



HUZEFA KUDRATI

Joining travel and tourism course offered by Jai Hind College is the best decision I've made!

From an excellent faculty to great theory and practical workshops, from a smart curriculum to plenty of cultural experiences and exchanges, the course is truly like your first step to a successful career in the tourism industry.

Since the course began, I have worked at Kuoni Academy, The Explorers, Vacationwallahs, Bollywood Tours and Khaki Tours to gain an experience of nearly **24+ months** in the tourism industry. These organisations through mentoring sessions, challenging environments, hands on job training bundled with theoretical assignments from lectures have enriched my knowledge and understanding of the tourism industry as a whole. It had definitely brought me closer to building and successful running my own business in this ever-growing industry.

Huzefa has been featured in Mumbai Mirror regularly.

Love Mumbai? Be her guide

With city's tour agencies looking to up their headcount, there couldn't be a better time to be a guide. Here's what it takes

ANJU MASKERI
anju.maskeri@ndtv.com

RECENTLY, Bharat Gothoskar, founder of Khaki Tours, that conducts walks across the city, uploaded a post on social media calling for entries for the post of 'Mumbai's ambassador'. The criteria was simple — an articulate individual with an undying love for the city, with an equal passion for heritage. Within a week, the post generated 40 requests. The target, however, is 100. "I don't like the term tour guides because the city's lost stories, so I prefer calling them heritage evangelists, who can convert people into lovers of history and culture," says Gothoskar. The 43-year-old launched the organisation in 2015. What started as an once-a-month event, today, holds around ten events a week. "We realised we aren't able to meet the growing demand," he adds.

So, what does it take to be

₹1k-4k
Amount you earn per tour

an ambassador for the city? We reach out to Mumbai's best travel guides for answers.

You don't need no education
What Wasim Shaikh, founder of Active Holidays, a travel curation agency, looks for in a prospective candidate is not a degree in travel management, but a love for the city. "You could be a 10th std pass, but in this profession, it doesn't matter as long as you are articulate, energetic, patient and of course, presentable. It's utterly important that you are well turned out because you are not just representing the company but also the



Bharat Gothoskar (second from right) conducting a tour at Lion's Gate, Fort. PIC/ANJU MASKERI

city," he says. Shaikh's tours include a walk through Dhauwani, one with subhawanas and also a Bollywood excursion, where you are taken on the sets of a film. Shaikh says the agencies normally accompany a seasoned guide until they learn the ropes.

Know your city
Gothoskar says the emphasis is on knowledge of the city. In fact, they have a library stacked with books in English, Hindi, Gujarati and Marathi. They also speak with historians and experts to create a solid knowledge base about the place they will be taking tourists to. Sukhmani Singh, founder of Seek Sherpa, recalls how a Bandra resident who had been living in the area for over 30 years, discovered something new about the place during a walk conducted by the agency. "You need to get past the fluff and dig deep. If you make locals see the city in a new light then you've achieved your goal," she says.

Make it personal
"Take your guest around, like you would an old friend," says Shaikh, who normally asks

'You could be a 10th std pass, but in this profession, it doesn't matter as long as you are articulate, energetic, patient and of course, presentable'

Wasim Shaikh, founder of Active Holidays

clients to fill in details about interest, dietary habits and hobbies in order to tailor the tour as per their tastes. "If we are going to Elephanta Caves, I take guests for breakfast at Sahakari Bhandar at Colaba, if they are vegetarians, and to Olympia if they are non-vegetarians. Both these places are well-known," he says. While Sahakari Bhandar is popular for authentic Maharashtra items like misal pav and pari bhaji, Olympia is one of the iconic Muslim Chilia restaurants in Mumbai.

It's for the underlying personal element, that Singh and co-founder founder Dhruv Raj Gupta decided to call their guides Sherpa. "You embody the spirit of a Sherpa who lives and breathes that place, and is somebody you can

trust," she says.

Be prepared for the worst

Singh says it's mandatory to have plan B. "If you are taking guests to an art gallery, and you realise it's shut, you need to figure a replacement immediately," she says. Shaikh, too, says it's in moments such as these that the tour guide's ability to think on the feet is put to test. "You can't get handed. The guest is paying you for the experience, so you need to give the best. Even if the back-up option is more expensive, it's alright," he says.

TO SIGN UP
@ Khaki Tours, apply at www.khakitours.com
@ Active Holidays, CALL 22621747
@ Log in to experiences.seeksherpa.com

When Mumbaikars did an eco-hunt on wheels



All ready to zoom off...

This was the first-of-its-kind treasure hunt conducted entirely using electric vehicles

All about Eco-hunt on wheels

While the probably ended your evening coffee on a Monday morning, a bunch of Mumbaikars stepped on their motorbikes for an adventure across the city that this was no usual trail on wheels. The group had just registered an arrival on an e-rickshaw treasure hunt conducted in electric cars. The adventure and guided experience being conducted in such a way. The aim was to get city folk to reduce the carbon footprint while also having fun. Here's what happened...

READY, STEADY, PLUG OFF!

In 10 min, the participants that up as a motorbike over the back of the bike. After a round of introductions, it was time for a briefing session. The guide, Anshu Singh, started with a brief introduction to the city's history. Each team had to enter the spots, depending on the trail that they were assigned.

HERE MAY TO DISCOVER SANTA ANIMBA!

The route it was the first time they had seen Santa Ana. Santa Ana is a...

WE ALL TALK ABOUT POLLUTION LEVELS IN MUMBAI AND HOW SOMETHING MUST BE DONE ABOUT IT, BUT IT'S TIME TO GET OUT AND DO SOMETHING THAT REDUCES THE CARBON FOOTPRINT. SUCH EVENTS ADD FUN AND ALLOW FOLKS TO APPRECIATE THE CITY'S LEGACY.

— BHARAT GOTHOSKAR, FOUNDER



and to get the city on a greener track. "The idea was to get city folk to reduce the carbon footprint while also having fun. Here's what happened..."

Participants were given a map of the city and a list of spots to visit. The guide, Anshu Singh, started with a brief introduction to the city's history. Each team had to enter the spots, depending on the trail that they were assigned.



The hunt for Santa Ana was a fun-filled one.

KICK OFF RAMAZAN SEASON WITH THREE FOOD TRAILS



Participants of the walk in 2016 at Nataraj's Sunkid's Diner.



(Left) Walkers enjoy with friends at the Ramadan food walk, 2016.



A glimpse of the Ramadan food walk, 2016.

A legacy of smells

Blaise Gokul, founder of Ghadiya Foods, tells us, "This food walk will be taking place between Bhamburda Road and Nataraj's Sunkid's Diner. Many who know as Nataraj's Sunkid's Diner, but very few people know that this precursor is being redeveloped. This is the best location before the building there are pulled down. So, we are trying to make memories through this walk." Ghadiya Foods was first made popular gradually towards the crowded area around Ghadiya.



A walk to remember

"We wanted to organize a walk that would allow us to enjoy the festival in the most scenic, shared spaces. Ghadiya Foods, founder of Ghadiya Foods, tells us, "This food walk will be taking place between Bhamburda Road and Nataraj's Sunkid's Diner. Many who know as Nataraj's Sunkid's Diner, but very few people know that this precursor is being redeveloped. This is the best location before the building there are pulled down. So, we are trying to make memories through this walk." Ghadiya Foods was first made popular gradually towards the crowded area around Ghadiya.

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When foodies met

When Kumar shared his passion for food, he got to see several interesting things at the organizers of the city's Ramadan food walk. Ghadiya Foods, founder of Ghadiya Foods, tells us, "This food walk will be taking place between Bhamburda Road and Nataraj's Sunkid's Diner. Many who know as Nataraj's Sunkid's Diner, but very few people know that this precursor is being redeveloped. This is the best location before the building there are pulled down. So, we are trying to make memories through this walk." Ghadiya Foods was first made popular gradually towards the crowded area around Ghadiya.

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Fresh for the summer

Thirty-five years after it set up its first outpost in Juhu, an iconic ice cream brand has launched its first live ice cream parlour a stone's throw away



DIARA YORA SABHANI
Entrepreneur
All this, we had a tradition of parking ice cream from the famous Nataraj's Diner, where we would come to the city from Delhi, which contained all the classic flavors. In the night, such is the popularity of the 'live stage from Juhu Scheme', that our customers would be seen playing without stopping of their recent flavor, which remains a favorite.

where you can see the dessert freshly churned in front of you. They offer a large garden area, right at the entrance, which is a lot among kids whom we would give take and send while having wings, when we visit their new outlet, located in the same lane as the original store. On a Friday night, it helps that the staff is warm and welcoming. On the items we serve, it's more about the quality of the ingredients and the way they are prepared.

fresh ingredients and use clean fresh eggs for every. At the counter, there is a sign showing the ice cream and they offer an option to order by the scoop (INR), or a variety of all seven flavors (INR), or a platter of four (INR). We will continue to use of their piping tables mounted on a gridded floor which serves as a perfect platform for the ice cream and under a platter of four and a tadpole under (INR), which is 50 percent of the ice cream. We will continue to use of their piping tables mounted on a gridded floor which serves as a perfect platform for the ice cream and under a platter of four and a tadpole under (INR), which is 50 percent of the ice cream.

Sketch it out

This Saturday, Abhijeet Kini is hosting a comic-making workshop



despite the strong, sticky taste of the base. As for the matter, we can hardly taste the tadpole in the creamy concoction, and that the entire flavor of an apple is better packed for a softer than a really low cream. Instead with my guests for the whole month, we are convinced that the live drawing doesn't make much of a difference to the taste of the whole creation. Significance of that, they will believe their big nature really turned, and the whole are value for money. So, if you wish to experience our favorite ice cream in a live days set up, you will feel the whole.

15 Rajawade, 13th Floor, South West, 20th Scheme, Juhu. Call: 11-42-11-1111
11-42-11-1111
The Guide Team

In February this year, the brand, which is known for its many creations, introduced its 15th anniversary, and with it, announced the launch of a new concept, Nataraj's New (N) located by Nataraj's Diner, in several stages is being opened and for the same Nataraj's and Nataraj's, N of Nataraj's New (N) concept.

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The Guide Team

DEVANSHI DAVE

I am a proud travel and tourism graduate from Jai Hind College. While pursuing my graduation, to get on job experience in this field, I had interned with four companies such as The Explorers, Raconteur Walks, In orbit Tours and SOTC. Each company gave me a different learning. Right from making itineraries at Explorers, narrating different stories to tourists with Raconteurs, ways to deal with business tourists at Inorbit to handling the tour operations at SOTC, I got to practice it all. Internship opened my eyes to the working of the real industry. So, I strongly believe that **“Learning in classroom educates you but internship makes you a professional.”**



RUCHI PARDESHI

This is an internship report undertaken by Ruchi Pardeshi of Bachelors of Travel and Tourism Management. I started my internship at SOTC travel from 6th June to 31st July 2017.

In fulfillment of the requirement of the syllabus we had to complete 720 hours in our fourth semester. I was recruited in the MICE (Meetings, Incentives, Conference, Event) department at SOTC Travels

My job profile was to fill visas of different countries some of which to mention are the visas of Greece, Thailand, USA, UK etc. Some of the other work included in my internship was to fill the PAR Slips of Hong Kong. For some duration in my internship tenure I was given the responsibility of telecommunicating with my clients to cater to their travel needs and helping out with an itinerary for them.

The next internship which I did was at Mercury Travel for two months from December 2017 to January 2018. At this internship I worked in different department majorly in the Forex department for a period of one month. In the forex department I got a deeper knowledge about the regulations to be followed during the foreign exchange, its limitations, regulations for specific countries, about travel cards, deciding the rate to buy and sell foreign exchange. In the operation and sales department knowledge about different countries and their peak seasons, famous tourist attractions, different travel locations for different types of travelers. A weekly test was also conducted to know our skills and as well how much were we able to inculcate the knowledge provided to us in these weeks.

During both these internships apart from having a closer look at the travel industry I also learned some other qualities like time- management, group co-ordination, working under pressure and truly both these internship opportunities have been excellent and moulded me into a better individual made me ready for the professional environment. I sincerely thank my teachers for providing me with such an excellent opportunity

