



## **Tourism Awareness Program under the CBSP 2018-19**

### **Batch Number 5th**

**Name of the Office/Institutions/Organization:** -Institute of Hotel Management, Jaipur

**Date:** - 9<sup>th</sup> & 10<sup>th</sup> December, 2019

**Location:** - Amber Fort – Chokha Amer

**No. of Participants:** - Jaipur Heritage Hotel, Amer Road, Jaipur

**Event:** - Sensitization on Responsible Tourism /Tourism Awareness Program under CBSP 2019

#### **Brief Report (In 100 words): -**

Institute of Hotel Management, Jaipur's faculty undertook on the famous and iconic tourist destination Amber Fort to sensitize the Jeep Drivers on their role as a tourism stakeholder.

02 days, comprising of 08 hours of workshop was conducted on Responsible Tourism

Responsible Tourism is about "making better places for people to live in and better places for people to visit." Responsible Tourism requires that operators, hoteliers, governments, local people and tourists take responsibility, take action to make tourism more sustainable.

#### **The lectures and interaction were based on the following topics.**

- Customer service skills
- Networking skills
- Communication and Language skills
- Flexibility skills
- Commitment
- Can-do attitude
- Multitasking skills
- Cultural awareness
- Keeping the destination clean
- Discourage use of plastic especially single use plastic
- Supporting local restaurants, artists, craftspeople, and shops

#### **Feed Back & outcome Summary**

The fact that the information and content covered were applicable and learning within their day today activities, And also ideas which can be easily be implemented and appreciated that how their practices can be improved, as per them training was varied and interesting, however they liked great ideas about how to use creativity in building positive image of our our iconic site i.e. Amer.

As a outcome of the session they were clear with aims and clearly to set out ideas. It was taken as an opportunity to see technologies/ resources to support learning in different ways. The owners appreciated the effort of MOT, GOI with request to have these types of training session after regular intervals.







