



B.Com Honours

Semester V

Calicut University

TOUR ESCORT MANAGEMENT

Course Code: COM5EJ309 • Module 2 Notes

Module II: Pre-Tour Preparations & Documentation

Covers group profile analysis, destination familiarization, pre-tour supplier liaison, pre-tour documentation kit, rooming lists, travel vouchers, and itinerary planning.

Unit 4: Pre-Tour Preparation & Local Supplier Liaison

Group Profile Analysis: Age distribution, dietary preferences, special needs (wheelchair access), nationality, & cultural expectations. **Destination Familiarization:** Climate conditions, local customs, currency exchange, & emergency contact numbers. **Supplier Liaison:** Reconfirming bookings with airlines, coach operators, hotels, restaurants, & local guides.

Unit 5: Pre-Tour Documentation & Tour Manager's Master Kit

Pre-Tour Documentation Importance: Ensuring error-free travel execution. **Master Kit Contents:** Master Itinerary, Passenger Manifest, Rooming Lists, Hotel/Transport Vouchers, Flight Tickets, Copy of Passports & Visas, Travel Insurance policies, Destination briefing notes, Cash floats, & Daily Expense Statements.

Practical Case Framework 1 (Pre-Tour Supplier Reconfirmation Checklist): Detail vendor categories, advance lead time, and reconfirmation protocols.

Pre-Tour Supplier Liaison Protocol Table:		
Supplier Category	Reconfirmation Timeline	Core Operational Checklist Items
Hotels & Resorts	7 Days & 24 Hours prior	Rooming list, twin/double allocation, dietary preferences
Coach & Transport Operator	48 Hours prior	Driver details, vehicle AC/sanitization, luggage capacity
Local Site Guides	24 Hours prior	Meeting point, language required, monument entry tickets

Practical Case Framework 2 (Tour Manager's Master Documentation Kit Matrix): Detail essential document categories, purpose, and statutory importance.

Master Documentation Folder Checklist Table:	

Document Title	Operational Purpose	Statutory / Administrative Significance
Passenger Manifest	Complete list of all group members & contacts	Essential for airport group check-in & immigration
Rooming List	Specifies room allocation per pax/couple	Expedites group hotel check-in & key distribution
Service Vouchers	Prepaid payment proof for hotels/coaches	Guarantees service delivery by third-party vendors

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