



Republic of the Philippines

Department of Education

DepEd Complex, Meralco Avenue, Pasig City

STRENGTHENED SENIOR HIGH SCHOOL CURRICULUM

TOURISM SERVICES

Grade 11/12

Course Description:

This course covers various components of the Tourism sector such as Travel Services, Tourism Promotions Services, and Local Guiding Services. It provides learners with technical and practical competencies in processing tourism service requirements, travel-related transactions, guiding tourists, and promoting tourism products, and services. Upon completion, learners are eligible to take assessments to earn National Certificate level II in Local Tour Guiding, Travel Promotion Services and Tourism Services that will lead pathways and career opportunities toward role in the travel and tourism industries and pursue higher education.

Elective: Technical Professional

Prerequisite: None

Time Allotment: In Grade 11, 320 hours for two semesters, 8 hours per week. In Grade 12, 320 hours for one semester, 16 hours per week

Schedule: First/Second Semester

QUARTER 1

CONTENT STANDARD	The learners will develop comprehensive travel intermediaries, attractions and activities by proposing well-structured itineraries that showcase the unique offerings of the Philippines at specific destinations.
PERFORMANCE STANDARD	The learner will design travel intermediaries to promote attractions, tourism, culture and activities of specific places that highlight the Philippines' unique offerings at specific destinations.
LEARNING COMPETENCIES	CONTENT
<ol style="list-style-type: none"> 1. Discuss the scope, types, and history of the travel and tourism industry 2. Explain career opportunities, global, and local trends in tourism services 	<p>The Travel and Tourism Industry</p> <ol style="list-style-type: none"> 1. Scope of the tourism industry 2. Types of tourism <ul style="list-style-type: none"> • leisure • business • adventure 3. History of travel and tourism <ul style="list-style-type: none"> • major historical milestones in travel <ul style="list-style-type: none"> ○ airlines ○ railroads ○ cruise lines 4. Career opportunities in the travel and tourism service industry

	5. Global and Local trends in tourism services
3. Discuss travel and tourism industry stakeholders and their role	<p>Travel and Tourism Industry Stakeholders</p> <ol style="list-style-type: none"> 1. Tourism stakeholders and their role <ul style="list-style-type: none"> • private stakeholders <ul style="list-style-type: none"> ○ accommodation providers ○ transportation providers ○ airline and transportation providers <ul style="list-style-type: none"> ▪ types of airports and airlines ▪ International Air Transport Association (IATA) accreditation ▪ airport and airline codes ○ cruise, shipping, and cargo vessels ○ bus transport system ○ other road transport system <ul style="list-style-type: none"> ▪ jeepneys ▪ taxis ▪ tricycles ▪ private car rental companies ▪ pedicabs ▪ kalesa ▪ buses ▪ motorbikes ▪ vinta 2. Government stakeholders and regulatory authorities <ul style="list-style-type: none"> ● national tourism organizations ● local and regional tourism boards ● immigration and border control agencies ● environmental and sustainability agencies

4. Discuss travel intermediaries

5. Design a travel and tour package with itineraries

Travel Intermediaries, Attractions, and Activities

1. Travel intermediaries

- travel agencies
- tour operators
- Travel Management Companies (TMC)
- Online Travel Agencies (OTAs)
- cruise line and cruise agencies
- Event and Conference Organizers (MICE Providers)
- special travel providers
- travel insurance providers
- training centers

2. Attractions and activities

- attractions in the Philippines according to International Association of Amusement Parks and Attractions
- types of attractions
 - cultural
 - leisure
 - natural
 - built attractions/constructed/man-made
 - special interests
- attractions in the Philippines
 - retail and shopping establishments
 - religious tourism
 - educational tourism
 - medical tourism
 - food tourism
- Related activities
 - guided tours
 - cultural activities and experiences

	<ul style="list-style-type: none"> ○ adventure activities ○ educational experiences ○ culinary tours ○ wildlife encounters ○ scenic activities and experiences ○ volunteerism activities
6. Analyze the legal and ethical considerations in travel services	<p>Legal and Ethical Considerations in Travel Services</p> <ul style="list-style-type: none"> • Data privacy and confidentiality • Consumer rights in travel services

QUARTER 2

CONTENT STANDARD	The learner understands travel preliminaries, the ticketing process, completing travel service transactions, and crisis management in travel.
PERFORMANCE STANDARD	The learner demonstrates solutions and alternatives to address a customer's ticket concerns, integrate the process of ticketing for travel transactions, and performs the procedures for providing compensation entitlements to guests affected by travel disruptions aligned with ASEAN MRA Toolbox.
LEARNING COMPETENCIES	CONTENT
1. Explain the travel preliminaries	<p>Travel Preliminaries</p> <ol style="list-style-type: none"> 1. ASEAN MRA Toolbox <ul style="list-style-type: none"> • overview of ASEAN MRA toolbox • key features • Benefit of ASEAN MRA toolbox 2. Importance of travel preliminaries 3. Travel documents

2. Discuss the uses and functions of the Global Distribution System used in the tourism industry

- client Profiling
 - special needs
 - health and dietary requirements
 - cultural diversity
- passport
- visa
- travel permit
- visa application processes and requirements
- customs regulations and entry/exit requirements
- immigration requirements

4. Health and safety considerations

- travel insurance
- vaccination requirements
- Travel safety and security

5. Travel Logistics and Preparation

- process of ticketing
- transportation planning
- accommodation arrangements
- itinerary planning and scheduling
 - crisscrossing
 - backtracking
 - 24-hour time and time zone
 - booking card for travel
- travel resources and information
- travel guides and reference materials

	<ul style="list-style-type: none"> • internet and E-Commerce <ul style="list-style-type: none"> ○ Global Distribution (GDS) basics ○ Amadeus ○ Galileo ○ Sabre ○ travel web portals ○ other global distribution system
<p>3. Discuss the process of providing travel service requirements in other travel and tour products</p> <p>4. Demonstrate ways of providing solutions and alternatives to address customer ticket concerns</p>	<p>Ticketing Processing</p> <ol style="list-style-type: none"> 1. Overview of the ticketing process 2. Ticket types and classifications <ul style="list-style-type: none"> • airline tickets • bus tickets • event tickets • cruise line tickets 3. Ticket booking and reservation <ul style="list-style-type: none"> • based on confirmation • based on source • based on payment • based on duration • based on group size • direct booking • indirect booking • booking considerations <ul style="list-style-type: none"> ○ fare types and pricing structures ○ availability and seat selection ○ booking deadlines and lead times • steps in the airline reservation process 4. Ticket issuance and delivery <ul style="list-style-type: none"> • ticket formats • ticket delivery methods

	<p>5. Ticket modifications and cancellations</p> <ul style="list-style-type: none"> • ticket changes • ticket cancellations <ul style="list-style-type: none"> ○ air passenger bill of rights ○ refund policies and eligibility ○ cancellation fees and penalties
<p>5. Discuss the stages involved in processing payments for travel transactions</p>	<p>Complete Travel Service Transactions</p> <ol style="list-style-type: none"> 1. Payment processing <ul style="list-style-type: none"> • payment methods in travel • payment security and fraud prevention 2. Invoicing and billing 3. Transaction confirmation and documentation
<p>6. Perform the procedures for providing compensation entitlement to guests affected by flight disruptions</p>	<p>Safety Awareness in Travel</p> <ol style="list-style-type: none"> 1. Importance of crisis management in travel 2. Types of crises in travel (natural disasters, terrorism, and health pandemics) 3. Preparedness and prevention <ul style="list-style-type: none"> • risk assessment and mitigation • crisis response strategies <ul style="list-style-type: none"> ○ pre-crisis ○ during crisis ○ post-crisis 4. Traveler assistance and support <ul style="list-style-type: none"> • traveler safety and security • disruption management

QUARTER 3

CONTENT STANDARD	The learners understand the key concepts of tourism promotions, products and services, tour packages, ways of promoting tourism, dealing with customers, and the health, safety, and security of tourism services.	
PERFORMANCE STANDARD	The learners will be able to develop tour packages, appropriately dealing with customers, in performing product marketing using promotional tools and techniques.	
LEARNING COMPETENCIES	CONTENT	
<ol style="list-style-type: none"> 1. Discuss the concepts, characteristics of tourism products, and the marketing mix 2. Explain the roles of stakeholders in tourism promotion, trends, and ethical considerations 	<p>Introduction to Tourism Promotion</p> <ol style="list-style-type: none"> 1. Definition and importance of tourism promotions 2. Concepts of tourism promotion 3. The tourism marketing mix 4. Characteristics of tourism products <ul style="list-style-type: none"> • intangibility • perishability • heterogeneity • inseparability 5. Technology integration in tourism business 6. Tourism stakeholders and their promotional roles <ul style="list-style-type: none"> • tourism businesses • travel intermediaries 7. Trends in tourism promotions <ul style="list-style-type: none"> • digital marketing • experiential tourism • ethical considerations in tourism promotions 	
<ol style="list-style-type: none"> 3. Discuss the different sectors of tourism promotion 	<p>The Tourism Sectors</p> <ol style="list-style-type: none"> 1. Accommodation sector <ul style="list-style-type: none"> • hotels, resorts, vacation rentals, and other lodging options • unique promotional strategies for different 	

accommodation types

- online reputation and reviews

2. Food and beverage services sector

- restaurants, cafes, bars, and culinary tourism experiences
- local cuisine and dining experiences
- food-related events and festivals

3. Transportation sector

- transportation modes
 - airlines, railways, cruise lines, and ground transportation
- partnerships and cross-promotions with other sectors

4. Attractions and activities sector

- natural attractions, cultural sites, theme parks, and events
- unique and experiential offerings
- tour operators and travel agents

5. Travel intermediaries/services Sector

- travel agencies, tour operators, and online travel platforms
- cooperative marketing and trade promotions

6. Destination Management Organizations (DMOs)

- national, regional, and local tourism promotion agencies
- branding and marketing strategies for destinations

7. Emerging sectors and niche markets

	<ul style="list-style-type: none"> • Adventure tourism, wellness tourism, business travel • Traveler segments and interest • Leveraging technology and digital marketing for niche markets
<p>4. Discuss tourism products and services in tourism promotion</p>	<p>Tourism Products and Services</p> <ol style="list-style-type: none"> 1. Tourism products <ul style="list-style-type: none"> • tangible and intangible components • authenticity and uniqueness in tourism products 2. Types of tourism products <ul style="list-style-type: none"> • attractions (natural, cultural, man-made) • accommodation (hotels, resorts, and vacation rentals) • transportation (air, land, water) • events and festivals • guided tours and activities • retail and shopping experience 3. Tourism services <ul style="list-style-type: none"> • information and booking services • hospitality and customer service • travel planning and concierge services • ancillary services (e.g., luggage handling and currency exchange) 4. Product development and innovation <ul style="list-style-type: none"> • New tourism product opportunities <ul style="list-style-type: none"> ◆ products innovation ◆ traveler preferences 5. Packaging and bundling tourism products <ul style="list-style-type: none"> • tourism packages and itineraries • cross-selling and upselling complementary

	<ul style="list-style-type: none"> • products <ul style="list-style-type: none"> • unique product combinations <p>6. Product lifecycle and positioning</p> <ul style="list-style-type: none"> • the tourism product lifecycle • different stages of the lifecycle • market segments <p>7. Sustainability and responsible tourism products</p> <ul style="list-style-type: none"> • eco-tourism, cultural heritage, and community-based experiences • environmental and social impacts on product development • sustainable tourism practices for travelers
<p>5. Discuss types of tour package</p>	<p>The Tour Package</p> <p>1. The tours package</p> <ul style="list-style-type: none"> • components and structure of a tour package • importance of package tour • types of tour package <ul style="list-style-type: none"> ○ full-inclusive packages ○ independent/custom package ○ group and escorted tours ○ themed and specialized packages (adventure, culinary, and wellness) • Tour package design and development <ul style="list-style-type: none"> ○ target market preferences ○ tourism and services combination package ○ price and packaging strategies

<p>6. Demonstrate tour packages promotion</p>	<ol style="list-style-type: none"> 2. Promoting tour packages <ul style="list-style-type: none"> • promotional channel (travel marketplaces and online platforms) • unique selling point and value propositions • partnership and co-op marketing 3. Traveler segments <ul style="list-style-type: none"> • types of packages for traveler segments <ul style="list-style-type: none"> ○ families ○ solo ○ seniors ○ groups ○ couples ○ and others 4. Trends in tour packages promotions <ul style="list-style-type: none"> • travelers' behavior • travelers' preferences • sustainability and responsible tourism practices • technology and personalized package
<p>7. Perform tourism promotion using promotional tools and techniques</p>	<p>Promoting Tourism</p> <ol style="list-style-type: none"> 1. Tourism promotion <ul style="list-style-type: none"> • objectives and goals of tourism promotion • the role of promotion within the tourism marketing mix 2. Promotional tools and techniques <ul style="list-style-type: none"> • advertising (traditional and digital) • public relations and media relations • sales promotions and incentives • personal selling and direct marketing • events, trade shows, and fairs

	<ol style="list-style-type: none"> 3. Branding and destination marketing <ul style="list-style-type: none"> • destination branding and identity development • marketing communication campaigns 4. Digital and social media marketing <ul style="list-style-type: none"> • website design and optimization for tourism • social media platforms and influencer marketing • content marketing and storytelling • search engine marketing and optimization 5. Promotion planning and strategy development <ul style="list-style-type: none"> • the tourism promotion planning process • importance of aligning promotion
<ol style="list-style-type: none"> 8. Demonstrate appropriate dealing with customers applying ethical and responsible customer engagement 	<p>Dealing with Customers</p> <ol style="list-style-type: none"> 1. Customer behavior and preferences <ul style="list-style-type: none"> • tourism consumer behavior • customer data and market research 2. Customer Relationship Management (CRM) <ul style="list-style-type: none"> • customer relationships • communication and customized offerings • CRM systems and customer data 3. Customer service and hospitality <ul style="list-style-type: none"> • customer experiences • customer inquiries, complaints, and feedback • provide excellent service 4. Customer loyalty and retention <ul style="list-style-type: none"> • loyalty programs and incentives • business and referrals

	<ul style="list-style-type: none"> • customer churn and improving retention rates <ol style="list-style-type: none"> 5. Establishing online reputation <ul style="list-style-type: none"> • online reviews and social media comments • proactive reputation management and crisis communication • turning negative experiences into positive outcomes 6. Ethical and responsible customer engagement <ul style="list-style-type: none"> • customer privacy and data protection • inclusive and non-discriminatory practices • concerns about over-tourism and sustainability
<ol style="list-style-type: none"> 9. Discuss the health, safety, and security in tourism services 	<p>Health, Safety, and Security in Tourism Services</p> <ol style="list-style-type: none"> 1. Importance of health, safety, and security in tourism <ul style="list-style-type: none"> • traveler expectations and concerns regarding personal well-being • the impact of health, safety, and security on destination choice and image • regulatory requirements and industry standards 2. Health and hygiene considerations <ul style="list-style-type: none"> • cleanliness, sanitation, and disease prevention measures • access to medical facilities and emergency services • pandemic-related protocols 3. Safety and security measures <ul style="list-style-type: none"> • crime prevention and personal safety • natural disaster preparedness and emergency response plans

	<ul style="list-style-type: none"> • traveler concerns about political instability or terrorism • evacuation plan • travel advisory <p>4. Accessibility and inclusivity</p> <ul style="list-style-type: none"> • promoting destinations and services that cater to travelers with special needs • ensuring inclusive and non-discriminatory tourism experiences • communicating accessibility features and accommodations <p>5. Partnerships and collaborations</p> <ul style="list-style-type: none"> • local authorities, emergency services, and industry associations • tourism industry networks • enhance tourism safety and security
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QUARTER 4

CONTENT STANDARD	The learners demonstrate an understanding of the overview of local guiding services, tour guiding as a profession, tourism in the Philippines, the different stages of tour guiding, tour documents, logbooks, and suppliers, and Risk Management in Tour Guiding.	
PERFORMANCE STANDARD	Learners show the characteristics and roles of a tour guide, the Filipino brand of service excellence, the stages of tour guiding, and the ability to assess risks in tour guiding and implement appropriate procedures for handling unforeseen events.	
LEARNING COMPETENCIES		CONTENT
1. Discuss an overview of local guiding services.		Overview of Tour Guiding Services

	<ol style="list-style-type: none"> 1. Definition of tour guiding 2. History of tour guiding 3. Key concepts and elements of tour guiding 4. Local guiding services <ul style="list-style-type: none"> • types of guiding services in the Philippines • importance of local guiding services • sustainable practices in guiding services • cultural sensitivity and ethical Practices
<p>2. Demonstrate the characteristics and roles of a tour guide including the Filipino brand of service excellence</p>	<p>Tour Guiding as a Profession</p> <ol style="list-style-type: none"> 1. Types of tour guides <ul style="list-style-type: none"> • characteristics of tour guides 2. Roles and responsibilities of a tour guide 3. Professional tour guide qualification 4. 7 Ms of the Filipino brand of service excellence in local guiding services <ul style="list-style-type: none"> • maka-Diyos • makatao • makakalikasan • makabansa • masayahin • may bayanihan • may pagasa
<p>3. Differentiate the different types of tourists, the Philippine geography, and its tourism culture</p>	<p>Tourism in the Philippines</p> <ol style="list-style-type: none"> 1. Types of tourists <ul style="list-style-type: none"> • travel motivators • tourist demographics • travel duration and frequency • tourist impact on local economies and communities • sustainable and responsible tourism • challenges in different types of tourists

	<ul style="list-style-type: none"> 2. Philippine geography <ul style="list-style-type: none"> • maps and map mapping <ul style="list-style-type: none"> ◆ types of maps ◆ interpretation of map • attractions, sights and sites <ul style="list-style-type: none"> ◆ natural Attractions ◆ built Attractions ◆ cultural, historical, and heritage attractions 3. Philippine tourism culture <ul style="list-style-type: none"> • language/dialect • religion • indigenous people • crafts and delicacies • heritage
<ul style="list-style-type: none"> 4. Demonstrate the stages of tour guiding 5. Develop tour commentaries 	<p>Stages of Tour Guiding</p> <ul style="list-style-type: none"> 1. Pre-Arrival <ul style="list-style-type: none"> • tour itinerary • reviewing tour itinerary • communication in tour guiding 2. Tour proper <ul style="list-style-type: none"> • tour commentary <ul style="list-style-type: none"> ○ types of commentary ○ parts of commentary ○ pointers in delivering commentaries • complaints management 3. Post-Arrival <ul style="list-style-type: none"> • departure procedures • documentation and reports • feedback
<ul style="list-style-type: none"> 6. Explain the use of tour logbooks and 	<p>Tour Documents, Logbook, and Suppliers</p>

<p>documents and the importance of tour suppliers</p>	<ol style="list-style-type: none"> 1. Tour documents <ul style="list-style-type: none"> • tour itinerary <ul style="list-style-type: none"> ◆ booking confirmations ◆ emergency contact information ◆ traveler information ◆ payment receipts 2. Tour logbook <ul style="list-style-type: none"> • daily attendance • route information • service evaluation • incidents and accidents • expense log 3. Tour suppliers <ul style="list-style-type: none"> • supplier contracts and agreements • inventory of services • suppliers contact information • payment and invoicing records
<p>7. Assess risk in tour guiding and implement appropriate procedures in handling unforeseen events</p>	<p>Risk Management in Tour Guiding</p> <ol style="list-style-type: none"> 1. Types of risk <ul style="list-style-type: none"> • health and safety risk • security risk 2. Safety and first aid knowledge 3. Procedures for handling visitors in case of an unforeseen event 4. Crisis management 5. Occupation Health and Safety in local guiding services 6. Insurance and liability coverage 7. Technology in risk management

GLOSSARY

Accommodation: Places that provide lodging for travelers, such as hotels, motels, hostels, and vacation rentals.

Backtracking: The process of retracing one's travel route or itinerary, often used when plans change or when revisiting previous destinations.

Booking: The act of reserving travel services, such as flights, accommodations, or tours, often done in advance to secure availability.

Commentaries: Informative narratives or explanations provided by guides or tour operators, often enhancing the travel experience by sharing cultural or historical insights.

Confidentiality: The assurance that personal information collected from travelers, such as payment details and preferences, will be kept private and secure.

Crisscrossing: Refers to the practice of traveling across multiple destinations or routes, often used in itinerary planning for efficiency and exploration.

Cross-promotions: Marketing strategies where tourism-related businesses collaborate to promote each other's services, such as hotels and local attractions.

Cross-selling: The practice of offering additional travel services, such as excursions or upgrades, to customers at the point of sale.

Cultural heritage: The traditions, practices, and historic sites that characterize a community or region, often promoted in tourism to enhance visitor experiences.

E-Commerce: The online buying and selling of travel-related products and services, such as booking flights and accommodations through websites.

Eco-Tourism: Responsible travel that focuses on preserving natural environments and promoting sustainable practices, often involving local communities.

Fraud prevention: Measures implemented by travel companies to protect against deceptive practices, ensuring secure transactions and safeguarding customer information.

Incentives: Offers or benefits provided to encourage travelers to book services, such as discounts, loyalty points, or special packages.

Inclusivity: The commitment to ensuring that travel services are accessible to all individuals, regardless of their backgrounds or physical abilities.

Inseparability: The characteristic of tourism services where production and consumption occur simultaneously, meaning the experience is tied to the service provider.

Intangibility: The quality of tourism services that cannot be touched or owned, making the experience subjective and reliant on perceptions.

Intangible: Refers to experiences or services that cannot be physically measured or owned, such as hospitality or customer service in travel.

Intermediaries: Agents or companies that facilitate travel transactions between service providers (like airlines and hotels) and consumers, such as travel agents or online platforms.

Itineraries: Structured travel plans detailing the schedule of activities, destinations, and timings for trips or tours.

Leisure: Free time or activities undertaken for enjoyment and relaxation during travel, often influencing destination choices.

Leveraging technology: Utilizing digital tools and platforms to enhance travel experiences, improve efficiency, and streamline booking processes.

Luggage: Bags, suitcases, or containers used by travelers to transport personal belongings during their trips.

Marketing: Strategies and activities aimed at promoting travel services and attracting customers, including advertisements and social media campaigns.

Mitigation: Strategies employed to reduce the impact of potential risks or issues in travel, such as safety protocols or contingency planning.

Niche Markets: Specific segments of the travel market that cater to unique interests or preferences, such as adventure tourism or wellness retreats.

Perishability: The characteristic of tourism services that cannot be stored or saved, meaning unsold travel products cannot be recaptured after the travel date has passed.

Risk assessment: The process of identifying and evaluating potential risks associated with travel services, including safety and financial considerations.

Risk Management: Strategies and practices to minimize and address risks in travel, ensuring safety for travelers and viability for service providers.

Sustainability: The practice of providing travel services in a way that preserves natural resources and supports local communities for future generations.

Tangible: Physical goods or products associated with travel, such as brochures, tickets, or souvenirs.

Terrorism: The threat of violent acts targeting individuals or groups, which can affect travel safety and tourism destinations.

Tour package: A pre-arranged collection of travel services, including transportation, accommodation, and activities, offered at a single price to travelers.

Travel logistics: The detailed planning and coordination of all elements involved in travel, including transportation, accommodations, and activities to ensure a smooth experience.

Upselling: The practice of encouraging travelers to purchase upgraded services or additional features, such as room upgrades or premium experiences, at the time of booking.

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TESDA Training Regulation for Travel Services NC II

TESDA Training Regulation for Local Guiding Services NC II

TOOLS, MATERIALS, AND EQUIPMENT

	Tourism Promotions	Travel Services	Local guiding services
Tools	Digital Tools <ul style="list-style-type: none"> • Social media platforms (e.g. Instagram, Facebook) • Email marketing software (e.g. Mailchimp) • Website and content management systems (e.g. WordPress) 	Communication Tools <ul style="list-style-type: none"> • Telecommunication devices (e.g. smartphones, tablets) • Instant messaging apps (e.g. WhatsApp, Slack) 	Transport Tools <ul style="list-style-type: none"> • Vehicles (e.g. vans, buses) • Bicycles for eco-tours • Walking tour supplies (e.g. maps, signs)

Equipment	<ul style="list-style-type: none"> • Graphic design software (e.g. Adobe Creative Suite) • Photography equipment (e.g. cameras, drones) • Video editing software (e.g. Final Cut Pro) 	<ul style="list-style-type: none"> • Online booking platforms (e.g., Expedia, Booking.com) • Customer Relationship Management (CRM) software • Travel agency management software 	<ul style="list-style-type: none"> • Audio guides and headsets • GPS devices for navigation <p>First aid kits</p>
Materials / Supplies	<p>Marketing Materials</p> <ul style="list-style-type: none"> • Brochures and flyers • Posters and banners • Business cards • Promotional merchandise (e.g. keychains, T- shirts) 	<p>Travel Documentation</p> <ul style="list-style-type: none"> • Travel itineraries and guides • Travel insurance documents • Visa and passport processing tools 	<p>Safety and Accessibility Supplies</p> <ul style="list-style-type: none"> • Emergency contact lists • Accessibility aids (e.g. wheelchairs, ramps) • Safety gear (e.g. helmets, reflective vests)