



FIELD TRIP REPORT ON MIRIK & DARJEELING



MURALIDHAR GIRLS' COLLEGE

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SEMESTER: VI

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Examined
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25.7.23.



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TO WHOM IT MAY CONCERN

This is to certify that Smt. SHREYA DUTTA bearing C.U Roll No. 202044-13-0002, Reg. No. 044-1211-0427-20 an examinee of B.A (Major) 3rd year, 6th semester (under CBCS) Tourism and Travel management Examination, 2023, of the University of Calcutta, has successfully completed her project work and prepared a Project Report on Mirik and Darjeeling, West Bengal.

The project report which she submitted is her genuine and original work to the best of my knowledge.

Kinjalkini Biswas

Head of the Institution:

Signature: *K. Chakraborty*

Name: KATHAKALI CHAKRABORTY

Designation: SACT

PREFACE

I am Shreya Dutta the student of Tourism and Travel Management 3rd year, Muralidhar Girls College. This vocational course is under Calcutta University. The field trip or educational excursion is one of the part of our study. So we had visited Mirik and Darjeeling which is situated in Darjeeling district of North Bengal under the guidance of our principal Dr. Kinjalini Biswas and our faculty members Ms. Kathakali Chakraborty and Mr. Ujjal Mallick.

The tour was organized by 'Dear Travels'. The duration of our tour is 6days from 02/05/2023 to 07/05/2023. During the excursion we did the hotel and tourist surveys which is also a vital part of it.

The work of this project has helped us to increase our knowledge about destination.

Through this project we can find out how we guide the travel and organize. Through this project we come to know about importance of team work and role of devotion towards the work.

ACKNOWLEDGEMENT

In the accomplishment of this project successfully, many people have best owned upon me their blessing and the heart pledged support, this time I am utilized to thank all the people who have been concerned with this project.

Primarily I want to thank God to being able to complete this project with success. Then I would like to thank my principle KINJALKINI BISWAS and our department teacher KATHAKALI CHAKROBORTY whose valuable guidance during the tour and her instructions have served as the major contributor towards the completion of the project and Mr. UJJAL MALLICK.

Moreover, I want to thanks 'DEAR TRAVELS' who organized the whole tour and Sujit Kumar Bhowmik who simultaneously gave security and manage during this tour. Also I would be thanked to the local people and drivers of Mirik and Darjeeling who helped me to visit the side seeing and gave a sketch about their culture.

Then I want to thank my parents to help me with their valuable suggestions and guidance.

Last but not the least I want to thank my classmates who have helped me a lot.

Shreya Dutta

College Roll no. 383

Department of Tourism and Travel Management (TTMV)

STUDENT DECLARATION

I, Shreya Dutta a student of Tourism and Travel Management (TTMV 6th semester) hereby the project presented in the report is my own words has been carried out under the supervision and guidance by professor Kathakali Chakraborty of Muralidhar Girls' College (under Calcutta University) of vocational studies.

The work has not been submitted to any other university in any examination.

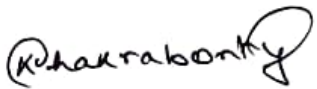
Date: 25/7/2023

Place: **Kolkata**

Shreya Dutta
SHREYA DUTTA

CERTIFICATION FROM THE SUPERVISOR

This is to certify that the project entitles "Study tour in Mirik & Darjeeling" is an academic work done by requirements for the Degree of Bachelor of Arts (Major) administration at department of Tourism and Travel Management, Calcutta University under my guidance and supervision. To the best of my knowledge, the information given in this project is genuine and has not been submitted earlier.

Signature of the Supervisor:  .

Name: KATHAKALI CHAKRABORTY .

Designation: SACT

Date: 25.7.23 .

OBJECTIVE OF THE STUDY

As a part of vocational course Tourism and Travel Management I had visited at Mirik & Darjeeling, West Bengal. As an educational excursion I am going to prepare a field trip report based on the information that I had gathered during the excursion

The main objective is to-

- To evaluate Darjeeling state as one of the most popular destination in India and to evaluate Mirik and Darjeeling town which is a part of Darjeeling
- To find out the cultural significance of Darjeeling in development of tourism
- To study the relevance of Darjeeling as a potential destination for tourism development
- To evaluate the accessibility and communication system
- Try to solve problems in the destination by the local people

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E-mail: deartravels06@rediffmail.com
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Ref.:

Date:

**MURALIDHAR GIRLS' COLLEGE
DEPARTMENT OF BOTANY & T. T. M. V.**

TOUR TO: MIRIK, DARJEELING

DAY	DATE	PLACE	ITINERARY
1 st	02.05.23	SEALDAH DO	Report at SEALDAH station near platform no. 12 at 19:30 hrs. Dep. SEALDAH for SILIGURI JN. by 13149 KANCHANKANYA EXPRESS at 20.35 hrs.
2 nd	03.05.23	SILIGURI JN. MIRIK	Arv. SILIGURI JN. at 08:00 hrs. & proceed for MIRIK by bus Arv. MIRIK & proceed to "HOTEL SADBHAWANA", Ph. No. (0354) 224-3651 / 3117. Night stay in hotel.
3 rd	04.05.23	DO DARJEELING	Dep. MIRIK for DARJEELING by bus / sumo. Arv. DARJEELING & proceed to "HOTEL SHAMBALA INN", Ph. No. 98301-61388. Night stay in hotel.
4 th	05.05.23	DO	Day allotted for TIGER HILL MIX-POINT, ROCK GARDEN sightseeing by sumo. Night stay in hotel.
5 th	06.05.23	DO SILIGURI JN. DO	Dep. DARJEELING for SILIGURI JN. by bus / sumo. Arv. SILIGURI JN. & proceed to Railway station. Dep. SILIGURI JN. for SEALDAH by 13150 KANCHANKANYA EXPRESS at 19:50 hrs.
6 th	07.05.23	SEALDAH	Arv. SEALDAH at 08:20 hrs.

-: END OF THE TOUR :-

TERMS & CONDITIONS:-

01. All charges, such as coolie, camera, guide, entry fees and other activities are individual.
02. We'll provide all foods (Bed Tea, Breakfast, Lunch, Eve-Snacks and Dinner).
03. Please note that Non-Veg. and Sweets items are not repeated.

What to carry:-

Air Pillow, Bed Sheet (for train journey), Light Woolen Garments, Water Bottle, Torch, Necessary Medicine, Umbrella / Cap, Chain & Lock & COLLEGE IDENTITY CARD.

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INTRODUCTION: INCREDIBLE INDIA



Discover the regions of India!

The Himalayan Northern Border

Adventurers will be delighted to discover the spirituality and cultural heritage of the Himalayas.



The region of Delhi

The vibrant and magical Indian capital contrasts with its calm forest surroundings.



The north, the tribal Belt

This region is quite isolated and less explored but offers acres of lush vegetation and tea plantations.



The west, on the path of the Maharadjas

Mumbai, Bollywood cinema and beautiful landscapes including deserts, beaches, forests, slums, fortresses and palaces.



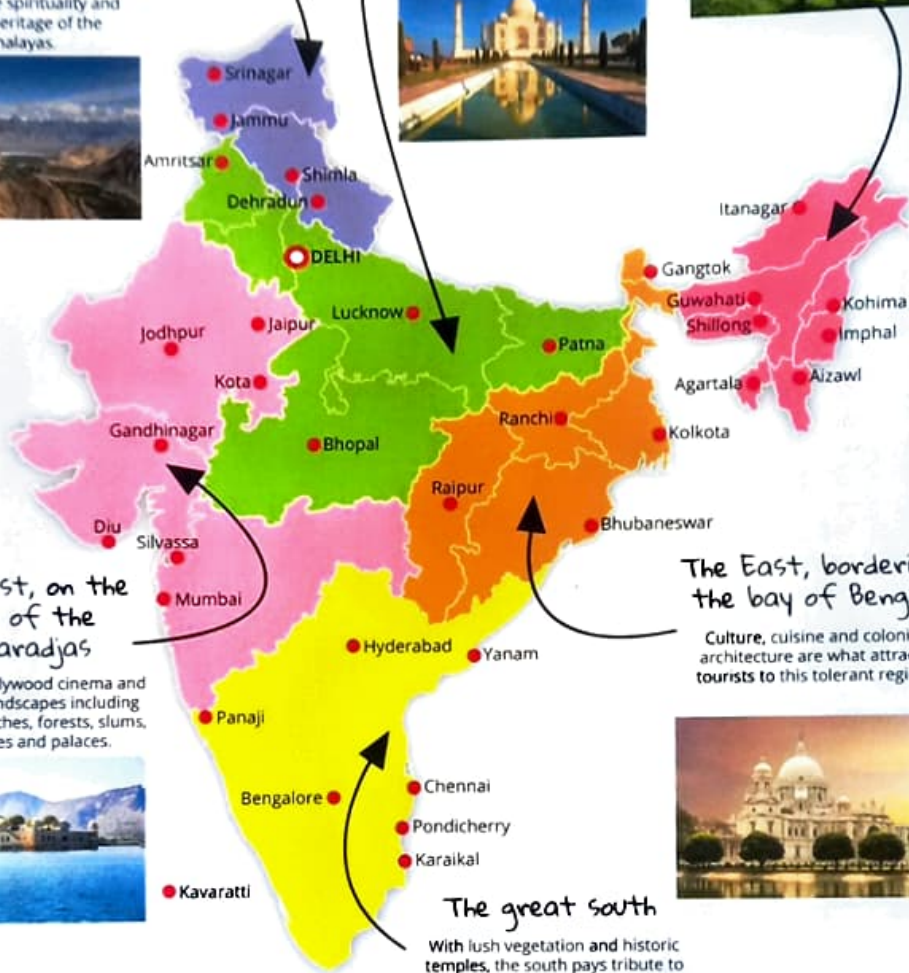
The East, bordering the bay of Bengal

Culture, cuisine and colonial architecture are what attracts tourists to this tolerant region.



The great south

With lush vegetation and historic temples, the south pays tribute to its indigenous culture.



THE TRAVELER.NET

320 miles

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Figure 1 India

INDIA:

India is one of the oldest civilizations in the world with a kaleidoscopic variety and rich cultural heritage. It has achieved all-round socio-economic progress since its Independence. India has become self-sufficient in agricultural production and is now one of the top industrialised countries in the world and one of the few nations to have gone into outer space to conquer nature for the benefit of the people. It covers an area of 32,87,263 sq. km (1,269,346 sq mi), extending from the snow-covered Himalayan heights to the tropical rain forests of the south. As the 7th largest country in the world, India stands apart from the rest of Asia, marked off as it is by mountains and the sea, which give the country a distinct geographical entity. Bounded by the Great Himalayas in the north, it stretches southwards and at the Tropic of Cancer, tapers off into the Indian Ocean between the Bay of Bengal on the east and the Arabian Sea on the west.

Lying entirely in the northern hemisphere, the mainland extends between latitudes $8^{\circ} 4'$ and $37^{\circ} 6'$ north, longitudes $68^{\circ} 7'$ and $97^{\circ} 25'$ east and measures about 3,214 km from north to south between the extreme latitudes and about 2,933 km from east to west between the extreme longitudes. It has a land frontier of about 15,200 km. The total length of the coastline of the mainland, Lakshadweep Islands and Andaman & Nicobar Islands is 7,516.6 km.

WEST BENGAL:

Located in Eastern India, the fourth most populous state in the country is widely considered the Melting pot of Cultures. Bordered by five different states, its capital Kolkata is often termed as the cultural capital of India. West Bengal offers a unique flavour to the richness of India with its synthesis of various languages, religions, customs, traditions, cuisines and lifestyle. Bound by the grandeur of the Himalayan ranges in the north and sweetened by the sea in the south, Bengal has everything a state needs to flourish.



Figure2 West Bengal

After India gained independence from the British, Bengal played the most important role in emerging renaissance in the field of social, cultural, political and educational reforms. Reformers like Raja Ram Mohan Roy, Swami Vivekananda, Rabindranath Tagore and Netaji Subhas Chandra Bose were at the forefront of the freedom movement.

West Bengal has also been a home to world famous figures like Mother Teresa who is described as a metaphor for selfless devotion and holiness by the Vatican. Satyajit Ray, the first academy award winner in India and winner of 32 National Film awards, changed the face of cinema around the globe. Rabindranath Tagore who won the Noble prize in 1913 and showcased Bengali Literature to the world.

of Darjeeling, Kurseong and Mirik and the district of Kalimpong. The foothills of Darjeeling Himalayas, which comes under the Siliguri subdivision, is known as the Terai. The district is bounded on the north by Sikkim, on the south by Kishanganj district of Bihar state, on the southeast by Panchagarh district of Bangladesh, on the east by Kalimpong and Jalpaiguri districts, and on the west by easternmost Province No. 1 of Nepal.

MIRIK:

A hill station in the Darjeeling Hills of West Bengal, Mirik has become a tourist destination for its climate, natural beauty and accessibility. The centre of all attraction is the Sumendu lake made by surrounded by a garden on one side and pine trees on the other, linked together by an arching footbridge called Indreni Pull (Rainbow Bridge). A 3½-km-long road encircles the lake and is used for walks with the view of Kangchenjunga on the far horizon. Boating on the quaint shikaras and pony riding are available. The name Mirik comes from the Lepcha words Mir-Yok meaning "place burnt by fire".

DARJEELING (Queen of Hills):

Nestled among the rolling mountains with the glistening Mt Kanchenjunga towering over the azure sky, Darjeeling fondly called "Queen of the Hills", provides a perfect gateway for those seeking to be in harmony with nature. This is the land of the muscatel flavored Darjeeling tea revered by connoisseurs across the globe. This is the land of the world heritage Darjeeling Himalayan

Railway where the century old miniature steam engine still chugs uphill vying for space with the fast disappearing Land Rovers. "Flowers are everywhere. The days are cold and the sun almost seems to play hide and seek with us". – Kabiguru Rabindranath Tagore. It is certainly that Darjeeling in the post modern era comprises of six T's -Tea, Teak, Tourism, Toy Train, Tiger Hill and Trekkers' paradise.

HISTORY:

• MIRIK

Mirik Bazar began a commercial centre of the region where people from the surrounding villages and tea gardens came to trade and buy their necessities. The present lake area was a marshland with thick growth of sweet flag (*Acorus calamus*, locally called bojho). A playground stood in the present garden area where the British officers played polo.

In 1969, the West Bengal tourism department began the process of acquiring 335 acres of land from the neighboring Thurbo tea estate. The work of developing this land into a tourist spot began in 1974 when Siddhartha Shankar Ray was the chief minister of West Bengal. The tourist spot, which included the newly built lake and the Day Centre, was inaugurated by the next chief minister of West Bengal, Jyoti Basu, in April 1979. With the flourishing of tourism, Krishnanagar developed on the other end of the lake with hotels and restaurants catering to tourists.

Mirik became the sub-divisional headquarters of Mirik subdivision on 30 March 2017.

• DARJEELING

➤ From 1815 To 1828

Both Capt. Lloyd and Mr. Grant were attracted by the position as well as the climate of Darjeeling and decided that it was an ideal place for setting up a

sanatorium for their soldiers. They could also see other strategic advantages for the British. For example, they immediately saw that Darjeeling could act as a Himalayan outpost for the British and serve as a base for the defense of the trade route to Tibet through Sikkim. Nonetheless, the grateful Chogyal gifted what was a useless tract of land to the British and got one double barreled gun, one rifle, twenty yards of red-broad cloth, 2 pairs of shawl in return. Later the Chogyal was awarded a compensation of Rupees six thousand for the tract of land.

➤ From 1836 To 1839

The tract of land the British thus received did not comprise the whole of Darjeeling district. However, 1836, Gen. Lloyd and Dr. Chapman was sent over for assessment of the situation. In 1840, the first road from Pankhabari in the plain to Darjeeling was built. Soon, they had hotels built in Kurseong as well in Darjeeling. By and by, thirty houses came up in Darjeeling. Moreover, Dr. Campbell undertook quite a few welfare measures and consequently the importance of Darjeeling began to grow. By 1849, the population reached 10,000.

➤ From 1849 To 1861

However, this antagonized Sikkim and in 1849, they arrested Dr. Campbell and his deputy Joseph Hooker. The British naturally did not take it lying down. A war broke out between Sikkim and the British Government in 1850. The British not only won the war, they also annexed additional 640 square miles. However, it was not until 1861 that peace returned to the hills. On 1st February Col. Gowler and



Figure 4 Old Darjeeling



Figure 5 group of Lepcha

Ashley Eden marched into Sikkim and defeated the Chogyal, who abdicated in favor of his son. The British signed a new treaty with the new Chogyal. This new treaty was more advantageous and ended all kinds of annoyance for the British, at least from Sikkim.

➤ **From 1864**

However, the real peace was established after Bhutan was defeated in a war in 1864 and the Treaty of Sinchula was signed. According to this treaty, Kalimpong as well as parts of the Duars, which hitherto belonged to Bhutan, ceded to the British. Thus the shape and size of Darjeeling District became what it is today and peace reigned for a long period.

➤ **Post Independence History of Darjeeling**

India became independent in 1947 and Darjeeling became a part of the State of West Bengal. However,, 1980s again saw conflict of another kind. People of Darjeeling started agitating for a separate state of Gorkhaland. In 1988, an act was passed by the Government of West Bengal that enabled formation of autonomous region within the state of West Bengal. Thus a new era began in the history of Darjeeling.

GEOGRAPHY:

• **MIRIK**

Mirik has become a tourist destination for its climate, natural environment and easy accessibility. The centre of all attraction is Sumendu Lake, surrounded by a garden named Savitri Pushpaudyan (after Savitri Thapa, a martyr soldier of INA) on one side and pine trees on the other,

linked together by an arching footbridge called Indreni Pool (named after Indreni Thapa, a martyr soldier of INA). A 3.5-km-long road encircles the lake and is used for walks with the



Fig 6 Sumendu Lake

view of Kangchenjunga on the far horizon. Boating on the quaint boats and horse riding are available. Mirik has an average elevation of 1,495 m (4,905 ft). The highest point is the Boker Monastery at about 1,768 m (5,801 ft). Mirik lake at about 1,494 m (4,902 ft) is the lowest point. Mirik is 52 km (32 mi) northwest of Siliguri city and 49 km (30 mi) south-southwest of Darjeeling town. Mirik subdivision. The name Mirik comes from the Lepcha words Mir-Yok meaning "place burnt by fire".

• **DARJEELING**

Darjeeling stands at an average elevation of 2,050 m or 6,725 ft in the Darjeeling Himalayan hill region on the Darjeeling-Jalapahar range that originates in the south from Ghum. The range has a Y shape with the base resting at Katapahar and Jalapahar and two arms diverging north of Observatory Hill. The north-eastern arm dips suddenly and ends in the Lebong spur, while the north-western arm passes through North Point and ends in the valley near Tukver Tea Estate.

Darjeeling serves as the main town of the Sadar subdivision and also the headquarters of the district. Most of the district, including the town of Darjeeling lies in the Shivalik Hills (or Lower Himalaya).

Sandstone and conglomerate formations chiefly make up the soil composition, the solidified and upheaved detritus of the great range of Himalaya. The area has steep slopes and loose topsoil, leading to frequent landslides during the monsoons. According to the Bureau of Indian Standards, the town falls under seismic zone-IV, (on a scale of I to V, in order of

increasing proneness to earthquakes) near the convergent boundary of the Indian and the Eurasian tectonic plates, subject to frequent quakes. The hills nestle within higher peaks and the snow-clad Himalayan ranges tower over the town in the distance. Mount Kanchenjunga (8,591 m or 28,185 ft)—the world's third-highest peak—represents the most prominent peak visible. In days clear of clouds, Nepal's Mount Everest (8,848 meters (29,029 ft)) stands majestically in view.

Several tea plantations operate in the area. The town of Darjeeling and surrounding region face deforestation due to increasing demand for wood fuel and timber, as well as air pollution from increasing vehicular traffic. Flora around Darjeeling includes temperate, deciduous forests of poplar, birch, oak, and elm as well as evergreen, coniferous trees of wet alpine. Dense evergreen forests lie around the town, where a wide variety of rare orchids grow. Lloyd's Botanical Garden preserves common and rare species of flora, while the Padmaja Naidu Himalayan Zoological Park represents the only specialized zoo in the country conserving and breeding endangered Himalayan species.

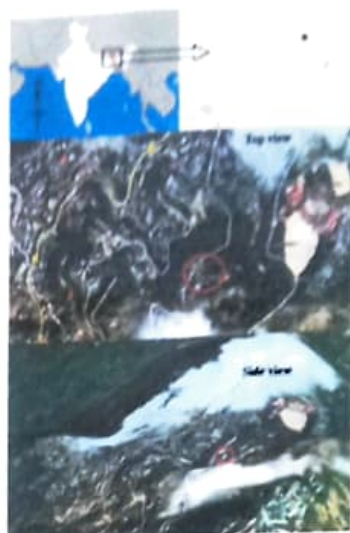


Figure 7 Geography of darjeeling

BASIC DETAILS:

• MIRIK

1. The name Mirik comes from the Lepcha words Mir-Yok meaning "place burnt by fire"
2. State- West Bengal ; District- Darjeeling
3. Language- Nepali, Hindi, Bengali
4. Time zone- UTC +5:30(IST)
5. Costume- various folk dress,saree, casual wear
6. Religion- Hindu, Buddhist, Christian, Nepali, Sikh
7. Tourist arrival- Domestic: 80% International: 20%

• DARJEELING

1. Darjeeling, also spelled Darjiling, Tibetan Dorje-ling
2. State- West bengal ; District- Darjeeling
3. Language- Nepali, Hindi, Bengali
4. Time zone- UTC +5:30(IST)
5. Costume- Dumpra, Dumdem, Bakku
6. Religion- Hindu, Buddhism, Nepali
7. Tourist arrival- Domestic: 85%,International- 15%

BEST TIME TO VISIT

- The best season to visit Mirik is the summer season that lasts from March to June. At around 20 °C, the temperature is just apt for sightseeing and the place looks heavenly. This is the time when the tourists flock the place in large numbers.
- While summer months from April to June are the ideal time to travel to Darjeeling, some travellers including couples also prefer to visit the beautiful town during winter months from October to December.

ATTRACTIONS

• MIRIK

The attractions of Mirik are as follows-

1. **TINGLING VIEW POINT:** At a distance of 9 km from Mirik, Tingling View point is a vantage point situated at Sourennee village near Mirik, surrounded by tea gardens. The Tingling View Point is one of the popular tourist attraction and among the best places to experience Mirik tourism. Also known as Kawlay Dara Viewpoint



Figure 8 Tingling view point

2. **SUMENDU LAKE/ MIRIK LAKE :** Mirik Lake, or Sumendu Lake, is a lake in Mirik, Darjeeling district, West Bengal, India. It is 1.25 kilometres (0.78 mi) long.^[1] There is an 80-foot (24 m) long arch footbridge across the lake called the Indreni Pull



Figure 9 Mirik lake

3. **PASHUPATI MARKET:** You will find this market on your way to Mirik Lake. Situated right at the Nepal border, this is the place to buy cheap cosmetics and clothes imported from Thailand. It's not more than a 10-minute walk away from the Darjeeling-Mirik Road.



Figure 10 Pashupati

4. **SIMANA VIEW POINT :** At a distance of 6 km from Pashupati Market, 20 km from Mirik and 24 km from Darjeeling, Simana is a viewpoint situated at Simana Basti on Darjeeling - Mirik Road in West Bengal. Situated on Indo - Nepal border, it is one of the popular viewpoints in Mirik and among the must visit Tourist Places in Mirik.

Situated at an altitude of 7500 feet, Simana Viewpoint is a 60 feet by feet plateau which offers breathtaking views of the surrounding plains, snow-capped peaks of Mount Kanchenjunga and the tiny hamlets of Nepal. Simana Viewpoint is famous for offering a splendid view of Maneybhanjan, Sandakphu trail and the lofty mountainous valley with the backdrop of Mount Kanchenjunga. From Simana for a long way towards Mirik, the road acts as the divider between India and Nepal. They are all mostly Nepalese. At Simana, you will find several small stalls - some selling tea, snacks, and chocolates.



Figure 11 Simana view point

Other attractions of Mirik are-

1. **BOKER NGEDON CHOKHOR LING MONASTRY**
2. **BOKAR MONASTRY**
3. **MIRIK HELIPAD**
4. **GOPALDHARA TEA ESTATE**

• **DARJEELING**

The major attractions of Darjeeling are-

1. **TIGER HILL** : At sunrise, the peaks of Kanchenjunga are illuminated before the sun is seen at lower elevations. From Tiger Hill, Mount Everest (8848 m) is just visible. Kanchenjunga (8598 m) looks higher than Mt. Everest, owing to the curvature of the Earth, as it is several miles closer than Everest. The distance in a straight



Figure 12 Tiger hill

line from Tiger Hill to Everest is 107 miles (172 km). On a clear day, Kurseong is visible to the south and in the distance, along with Teesta River, Mahananda River, Balason River and Mechi River meandering down to the south. Chumal Rhi mountain of Tibet, 84 miles (135 km) away, is visible over the Chola Range Sanchel Wildlife Sanctuary is close to Tiger Hill.

2. **PEACE PAGODA** : Peace Pagoda, Darjeeling or Darjeeling Peace

Pagoda is one of the Peace Pagodas designed to provide a focus for people of all races and creeds to help unite them in their search for world peace.



Figure 13 Peace pagoda

It is located in the town of Darjeeling in the Indian state of West Bengal. Like most of the other Peace Pagodas, it was built under the guidance of Nichidatsu Fujii (1885–1985), a Buddhist monk from Japan and founder of the Nipponzan-Myōhōji Buddhist Order. The foundation stone of the pagoda was laid on 3 November 1972 by Nichidatsu Fujii, and was inaugurated on 1 November 1992. The pagoda was designed by M. Ohka, and it took 36 months to construct. It houses the four avatars of Buddha including Maitreya Buddha. The height of the pagoda is 28.5 metres (94 ft) and diameter is 23 metres (75 ft). The Pagoda is situated on the slopes of the Jalapahar hills, in the town of Darjeeling.

3. **ROCK GARDEN** : The garden is about 10 kilometres (6.2 mi) from Darjeeling. While proceeding from the town along Hill Cart Road, one has to turn right, well before reaching Ghum. The road descends rapidly into the valley. With sharp bends all the way, there are scenic views at many points. Tea gardens dot the hill slopes. Constructed



Figure 14 rock garden

by the Gorkha Hill Council Tourism Department, it was inaugurated by Subhash Ghising, the GNLFF supremo. The Rock Garden is not one in the

conventional sense. A multi-level picnic ground terraced around a natural waterfall, its attraction is in it "being a sort of road-side facility but with a little too much concrete." The garden offers a beautiful view of a hill stream cascading over rocks along the slope, done up with flower gardens and sitting spaces at different levels.

There also is a small lake. With tourists pouring in large numbers, tea shops and snack kiosks have come up.



Figure 15 Batasia loop

4. **BATASIA LOOP** : From the early days some of the gradients were too severe, and needed modifying. A number of loops were constructed where the railway tracks circle around and passes over itself at a higher, gaining height quickly, Batasia Loop is one of them. It was damaged in 1934 earthquake to the extent that a temporary zigzag had to be introduced. The war memorial was erected in 1995 to pay homage to brave soldiers of this area. This memorial is a sacred edifice like any religious place.



Figure 16 Buddha at Ghum monastery

5. **GHUM MONASTRY** : The Ghoom Monastery, built in 1875 by a lama called Sherab Gyatso, is the largest in Ghoom (8 kilometres from the city of Darjeeling) and holds the statue of the Maitreya Buddha, believed to be 'The Buddha to Come'. The statue is a whopping 15 feet in height. Also known as the Yiga Choeling Monastery, Ghoom Monastery preserves some rare, handwritten Buddhist manuscripts. The monks of Ghoom Monastery follow the Gelugpa order of Buddhism.



Figure 17 Ghum monastery

6. **DARJEELING ZOO** : Padmaja Naidu Himalayan Zoological Park (also called the Darjeeling Zoo) is a 67.56-acre (27.3 ha) zoo in the town of Darjeeling in the Indian state of West Bengal. The zoo was opened in

1958, and an average elevation of 7,000 feet (2,134 m), is the largest high altitude zoo in India. The main species of the zoo are

- HIMALAYAN TAHR
- MARKHOR
- GREY LANGUR
- SAMBAR DEER
- BLUE SHEEP
- YAK
- MISHMI TAKIN
- SNOW LEOPARD
- HIMALAYAN WOLF
- RED PAND
- BLACK PANTHER
- HIMALAYAN TIGER
- HIMALAYAN LEOPARD



Figure 18 Darjeeling zoo

7. HIMALAYAN MOUNTENEERING

INSTITUTE : The Himalayan Mountaineering Institute (HMI) is one of the premier mountaineering institutes in the world. Founded on November 4th, 1954 by none other than Pandit Jawaharlal Nehru, the first Prime Minister of India, to commemorate the first successful ascent of Mount Everest by late Tenzing Norgay Sherpa & Sir Edmund Hillary. Being the premier mountaineering institute of South-east Asia.



Figure 19 HMI

8. **BENGAL NATURAL HISTORY MEUSEUM :** The Bengal Natural History Museum was established in 1903 as a small museum in the premises of the Lloyd Botanical Garden. Due to increasing visitors and growing collections, the museum was shifted to its present location in

1915, and the Bengal Natural History Museum was formally formed in 1923. Initially the museum was managed by the Bengal Natural Museum Society from 1923 to 1976. Later it was handed over to West Bengal Forest Department.

9. **HAPPY VALLEY TEA ESTATE** : Happy Valley Tea Estate is a Tea Garden in Darjeeling District in the Indian state of West Bengal. Established in 1854, it is Darjeeling's second oldest tea estate. Spread over 177 hectares (440 acres), it is situated at a height of 2,100 metres (6,900 ft) above sea level, 3 kilometres (1.9 mi) north of Darjeeling, and employs more than 1500 people.

Other attraction of Darjeeling are-

1. **TINCHULEY VILLAGE**
2. **MAHAKAL TEMPLE**
3. **LAMAHATA**
4. **HIMALAYAN TIBET MUSEUM**
5. **DARJEELING ROPEWAY**

TRANSPORTATION

HOW TO REACH MIRIK:

BY AIR-Bagdogra, 44 K.M. (via NH 110) away from Mirik, is the nearest airport connected by flights from major cities like Kolkata, Delhi and Guwahati.

BY RAIL-The two closest railway stations are Siliguri and New Jalpaiguri. These railway stations have direct railway connections with Kolkata, Delhi, Guwahati, and other major cities of India.

BY ROAD-The major access to Mirik by road is via Siliguri, 45 K.M. (via NH 55), which is connected to all the major cities of India. Bus service is available from Tenzing Norgay Bus Stand, Siliguri. Smaller vehicles are also available on seat-sharing/ hire from airport, railway station, motor syndicates / police motor stand. Facility of Pre-paid taxi stand from NJP Railway station & Bagdogra airport can also be availed.

HOW TO REACH DARJEELING:

BY AIR- Bagdogra, 90 K.M. (via NH 110) away from Darjeeling, is the nearest airport connected by flights from major cities like Kolkata, Delhi and Guwahati.

BY RAIL-Apart from Darjeeling Himalayan Railway Station (88 K.M. from New Jalpaiguri Railway Station) the two closest railway stations are Siliguri and New Jalpaiguri. These railway stations have direct railway connections with Kolkata, Delhi, Guwahati, and other major cities of India.

BY ROAD-The major access to Darjeeling by road is via Siliguri, 77 K.M. (via NH 55), which is connected to all the major cities of India. Bus service is available from Tenzing Norgay Bus Stand, Siliguri. Smaller vehicles are also available on seat-sharing/ hire from airport, railway station, motor syndicates / police motor stand. Facility of Pre-paid taxi stand from NJP Railway station & Bagdogra airport can also be availed. The four routes that one can opt from Siliguri to reach Darjeeling are:

- Tindharia – Kurseong route
- Dudhiya – Mirik route
- Rohini route
- Pankhabari



Figure 20 NJP station



Figure 21 Bagdogra airport



Figure 22 Siliguri bus stand

ACCOMMODATION

MIRIK: Mirik being one of the most popular tourist's jaunts is dotted with several deluxe and medium to budget accommodation option. There are also hotels ranging from 2 to 4 star that one can choose from. The hotels are-

- Hotel Jagjeet
- Amaira Resort and firm
- Queen's hill hotel and resort
- Pradhan homestay mirik
- Hotel blue lagoon
- Sumeru inn
- Payal Lodge
- Sunrise Homestay

DARJEELING: People who want to stay Darjeeling prefer to choose accommodation near Mall Road. Here the hotels are-

- Teesta Hotel
- Udaan hotels
- Olive hotel
- The Golden Leaf
- Hotel comfort residence
- Hotel Amba Palace
- Hotel Polynia

ADVENTURE SPORTS

1. River Rafting in Darjeeling

River rafting in Darjeeling is first on our list as it is considered the best adventure sport in Darjeeling. River rafting in Darjeeling holds this title because even a novice rafter can do this. The rivers of Teesta and Rangeet offer you to do whitewater rafting in Darjeeling. While rafting, you flow with the white water, and if you pay attention, you get to listen to the chirping of the birds and the sounds of the other faunas which look like they are giving a melody of background music to your adventure activity.



Figure 23 River rafting

2. Paragliding in Darjeeling

Another adventure activity to do in Darjeeling is paragliding. Well, there are several spots to do paragliding in Darjeeling, but the best of them is Kalimpong. Kalimpong is not any place in the town of Darjeeling, even though it itself is a hill town situated 51 kilometers away and 2 hours from Darjeeling. Paragliding in Kalimpong offers you two types of flights: one is a 15-minute and another 30-minute. The former is considered medium flight and the latter is high flight. Jamuney, a town 12 km away from Darjeeling, is also considered when it comes to paragliding. It will take you less than an hour to reach Jamuney. The Jalpahar area in Darjeeling is suitable for paragliding. In this area, the famous take-off point is near St. Paul's School. Yes, it's the same school where the Bollywood actor Shah Rukh Khan shot his movie, 'Main Hoon Na.'



Figure 24 Paragliding

3. Zipline in Darjeeling

For those who don't know what ziplining is, it is an exhilarating leisure activity that includes traveling along a steel rope between two sites, usually in a valley

with breathtaking scenery, while wearing a safety seat or a belt. There are many places that offer you the zip-lining experience in Darjeeling along with other adventure sports. Here is the list of the operators that provide you with zip line in Darjeeling:



Figure 25 Zip lining

- Himalayan Mountaineering Institute (location: 3753+C7Q, Jawahar Parbat)
- Darjeeling Rangeet Passenger Ropeway (location: 3763+HFW, Singamari)
- Shrubbery Nightingale Park (location: 3736+F28, Richmond Hill)

4. Rock Climbing & Rappelling in Darjeeling

Rappelling is climbing rock up and down using ropes while rock climbing is climbing up a rock using your hands or you can say your strength. The point is that rock climbers use rappelling



Figure 26 Rock climbing

while climbing down the rock. On the Lepong Cart Road of Darjeeling, Tenzing Rock and Gombu Rock are standing facing opposite each other. Tenzing Rock is named after Tenzing Norgay who created history by climbing Mount Everest first time in 1953 along with Edmund Hillary. And the Gombu Rock is named after Nawang Gombu who was the nephew of Tenzing Norgay and was the first man in the world to climb Mount Everest twice.

5. Zorbing in Darjeeling

Zorbing is a rare adventure sport in Darjeeling where at first a huge ball is blown by pumping air into it and then you enter into this soft plastic ball. They say the world is round, Zorbing makes the quote practical for you. Once you get pushed, you experience the adventurous spin over the vegetative grounds of Darjeeling.



Figure 27 zorbing

Another full-of-excitement adventure sport to do in Darjeeling is Mountain biking. Mountain biking is an adventurous sport where you ride a bicycle. So, the best places to experience mountain biking in Darjeeling include Manebhanjan, Pokhribong, Kurseong, Lamahatta, etc. But, the bikers' favorite is the 20-kilometer-trail that passes through the Senchal Wildlife Sanctuary up to Chatakpur. It is India's first mountain biking park and was opened in January 2017.

10. Kayaking in Darjeeling

For the ones who do not prefer paragliding, there is hot air ballooning, in a similar way for those who do not prefer rafting and still want to enjoy the captivating waters of the rivers in Darjeeling, there is another adventure sport and that is Kayaking. The river that offers excellent kayaking opportunities comes from Singla.



Figure 30 kayaking

The area close to the river is home to a variety of unusual wildlife and natural plants.

11. Safari in Darjeeling

A trip to Singalila National Park is the perfect excursion to have with your children and family. Numerous species of ferns, primula, magnolias, and other plants may be found in the National Park.

CULTURE

People:

The original inhabitants of the Darjeeling Hills were Lepchas or Rongpa (the ravine folks) as they prefer themselves to be known as. Though their origin is obscure, they are decidedly Mongolian in feature. The Khampas, another branch of the Lepchas, are warrior-like and more dashing than their docile cousins. The Khampas are recent immigrants from Tibet. The greater bulk of the people in the Hills are Gorkhas. The short Mongolian type Nepalese, the Gorkhas, renowned for their military prowess the world over, and the first to be decorated with the coveted Victoria Cross, finds jobs and security both in the British and Indian armies. They carry the traditional weapon, the Khukri-a curved ornamental knife. Among the population are also the Newars or best known, the world over as the Sherpas. They are well known for their courage, stamina and surefootedness and for their immeasurable contributions to Mountaineering. Also much in evidence in the Hills are the Bhutias and they are divided into Tibetan, Bhutan, Dharma and Sikkimese Bhutias and a greater bulk of Bengalee from Siliguri subdivision.



Figure 31 rongpa



Figure 32 lepcha



Figure 33 local people

Nepali Folk Dances:

The Nepalese are rich in folk culture. The hills and dales are the treasure house of songs and dances of the hill folk. There is not a moment in their lives, possessed as they are of a lyrical mind and heart that does not turn into singing and dancing.

The panorama of the Majestic Himalayan mountains, its lush green hills and forests seem to have played a significant role in influencing the religion and culture including the folk songs and dances of the Nepalese people, inhabiting in and around the Himalayan regions with its serene, romantic and poetic shades of different hues. Even the two major religions, viz., Hinduism and Buddhism, seem to have influenced the Nepali culture full of its rich folks songs and dances, co-existing side by side.



Figure 34 Dance

The earlier cave paintings, religious rites and temple songs and dances have also played another significant role in influencing Nepalese Folks songs and dances. The earlier form of dances and folk songs attributed to the Gods and goddesses of both the Hindu and Buddhist pantheon, are



Figure 35 Local dance

also inspirational in creating Nepalese folk songs and dances, impressions of religious dances performed either to appease Gods and goddesses or ward-off the evil spirits can also be seen distinctly in performing arts of the Nepalese people.

The following are some of the most popular and worth mentioning forms of Nepali folk dances.

- Maruni Nach.
- Dhan Naach.
- Jhankri Naach.
- Jatra Naach.
- Damphu Naach.
- Khukuri Naach.
- Deora Naach.
- Panchay Naach.
- Dhimay Naach.
- Sanginy Naach.

Language:

Nepali, Hindi, Bengali and English are the prevailing languages. Bengali is the language of the plains, Tibetan is used by the refugees and some other tribal people.

Religion:

Hinduism, Buddhism and to an extent Christianity, remain the predominant religions here.

Food:

Whether it is the ubiquitous momos or thupkas whose fabled taste has transcended across the Himalayas along with the migrant Tibetans or the lemon grass menu from south-east Asia, Darjeeling offers you the best.



Figure 36 momo

Momo:

Meat dumplings which are steamed and accompanied by a bowl of clear soup and achar. One can also order for vegetable momos in which the meat is ideally replaced by cabbage and other vegetables.



Figure 37 Thukpa

Thupkas:

Tibetan noodles mixed with egg/meat, vegetables with a predominant soup base.



Figure 38 Tibetan tea

Shaphalay:

Tibetan bread stuffed with meat.

Aludum:

Typical Indian potato preparation which the hill people cannot do without.

Tibetan tea:

Salt tea which is mixed with butter which has its own distinct taste.

Tongba:

Local brew made from millet and has to be sipped through a bamboo straw. Usually found in the local haat(fair) held on Sunday near the Rock Garden.

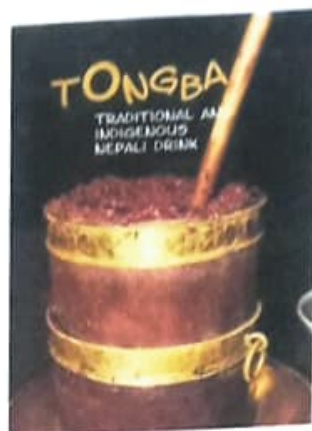


Figure 39 Tongba

Architecture:

Developed by the British, many buildings of British style architecture can be found here. Apart from these, the Tibetan influence is very noticeable in the buildings of the monasteries.

Festivals:

In addition to Durga Puja, Diwali, Saraswati Puja and Shivratri etc., there are local festivals unique only to this region. The Lepchas and Bhutias celebrate the New Year in January, while the Tibetans have their Devil Dances to celebrate their New Year in their monasteries from the last week of February to March. As in the Chinese tradition the snake or dragon dances curl through the streets. In mid-June, processions celebrate the birthday of His Holiness, The Dalai Lama.

Houses are decorated and spirits start building up for Diwali eve when the festival commences. Lasting two weeks, it consists of Lakshmi Puja, Bhailo, Deosi and Bhai Tika. There are robust folk dances with the males participating enthusiastically in the 'Chabrung' of the Libus, the Tamangs



Figure 40 Festival of Darjeeling

dance, 'Damfu', and the most popular of them all, the scintillating Maruni. Gay folk songs fill the air with 'Jhowre' relating to the lover, and the 'Juhari' which throws questions and answers between the lovesick couple. The 'Rosia' is sung in the fields, the 'Baloon' extols the deeds of the Mahabharata and 'Malsiri' is kept for the Durga Puja. The 'Rateli' are nursery rhymes set to music. It seems that the people have saved all their energy for these two weeks which are filled with great rejoicing.

Handicrafts:

The culture of the hill people of Darjeeling are uniquely expressed in the exquisite and inimitable artistic handicrafts of the district and their traditional colourful designs, which show marked resemblance to the art of neighbouring Tibet, Nepal, Sikkim and Bhutan. Among the artistic crafts, ornaments, trinkets and handlooms are worth mentioning. There is also fine craftsmanship in wood-work and bamboo fret work. While the principal utility products are blankets, woolen knitted garments and woven fabrics, the artistic products are hand-bags, wall panels, fire-screens, folding partitions, Bhutan paintings, cotton shoulder-bags etc. Beautiful curios are made at Darjeeling and Kalimpong on copper plates studded with red and blue stones with engravings of replicas of deities. Wonderful Tankas with paintings depicting the life of Lord Buddha are also available. Woolen carpets are made in a combination of shades in vegetable and synthetic dyes. Bhutia chaddars can be found in beautiful textures. Decorative Nepali khukris are made in Ghum. Bedroom slippers and rope-sole shoes, jackets, hats, hanzu coats made from handloom cloth and masks are among the many items which attract tourists and curio collectors.



Figure 41 craft of Darjeeling



Figure 42 Bamboo work

Industry:

Tea and Darjeeling are synonymous. Darjeeling Tea is world renowned for its flavour, which is unequaled by other tea producing areas not only of India but also of the world. Darjeeling still manufactures the tea by the original methods known as the 'orthodox' method.



Figure 43 tea industry

ECONOMY

Darjeeling is a popular hill station and a district located in the Indian state of West Bengal. The economy of Darjeeling is primarily driven by three sectors: tourism, tea industry, and agriculture.

1. Tourism: Darjeeling attracts a significant number of tourists from India and abroad due to its scenic beauty, pleasant climate, and tea gardens. The tourism sector plays a vital role in the local economy



Figure 44 Darjeeling tourism

by providing employment opportunities and generating revenue through hotels, guesthouses, restaurants, and other tourism-related businesses.

2. Tea Industry: Darjeeling is renowned for its high-quality tea production. The region's tea gardens produce some of the finest and most sought-after teas in the world. The tea industry contributes significantly to the local economy by providing employment to a large number of workers involved in tea cultivation, processing, and packaging.



Figure 45 Tea industry

3. Agriculture: Apart from tea, agriculture is another important sector in Darjeeling's economy. Farmers cultivate a variety of crops such as rice, maize, millets, potatoes, and vegetables. The agricultural sector not only supports the local population with food production but also contributes to the regional economy.

Other sectors that contribute to the economy of Darjeeling include education, healthcare, retail, and small-scale industries. The presence of educational institutions and healthcare facilities in the area provides employment

opportunities and contributes to the local economy. Additionally, the retail sector caters to the needs of the local population as well as tourists. However, it is important to note that Darjeeling faces certain economic challenges. The region's hilly terrain and limited infrastructure can pose difficulties for transportation and connectivity. Moreover, periodic political unrest in the area can disrupt economic activities and affect tourism. Overall, the economy of Darjeeling relies heavily on tourism, tea industry, and agriculture, with these sectors playing a significant role in driving the region's growth and development.

SHOPPING AT DARJEELING

Darjeeling offers several shopping markets where you can explore and indulge in a variety of items. Here are some popular shopping markets in Darjeeling:

1. Chowrasta Mall: Located at the heart of Darjeeling, Chowrasta Mall is a bustling market square lined with shops and vendors. Here, you can find a range of items such as clothing, souvenirs, handicrafts, tea, spices, and local snacks. The mall also offers a lovely view of the surrounding mountains.



Figure 46 Chowrasta Mall road

2. Pashupati Market: At a distance of 6 km from Simana Viewpoint, 15 km from Mirik and 29 km from Darjeeling, Pashupati Market is a market situated at Pashupati Nagar near Mirik. Located on Darjeeling - Mirik Road, it is one of the best places to visit in Mirik. Situated on the India-Nepal border, Pashupati Market is a bustling place with lines of shops and street vendors displaying their wares. It is specifically known for cheap imported electronic gadgets, jackets, perfumes, cosmetics and clothes that are imported from Thailand. One can get a variety of colorful woolen caps, gloves, socks, jackets, other woolen clothing, footwear, artifacts, and household items. Electronic items are also available at reasonable prices. Many items sold here are too cheap to be good. Visitors are required to show Photo ID card and enter the details in the register at the border Check Post in case you want to cross over the border and visit the shops.



Figure 47 Pashupati market

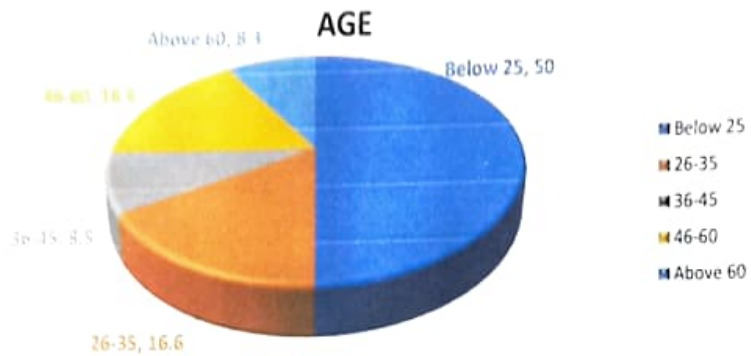
3. **Nehru Road:** This vibrant street runs parallel to Chowrasta Mall and is another popular shopping destination in Darjeeling. Nehru Road is known for its shops selling traditional clothing, winter wear, jewelry, accessories, and Tibetan artifacts. It's a great place to immerse yourself in the local culture.
4. **New Mahakal Market:** This market is located close to Darjeeling Railway Station and is a hub for buying local produce, including Darjeeling tea. You can find different varieties of tea, spices, woolen clothing, and other goods at reasonable prices. It's a great place to shop for authentic Darjeeling tea directly from the sellers.
5. **Batasia Loop Market:** Situated near the Batasia Loop, a famous tourist spot, this market offers a unique shopping experience. Here, you can find stalls selling handicrafts, clothing, and souvenirs, all with a panoramic view of the mountains and the toy train passing by.

These are just a few of the shopping markets in Darjeeling, and there are many more to explore. Remember to compare prices, bargain, and ensure the authenticity of the products before making a purchase.

TOURIST SURVEY ANALYSIS

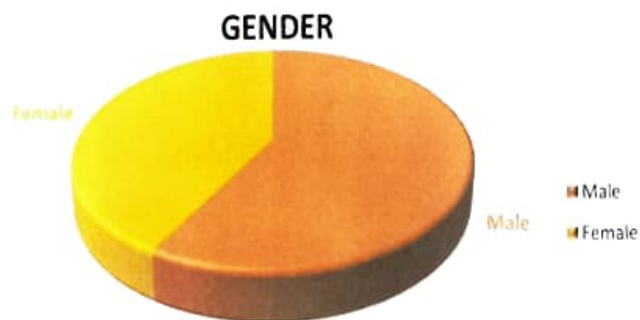
I could only survey a number of 12 tourists. After taking their view I have analysed all the data, the findings which I have got from the analysis are given below

AGE



According to the survey below 25 is 50%, 26-35 is 16.6%, 36-45 is 8.5%, 46-60 is 16.6% and above 60 is 8.3%

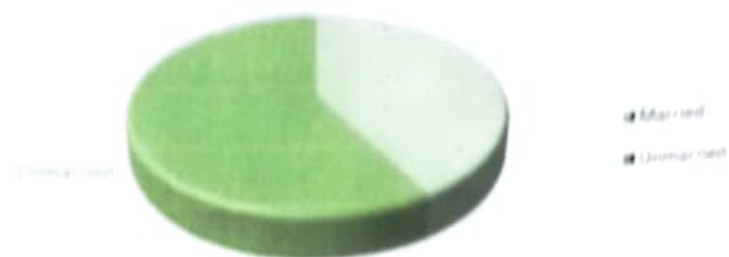
GENDER:



According to the survey 58.4% of tourists are male and 41.6% are female.

MARITAL STATUS :

MARITAL STATUS



According to the survey 41.7% are married and 58.3% are unmarried

PLACE OF ORIGIN :

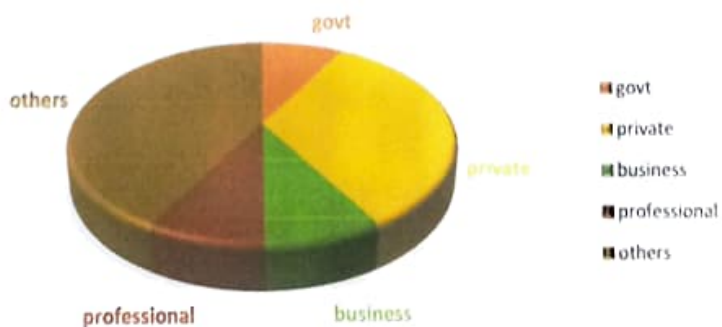
PLACE OF ORIGIN



According to the survey 8% are foreigner and 92% are Indian.

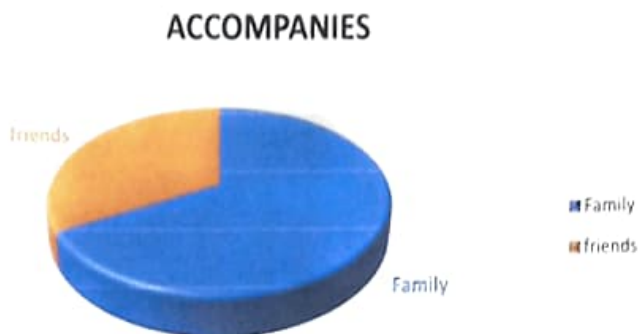
OCCUPATION :

OCCUPATION



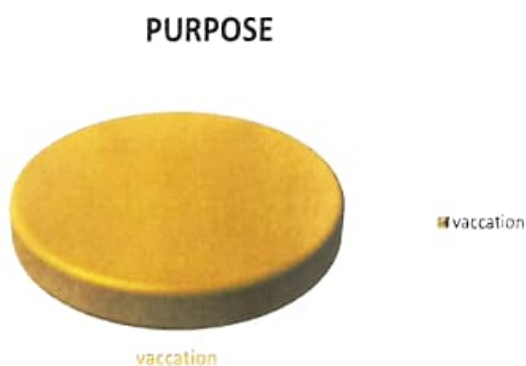
According to the survey 8.3% are govt employees, 33.3% are private employees , 8.3% are business man, 8.3% are professionals and 41.8% are others.

ACCOMPANIES :



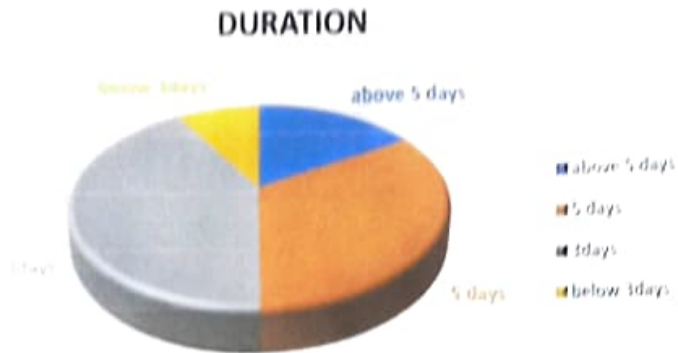
According to the survey 67% people coming with family and 33% are coming with friends.

PURPOSE OF VISIT :



According to the survey 100% people are coming for vacation purpose

DURATION OF THE TOUR:



According to the survey the duration of the tour of above 5 days are 16.6%, 5 days are 33.3%, 3 days are 41.6% and below 3 days are 8.5%

SOURCES OF INFORMATION:

According to the survey 100% tourists have gain information about Darjeeling from internet.

NATURE OF TRIP:



According to the survey 50% are self organized and 50% are coming with package tour

FACILITIES:

According to the survey 100% tourist feel good about transportation, communication and facilities but they need to be more proper.

MAINTAINANCE:

100% tourist find the place or attractions properly maintained.

SATISFACTION:

According to the survey 100% tourists are more or less satisfied.

REVISIT:

According to the survey 83% tourist revisit again but 17% tourist are not revisit again.

SUGGESTION:

Tourists gave suggestions that the laws will be more strict in zoo or any prohibited areas and the local people need to more educative about languages , many of there's hospitality is not well -these are the suggestions that should be developed to the destination.

HOTEL SURVEY ANALYSIS

During the tour we did some hotel surveys which is analysed below. It is one of the part of our study.

HOTEL SUMERU INN

- Address- Alipurduar road, Mirik 734214
- Contact no.- 8372098416
- Owner- Avishek Bantawa
- Foundation- 2004
- Branch- Nill
- Category of hotel- Tourist lodge
- On season- April-July, September-December
- Of season- January-March, August
- Check out time- 12:00 noon
- Occupancy Rate- 40%



DETAILS OF FUNCTIONAL DEPARTMENT:

A. Front Office

- There is 2 staff in front office
- Advance reservation is done by phone, mail
- Payment is received in the mode of cash cheque and credit card
- Foreign guests are handled with C form
- Travel and travel related services like reservation of railway tickets, airline, car rental service, sightseeing tours are available

B. House Keeping

- There are 2 staffs in the department

- Laundry and dry cleaning services available on contract basis
- Hot & cold water, colour tv, geyser are provided

C. Food and Beverage

- There are 2 staffs in the department
- Name of the restaurant is Sumeru Restaurant
- Continental foods are provided
- There is no bar
- Room service is available for 24 hours
- There is 1 kitchen in the hotel

D. Other Facilities

- Car parking, Doctor on call, luggage room, internet, newspaper are provided

HOTEL LOHIT SAGAR

- **Address-** Krishnagar road Mirik, 734214
- **Contact no.-** 9733956025
- **Owner-** Jayanti Subba
- **Foundation-** 2008
- **Branch-** Nill
- **Category of hotel-** Lodge
- **On season-** May-June, October-December
- **Of season-** January-April, July-September
- **Check out time-** 12:00 noon
- **Occupancy Rate-** 80%



DETAILS OF FUNCTIONAL DEPARTMENT:

A. Front Office

- There are 7 staff in the front office
- Advance reservation is done by phone

- Payment is received in the mode of cash
- Travel and travel related services like car rental service are available

B. House Keeping

- There are 2 staffs in the department
- Laundry and dry cleaning services are not available
- Hot & cold water, colour tv, geyser are provided

C. Food and Beverage

- There are 2 staffs in the department
- Name of the restaurant is Lohit Sagar Restaurent
- Chinese and North Indian cuisines are provided
- There is no bar
- Room service is available for 24 hours
- There is 1 kitchen in the hotel

D. Other Facilities

- Doctor on call, car parking are provided

HOTEL SADBHAWANA

- **Address-** Krishnagar road behind WBSIEDCL, Mirik 734214
- **Contact no.-** 9832064706
- **Owner-** Sajinan Bonzon
- **Foundation-** 1998
- **Branch-** Nill
- **Category of hotel-** Lodge
- **On season-** April-June, October-December
- **Of season-** January-March, July-September
- **Check out time-** 11:00 am
- **Occupancy Rate-** 40%



DETAILS OF FUNCTIONAL DEPARTMENT:

A. Front Office

- There are 5 staff in the front office
- Advance reservation is done by phone
- Payment is received in the mode of cash
- Foreign guests are handled with C form
- Travel and travel related services like reservation of railway tickets, airline, car rental service, sightseeing tours are available

B. House Keeping

- There are 5 staffs in the department
- Laundry and dry cleaning services are not available
- Hot & cold water, colour tv, geyser are provided

C. Food and Beverage

- Not provided

D. Other Facilities

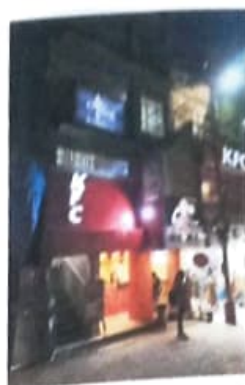
- 1 banquet is available with a capacity of 200 guests
- Doctor on call, car parking, internet are provided

HOTEL OLIVE BY TEJ

- **Address-** The Mall, 5A, Neheru road Chowrasta Darjeeling West Bengal 734101
- **Contact no.-** 9733336221
- **Owner-** Mahesh Savawagusli
- **Foundation-** 2020
- **Branch-** 1
- **Category of hotel-** 3star
- **On season-** April-June, October-December
- **Of season-** January-March, July-September
- **Check out time-** 10:00 am



- **Occupancy Rate-** 75%



DETAILS OF FUNCTIONAL DEPARTMENT:

A. Front Office

- There are 1 staff in the front office
- Advance reservation is done by phone, mail
- Payment is received in the mode of cash and credit card
- Foreign guests are handled with C form
- Travel and travel related services like reservation of railway tickets, airline, car rental service, sightseeing tours are available

B. House Keeping

- There are 4 staffs in the department
- Laundry and dry cleaning services available on contract basis
- Hot & cold water, colour tv, geyser are provided

C. Food and Beverage

- There are 5 staffs in the department
- Name of the restaurant is Olive by Tej Restaurant
- Only veg cuisines are provided
- There is no bar
- Room service is available upto 11pm
- There is 1 kitchen in the hotel

D. Other Facilities

- Doctor on call, luggage room, internet are provided

HOTEL SUNFLOWER

- **Address-** Mall road, Manbari basti, Darjeeling, 734101
- **Contact no.-** 9732306286

- **Owner-** Sameer Siughal
- **Foundation-** 1982
- **Branch-** 1 at Sikkim
- **Category of hotel-** 3star
- **On season-** May-June
- **Of season-** January-April, July-December
- **Check out time-** 11:30 am
- **Occupancy Rate-** 40%



DETAILS OF FUNCTIONAL DEPARTMENT:

A. Front Office:

- There are 4 staff in the front office
- Advance reservation is done by phone, mail
- Payment is received in the mode of cash and credit card
- Foreign guests are handled with passport no.
- Travel and travel related services like reservation of railway tickets, airline, car rental service, sightseeing tours are available

B. House Keeping

- There are 3 staffs in the department
- Laundry and dry cleaning services available on contract basis
- Hot & cold water, colour tv, geyser are provided

C. Food and Beverage Service

- There are 3 staffs in the department
- There is no multi cuisine restaurants
- There is no bar
- Room service is available from 7:00 am to 9:30 pm

D. Other Facilities

- Doctor on call, internet, newspaper are provided

HOTEL CAPITAL

- **Address-** Upper club side Gandhi road Darjeeling,734101
- **Contact no.-** 9832014599
- **Owner-** R. Bhutia
- **Foundation-** 1975
- **Branch-** No branch
- **Category of hotel-** Not applicable
- **On season-** April-June
- **Of season-** January-March, July-December
- **Check out time-** 12:00 noon
- **Occupancy Rate-** 60%



DETAILS OF FUNCTIONAL DEPARTMENT:

A. Front Office

- There are 1 staff in the front office
- Advance reservation is done by phone
- Payment is received in the mode of cash

B. House Keeping

- There are 2 staffs in house keeping
- Laundry and dry cleaning services are not available
- Facilities like hot and cold water, colour tv are provided

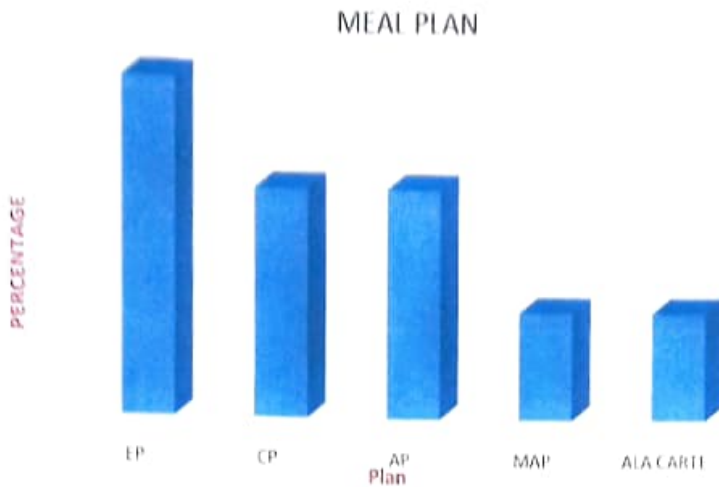
C. Food and beverage Services

- Not available

D. Other Facilities

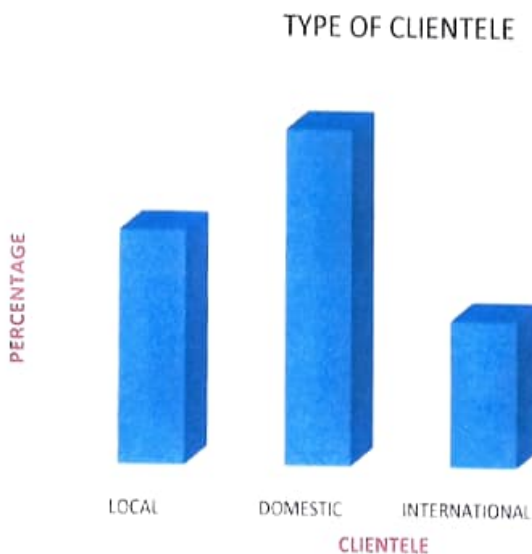
- Doctor on call, internet facility are available

MEAL PLAN:



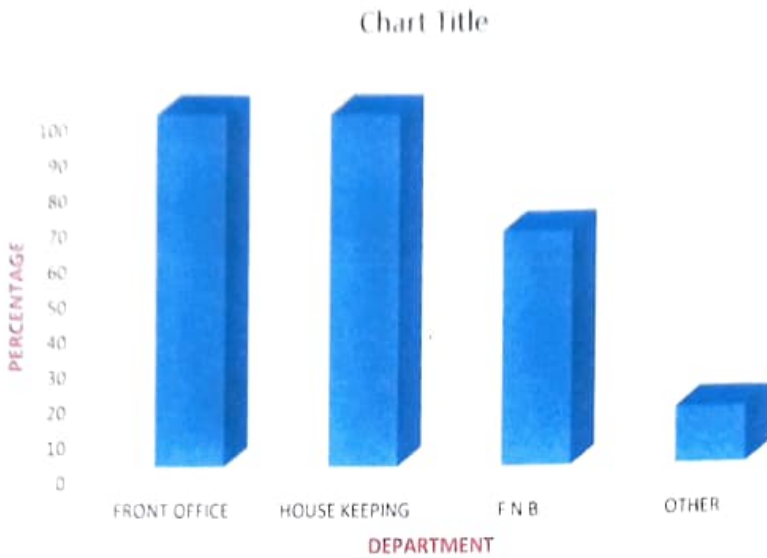
According to the survey analysis 50% hotel provide meal plan in EP basis, 34% in CP and AP basis and 16% provide Ala Carte

TYPE OF CLIENTELE:



According to the survey analysis overall 55% client are domestic 30% are local and 15 % are international

DEPARTMENT:



According to the survey analysis 100% hotels have front office and house keeping department, 75% have food and beverage department and 20% have other department like banquet or conference facilities etc.

FINDINGS AND SUGGESTIONS

FINDINGS:

PROBLEMS:

- Transportation is the problem as there is no frequent transport to travel from one destination to another or one attraction to another
- Road construction are poor
- Electricity problem
- Shopping items are costly
- Local worker like shop owner , driver need to more educative that they can communicate with foreigners

PROSPECTS:

- Attractions are beautiful
- Hotels are mostly standard
- Food quality and tastes good
- Local people are friendly

SUGGESTIONS:

- Transportation should increase for better level
- Road should be better constructed
- Electricity problem should be reduced
- Price of shopping items should reduce that every category of tourist can buy

CONCLUSION

During this tour, we get to learn about the role and responsibilities of a tour operator, how to conduct the tour and how to book the tickets. We get the time to learn about the attraction of the city we were going. We got better understanding about the destination to meet different people. The training is refreshing since we learn new things. The training has also helped us to gain experience and knowledge. Also helped to gain ability to look forward and communicate effectively. We also get knowledge of hotel industry.

BIBLIOGRAPHY

- india.govt.in
- www.darjeelingtourism.com
- darjeeling.gov.in
- Wikipedia
- Darjeeling diary magazine

ANNEXURE

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B.A. (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper: Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Rudra Bhattacharya
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/ Province: Kolkata Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 5 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: Nil
- Size of the group: Nil
- Name of the accommodation: Nil
- Are you satisfied with the services provided: Yes: X No: X
- If not please specify reasons: X

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

Yes & the place are maintained

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent

Very Good

Good

Poor

Very poor

Any comments:

Nil

Which attraction has impressed you most and why?

Shopping Mall & the view of the Kamachanglungla

What is your opinion about the local people?

Local People are friendly

On the whole, are you satisfied or not?

Fully Satisfied

More or Less Satisfied

Dissatisfied

If Dissatisfied specify reasons: Nil

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

The lanes should be more strict

Signature:

Bhattacharya

Date: 5.5.23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper: Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest:..... Stephen Selvaraj
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/ Province: Chennai Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 5 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: Altona Travels
- Size of the group: 5
- Name of the accommodation: Anutree hill resorts
- Are you satisfied with the services provided: Yes No:
- If not please specify reasons: Nil

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

..... Yes, most probably

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent Very Good Good Poor Very poor

Any comments:

..... Nil

Which attraction has impressed you most and why?

..... Kanchangungha view point

What is your opinion about the local people?

..... Good at behaviour

On the whole, are you satisfied or not?

Fully Satisfied More or Less Satisfied Dissatisfied

If Dissatisfied specify reasons:..... Nil

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

..... Nil


Signature:

Date: 5.5.23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B.A. (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper: Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Md. Jakia Husain
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/ Province: Bihar Country: Indian
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: Vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 5 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: Nil
- Size of the group: Nil
- Name of the accommodation: Nil
- Are you satisfied with the services provided: Yes: No:
- If not please specify reasons: Nil

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

..... More or less maintained

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent Very Good Good Poor Very poor

Any comments:

..... Nil

Which attraction has impressed you most and why?

..... Peace pagoda, here is a inner peace feeling

What is your opinion about the local people?

..... Friendly behaviour

On the whole, are you satisfied or not?

Fully Satisfied More or Less Satisfied Dissatisfied

If Dissatisfied specify reasons:..... Nil

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

..... Nil

MD. Zakir Hossain

Signature:

Date: 5.5.23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Sandip Mali
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/ Province: Mumbai Country: Indian
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 3 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: Nil
- Size of the group: Nil
- Name of the accommodation: Nil
- Are you satisfied with the services provided: Yes: No:
- If not please specify reasons: Nil

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

..... Yes... maintained properly.....

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent Very Good Good Poor Very poor

Any comments:

..... Nil.....

Which attraction has impressed you most and why?

..... Dairye Ung. Hau road.....

What is your opinion about the local people?

..... Need to be more educative but friendly in nature.....

On the whole, are you satisfied or not?

Fully Satisfied More or Less Satisfied Dissatisfied

If Dissatisfied specify reasons:.....

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

..... The rules will be more strict to some the nature.....

Frank
Signature:

Date: 5.5.23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B.A. (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper: Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Semantika Mullick
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/Province: Kolkata Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
 Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: Vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 3 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: Nil
- Size of the group: Nil
- Name of the accommodation: Nil
- Are you satisfied with the services provided: Yes: No:
- If not please specify reasons: Nil

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

Yes, properly

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent Very Good Good Poor Very poor

Any comments:

Nil

Which attraction has impressed you most and why?

Tiger hill and mesmerizing view

What is your opinion about the local people?

Friendly in nature

On the whole, are you satisfied or not?

Fully Satisfied More or Less Satisfied Dissatisfied

If Dissatisfied specify reasons: Nil

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

Nil

Signature: *Shubhrajee*
Date: 5.5.23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes

A. PERSONAL INFORMATION:

- Name of the guest: Durmeet Lamba
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/ Province: Mumbai Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
- Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: Vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 2 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
- Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: SOTC
- Size of the group: 10
- Name of the accommodation: Holiday inn
- Are you satisfied with the services provided: Yes No:
- If not please specify reasons: N/A

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

Yes, maintained properly.

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent Very Good Good Poor Very poor

Any comments:

Nil

Which attraction has impressed you most and why?

Dargeling Zoo and the
nature

What is your opinion about the local people?

very poor.

On the whole, are you satisfied or not?


Fully Satisfied More or Less Satisfied Dissatisfied

If Dissatisfied specify reasons: Uneducated more or less.

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

Need to more maintained, the hospitality
communication will be more advance.


Signature:

Date: 5-5-23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B.A. (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper: Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Amita Byboratta
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/Province: Kolkata Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
- Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: Vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 3 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
- Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: MU
- Size of the group: MU
- Name of the accommodation: MU
- Are you satisfied with the services provided: Yes: No:
- If not please specify reasons:

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

Yes, maintained

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent Very Good Good Poor Very poor

Any comments:

Nil

Which attraction has impressed you most and why?

Toy train, a UNESCO world heritage

What is your opinion about the local people?

Friendly and good at heart

On the whole, are you satisfied or not?

Fully Satisfied More or Less Satisfied Dissatisfied

If Dissatisfied specify reasons: Nil

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

Nil

Ashwini Byasur

Signature:

Date: 5.5.23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Poojanka Dhara
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/Province: Howrah Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academics
Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 4 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: Nil
- Size of the group: Nil
- Name of the accommodation: Nil
- Are you satisfied with the services provided: Yes: / No: /
- If not please specify reasons: Nil

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

Yes... maintained

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent Very Good Good Poor Very poor

Any comments:

Nil

Which attraction has impressed you most and why?

Dargjeeling cable car/Ropeway

What is your opinion about the local people?

Good at heart

On the whole, are you satisfied or not?

Fully Satisfied More or Less Satisfied Dissatisfied

If Dissatisfied specify reasons: Nil

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

Nil

Priyanka Das

Signature:

Date: 5-5-23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Sowmya Subedi
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/ Province: Sikkim Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: Vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 4 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: Nil
- Size of the group: Nil
- Name of the accommodation: Nil
- Are you satisfied with the services provided: Yes: X No: ✓
- If not please specify reasons: X

OPINION ABOUT THE DESTINATION:

□ Do you find the place/ attractions are properly maintained?

Yes, Maintained

□ What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent

Very Good

Good

Poor

Very poor

Any comments:

□ Which attraction has impressed you most and why?

Dargzeeling zoo

□ What is your opinion about the local people?

friendly behaviour

□ On the whole, are you satisfied or not?

Fully Satisfied

More or Less Satisfied

Dissatisfied

If Dissatisfied specify reasons: X

□ Would you like to revisit the place again? Yes No

□ Your suggestions for the development of the destination.

Nil

Signature: 

Date: 8.5.23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Priyanka Das
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/ Province: Kolkata Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academics
Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: Vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 7 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: MIT
- Size of the group: Nil
- Name of the accommodation: Nil
- Are you satisfied with the services provided: Yes: X No: X
- If not please specify reasons: X

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

Yes

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent

Very Good

Good

Poor

Very poor

Any comments:

Nil

Which attraction has impressed you most and why?

Tiger Hill:

What is your opinion about the local people?

Friendly.

On the whole, are you satisfied or not?

Fully Satisfied

More or Less Satisfied

Dissatisfied

If Dissatisfied specify reasons: Nil

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

Nil

Bijendra Kumar

Signature:

Date: 5.5.23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B.A. (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper: Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Shibangi Bhowmik
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/Province: Kolkata Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: Vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 3 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: Nill
- Size of the group: Nill
- Name of the accommodation: Nill
- Are you satisfied with the services provided: Yes: No:
- If not please specify reasons:

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

Yes

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent Very Good Good Poor Very poor

Any comments:

Nil

Which attraction has impressed you most and why?

Mistik Lake & dog sledging Mall

What is your opinion about the local people?

Good at heart

On the whole, are you satisfied or not?

Fully Satisfied More or Less Satisfied Dissatisfied

If Dissatisfied specify reasons: Nil

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

Nil

S. B. S.

Signature:

Date: 5.5.23

THANK YOU FOR YOUR KIND COOPERATION

A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are student of B.A. (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have a paper: Field Trip Report. In connection with this report, we need to conduct a field survey on tourists. Your response and opinion will help us to complete the report as well as provide useful information for tourism development in this area. The information will strictly be confidential and will not be used for any other purposes.

A. PERSONAL INFORMATION:

- Name of the guest: Debadrita Ray
- Age: Below 25 26-35 36-45 46-60 Above 60
- Sex: Male Female
- Marital status: Married Unmarried
- Place of origin: City/Province: Kolkata Country: India
- Nationality: Indian
- Occupation: Govt. Job Private Service Business Professional Academicians
 Others
- Accompanies: Alone Family Friends Colleague Other
- Purpose of visit: Vacation

B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 3 days
- Sources of information about the destination:
Books Travel Magazines Internet Tourist Offices T.V. Friends and Family
Others:
- Nature of the trip: Package tour Self organized:
- If package tour, name of the operator: Nil
- Size of the group: Nil
- Name of the accommodation: Nil
- Are you satisfied with the services provided: Yes: No:
- If not please specify reasons:

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

Yes

What is your opinion about the transportation, communication, information facilities and other facilities?

Excellent Very Good Good Poor Very poor

Any comments:

Nil

Which attraction has impressed you most and why?

Tiger Hill because of the view

What is your opinion about the local people?

Friendly

On the whole, are you satisfied or not?

Fully Satisfied More or Less Satisfied Dissatisfied

If Dissatisfied specify reasons: Nil

Would you like to revisit the place again? Yes No

Your suggestions for the development of the destination.

Nil

Signature: Dt
Date: 5-5-23

THANK YOU FOR YOUR KIND COOPERATION

HOTEL SURVEY QUESTIONNAIRE

Respondent,

I am a student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 70, West Bengal. In the said course we have an assignment on the hotels of Kolkata. We need to conduct a survey on hotels in the said area. Your response and opinions will help us to complete the assignment as well as provide information for tourism development in the area. This information will strictly be confidential and will not be used for any other purposes.

1. NAME OF THE HOTEL: Hotel Sadbhavana (Tourist Lodge)

2. PROFILE OF THE HOTEL: Tourist Lodge

□ Address: Kulbhmagar, Mark, behind... K.R. S.D.C.

□ Contact no.: 9822064706

□ Fax:

□ E-mail: Sadbhavana.holidays@gmail.com

□ Owner: Sajjan Bonzon

□ Foundation: 1998

□ Any Branch: Nil

□ Type / Category of Hotel: Lodge

□ Season: On: April - May, June - Oct Off: Nov - March

□ Check out time: 11:00 Am

□ Occupancy Rate: 40%

ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Others
1. Standard room (15)	✓ (11)	✓ (4)	✓ (250 ₹ Per Person)	X

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON: 1500 Rs.

5. DISCOUNTS PROVIDED:

□ Group Booking Discount: 20%

□ Discount if coming through travel agent: 20%

□ Any other, please specify: Nil

6. TYPE OF PLAN FOLLOWED: EP CP AP MAP

DETAILS OF FUNCTIONAL DEPARTMENTS:

FRONT OFFICE ✓

NUMBER OF STAFF 1

ADVANCE RESERVATION: YES: ✓ NO: _____

MODE OF RESERVATION: PHONE: ✓ MAIL: _____ POST: _____ FAX: _____

MODE OF PAYMENT: CASH: ✓ CHEQUE: _____ CREDIT CARD: _____

HANDLING FOREIGN GUESTS: C-FORM: ✓ PASSPORT NO. _____

TRAVEL DESK AND TRAVEL RELATED SERVICES: YES: ✓ NO: _____

RESERVATION OF RAILWAY TICKETS ✓

RESERVATION OF AIRLINES ✓

CAR RENTAL SERVICES ✓

SIGHT SEEING TOURS ✓

ANY OTHER FACILITY..... No

B. HOUSE KEEPING ✓

NUMBER OF STAFF 5

LAUNDRY AND DRY CLEANING SERVICES: YES: _____ NO: X

INHOUSE LAUNDRY X CONTRACT BASIS X

FACILITIES IN ROOMS: HOT & COLD WATER T.V. (COLOUR/ B&W) TELEPHONE

GEYSER X MINI FREEZE X OTHERS X

C. FOOD AND BEVERAGE SERVICE X

NUMBER OF STAFF X

RESTAURANTS: YES: X NO: X

If Yes, Number: X

Multi-Cuisine X Specialty _____

NAME OF THE RESTAURANT/S: 1).....	<u>X</u>	COVERS:.....
2).....	<u>X</u>	COVERS:.....
3).....	<u>X</u>	COVERS:.....
4).....	<u>X</u>	COVERS:.....

BAR: YES: X NO: X

NAME OF THE BAR: 1)..... XCOVERS:.....

ROOM SERVICE: YES: ✓ NO: _____ 24 HOURS..... LIMITED TIME.....

NUMBER OF KITCHENS: X

D. OTHER DEPARTMENT X

BANQUETS/ CONFERENCE FACILITY: YES: ✓ NO: _____

IF YES, NUMBER: 1 CAPACITY: 200 RATES: vary in season

OTHER DETAILS:..... X

8 OTHER FACILITIES: ✓

- CAR PARKING ✓
- SWIMMING POOL
- CURRENCY EXCHANGE
- HEALTH CLUB

- LIFT FACILITIES
- STD&ISD FACILITIES
- LUGGAGE ROOM
- PUB

- INDOOR GAMES
- DOCTOR ON CALL
- INTERNET

- LAWN
- LOCKER
- NEWSPAPER

9 TYPE OF CLIENTELE:

Clientele	No./Percentage	Purpose of visit	Origin
LOCAL (WITHIN THE STATE)	35%	Tourism, business	Districts district
DOMESTIC (INDIA)	60%	Tourism	Bengal
INTERNATIONAL	5%	Sightseeing, Tourism	Nepal, Bhutan

10. SPECIAL / MAIN FEATURE:

Noise pollution free area

Signature: Sanjiv Kumar Bhandari
 Designation: Proprietor
 Date: 3/5/2023

THANK YOU FOR YOUR KIND COOPERATION

HOTEL SURVEY QUESTIONNAIRE

Dear Respondent,
 We are student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have an assignment on the hotels of [Area]. We need to conduct a survey on hotels in the said area. Your response and opinions will help us to complete the report as well as provide information for tourism development in the area. This information will strictly be confidential and will not be used for any other purposes.

- NAME OF THE HOTEL: Summer Inn
 PROFILE OF THE HOTEL: Lodge
 Address: Alipurdwar Road, Koushmager, Mirik
 Contact no.: 8372098416
 Fax: Nil
 E-mail: Summerinnmirik@gmail.com
 Owner: Arishak Bantawa
 Foundation: 2004
 Any Branch: Nil
 Type / Category of Hotel: Tourist lodge
 Season: On: April - July, Sep - Dec Off: Jan - March, August
 Check out time: 12:00 P.M
 Occupancy Rate: 40%

3. ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Others
1. double room (9)	✓	x	x	x
2. Deluxe room (7)	✓	✓	✓ 200₹ per person	x
(Total 15 room)				

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON
2350 with breakfast
2000-1800 - without breakfast
5. DISCOUNTS PROVIDED:
 Group Booking Discount: B2B, Seminars - 40%
 Discount if coming through travel agent: Nil
 Any other, please specify: Student Id - 20%
6. TYPE OF PLAN FOLLOWED: EP CP AP MAP

TAILS OF FUNCTIONAL DEPARTMENTS:
FRONT OFFICE

NUMBER OF STUFF 2

ADVANCE RESERVATION: YES: NO: FAX:

MODE OF RESERVATION: PHONE: MAIL: POST:

MODE OF PAYMENT: CASH: CHEQUE: CREDIT CARD:

HANDLING FOREIGN GUESTS: C-FORM: PASSPORT NO.

TRAVEL DESK AND TRAVEL RELATED SERVICES: YES: NO:

RESERVATION OF RAILWAY TICKETS

RESERVATION OF AIRLINES

CAR RENTAL SERVICES

SIGHT SEEING TOURS

ANY OTHER FACILITY: Mill

B. HOUSE KEEPING

NUMBER OF STUFF 2

LAUNDRY AND DRY CLEANING SERVICES: YES: NO:

INHOUSE LAUNDRY CONTRACT BASIS

FACILITIES IN ROOMS: HOT & COLD WATER T.V. (COLOUR/B&W) TELEPHONE

GEYSER MINI FREEZE OTHERS

C. FOOD AND BEVERAGE SERVICE

NUMBER OF STUFF 2

RESTAURANTS: YES: NO:

If Yes, Number: Multi-Cuisine

NAME OF THE RESTAURANT/S: 1) Specialty continental COVERS: continental

2) Sumera restaurant COVERS: continental

3) COVERS:

4) COVERS:

BAR: YES: NO: COVERS: X

NAME OF THE BAR: 1) X COVERS:

ROOM SERVICE: YES: NO: 24 HOURS: LIMITED TIME:

NUMBER OF KITCHENS: 1

D. OTHER DEPARTMENT

BANQUETS/ CONFERENCE FACILITY: YES: NO:

IF YES, NUMBER: X CAPACITY: X RATES: X

OTHER DETAILS: X

8. OTHER FACILITIES:

CAR PARKING ✓
 SWIMMING POOL
 CURRENCY EXCHANGE
 HEALTH CLUB

LIFT FACILITIES
 STD&ISD FACILITIES
 LUGGAGE ROOM
 PUB

INDOOR GAMES
 DOCTOR ON CALL
 INTERNET ✓

LAWN
 LOCKER
 NEWSPAPER

9. TYPE OF CLIENTELE:

Clientele	No./Percentage	Purpose of visit	Origin
LOCAL (WITHIN THE STATE)	40%	Holidays	Kolkata.
DOMESTIC (INDIA)	10%	Leisure	Mumbai, Bihar.
INTERNATIONAL	Less	Traveling.	Nepal, Bhutan, Bangladesh

10. SPECIAL / MAIN FEATURE:

Different food from different areas

Signature: 

Designation: Owner

Date: 07/05/23

THANK YOU FOR YOUR KIND COOPERATION

HOTEL SURVEY QUESTIONNAIRE

Dear Respondent,

We are student of B.A. (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have an assignment on the hotels of _____ we need to conduct a survey on hotels in the said area. Your response and opinions will help us to complete the report as well as provide information for tourism development in the area. This information will strictly be confidential and will not be used for any other purposes.

1. NAME OF THE HOTEL: Hotel Lohit Sagar

2. PROFILE OF THE HOTEL: Lodge

□ Address: Krishnagar, Mirik

□ Contact no.: 9733956025

□ Fax: Nil

□ E-mail: doty.subba123@gmail.com

□ Owner: Jayanti Subba

□ Foundation: 15 years

□ Any Branch: X

□ Type / Category of Hotel: X

□ Season: On: Oct - Nov, May - Jun Off: July - Sep, Dec - Apr

□ Check out time: 12 noon

□ Occupancy Rate: 80%

3. ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Others
1. Standard room (Total 5)	✓ (3)	✓ (2)	X	X

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON

Seasonal changes

5. DISCOUNTS PROVIDED:

□ Group Booking Discount: 80%

□ Discount if coming through travel agent: 80%

□ Any other, please specify: X

6. TYPE OF PLAN FOLLOWED: EP X CP X AP X MAP X

A la carte

DETAILS OF FUNCTIONAL DEPARTMENTS:

FRONT OFFICE

NUMBER OF STUFF 7

ADVANCE RESERVATION: YES: NO:

MODE OF RESERVATION: PHONE: MAIL: POST: FAX:

MODE OF PAYMENT: CASH: CHEQUE: CREDIT CARD:

HANDLING FOREIGN GUESTS: C-FORM: PASSPORT NO.

TRAVEL DESK AND TRAVEL RELATED SERVICES: YES: NO:

RESERVATION OF RAILWAY TICKETS

RESERVATION OF AIRLINES

CAR RENTAL SERVICES

SIGHT SEEING TOURS

ANY OTHER FACILITY:

B. HOUSE KEEPING

NUMBER OF STUFF 2

LAUNDRY AND DRY CLEANING SERVICES: YES: NO:

INHOUSE LAUNDRY CONTRACT BASIS

FACILITIES IN ROOMS: HOT & COLD WATER T.V. (COLOUR/B&W) TELEPHONE

GEYSER MINI FREEZE OTHERS

C. FOOD AND BEVERAGE SERVICE

NUMBER OF STUFF 2

RESTAURANTS: YES: NO:

If Yes, Number: Multi-Cuisine

NAME OF THE RESTAURANT/S: 1) Lehit Sagar restaurant Speciality Chinese COVERS:

2) COVERS: North Indian

3) COVERS:

4) COVERS:

BAR: YES: NO:

NAME OF THE BAR: 1) COVERS:

ROOM SERVICE: YES: NO: 24 HOURS LIMITED TIME

NUMBER OF KITCHENS: 1

D. OTHER DEPARTMENT

BANQUETS/ CONFERENCE FACILITY: YES: NO:

IF YES, NUMBER: CAPACITY: RATES:

OTHER DETAILS:

8. OTHER FACILITIES:

CAR PARKING ✓
 SWIMMING POOL
 CURRENCY EXCHANGE
 HEALTH CLUB

LIFT FACILITIES
 STD&ISD FACILITIES
 LUGGAGE ROOM
 PUB

INDOOR GAMES
 DOCTOR ON CALL
 INTERNET ✓

LAWN
 LOCKER
 NEWSPAPER ✓

9. TYPE OF CLIENTELE:

Clientele	No./Percentage	Purpose of visit	Origin
LOCAL (WITHIN THE STATE)	80%	Tourist	Kolkata.
DOMESTIC (INDIA)	20%	Tour, Business	Mumbai, UP.
INTERNATIONAL	None	x	x

10. SPECIAL / MAIN FEATURE:

Nil

Signature:

Dolly Saha

Designation:

owner

Date:

3/07/2023

THANK YOU FOR YOUR KIND COOPERATION

HOTEL SURVEY QUESTIONNAIRE

Dear Respondent,

We are student of B.A. (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have an assignment on the hotels of _____ we need to conduct a survey on hotels in the said area. Your response and opinions will help us to complete the report as well as provide information for tourism development in the area. This information will strictly be confidential and will not be used for any other purposes.

1. NAME OF THE HOTEL: Hotel Sunflower
2. PROFILE OF THE HOTEL: Lodge
- Address: Dargajeling Mall, Dargajeling
- Contact no.: 9732306286
- Fax: Nil
- E-mail: Sunflowerdargajeling@yahoo.com
- Owner: Sameer Singhal
- Foundation: 1982
- Any Branch: Sikkim (1)
- Type / Category of Hotel: 3 Stars
- Season: On: May - Jun Off: July - April
- Check out time: 11:30 am
- Occupancy Rate: 40%

3. ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Others
1. Deluxe (4)	✓	✓	✓	✓
2. Suite (2)	✓	✗	✗	✗
3. Imperial executive (1)	✓	✗	✗	✗
4. Royal executive (1)	✓	✗	✗	✓
5. Double - 12	✓	✗	✓	✓
6. Single - 6.	✗	✓	(600PP)	✗

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON

Special Discount

5. DISCOUNTS PROVIDED:

- Group Booking Discount: ✗
- Discount if coming through travel agent: ✓ 20-30%
- Any other, please specify: _____

6. TYPE OF PLAN FOLLOWED: EP ✓ CP ✓ AP ✓ MAP

TAILS OF FUNCTIONAL DEPARTMENTS:
FRONT OFFICE

NUMBER OF STUFF 4

ADVANCE RESERVATION: YES: NO: FAX:

MODE OF RESERVATION: PHONE: MAIL: POST:

MODE OF PAYMENT: CASH: CHEQUE: CREDIT CARD:

HANDLING FOREIGN GUESTS: C-FORM: PASSPORT NO.:

TRAVEL DESK AND TRAVEL RELATED SERVICES: YES: NO:

- RESERVATION OF RAILWAY TICKETS
- RESERVATION OF AIRLINES
- CAR RENTAL SERVICES
- SIGHT SEEING TOURS
- ANY OTHER FACILITY:

B. HOUSE KEEPING

NUMBER OF STUFF 3

LAUNDRY AND DRY CLEANING SERVICES: YES: NO:

INHOUSE LAUNDRY CONTRACT BASIS

FACILITIES IN ROOMS: HOT & COLD WATER T.V. (COLOUR/B&W) TELEPHONE
 GEYSER MINI FREEZE OTHERS

C. FOOD AND BEVERAGE SERVICE

NUMBER OF STUFF 3

RESTAURANTS: YES: NO:
 If Yes, Number: 3

Multi-Cuisine	Specialty	COVERS:
NAME OF THE RESTAURANT/S: 1).....	<input checked="" type="checkbox"/>
2).....	<input checked="" type="checkbox"/>
3).....	<input checked="" type="checkbox"/>
4).....	<input checked="" type="checkbox"/>

BAR: YES: NO: COVERS:.....
 NAME OF THE BAR: 1)..... COVERS:.....

ROOM SERVICE: YES: NO: 24 HOURS..... LIMITED TIME..... 7.30 pm

NUMBER OF KITCHENS: 1

D. OTHER DEPARTMENT

BANQUETS/ CONFERENCE FACILITY: YES: NO:
 IF YES, NUMBER: 1 CAPACITY: 1 RATES: 1

OTHER DETAILS:.....

8. OTHER FACILITIES:

CAR PARKING
SWIMMING POOL
CURRENCY EXCHANGE
HEALTH CLUB

LIFT FACILITIES
STD&ISD FACILITIES
LUGGAGE ROOM
PUB

INDOOR GAMES
DOCTOR ON CALL
INTERNET

LAWN
LOCKER
NEWSPAPER

9. TYPE OF CLIENTELE:

Clientele	No./Percentage	Purpose of visit	Origin
LOCAL (WITHIN THE STATE)	80%	Tourism	Kolkata
DOMESTIC (INDIA)	20%	Tourism	Other State
INTERNATIONAL	X	X	X

10. SPECIAL / MAIN FEATURE:

Location of the hotel.

Signature: Amit Lepcha

Designation: front desk executive

Date: 04/08/23

THANK YOU FOR YOUR KIND COOPERATION

HOTEL SURVEY QUESTIONNAIRE

Dear Respondent,

We are student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have an assignment on the hotels of we need to conduct a survey on hotels in the said area. Your response and opinions will help us to complete the report as well as provide information for tourism development in the area. This information will strictly be confidential and will not be used for any other purposes.

1. NAME OF THE HOTEL: Olive by Tej.
2. PROFILE OF THE HOTEL: 3 Star
 - Address: Park Street Mall, Durgachery
 - Contact no.: 9723336221
 - Fax: Nil
 - E-mail: Tejhotelsandresort@gmail.com
 - Owner: Mahesh Sankaragupta
 - Foundation: 2000
 - Any Branch: No
 - Type / Category of Hotel: 3*
 - Season: On: Apr - May, Jun - Dec Off: Jan - March
 - Check out time: 10:00 Am
 - Occupancy Rate: 75%

3. ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Others
1. Deluxe - 2	✓	✓	✓	X
2. Super deluxe - 2	✓	X	✓	X
3. Triple - 3	✓	X	✓	X
4. Family - 4	✓		✓	X

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON

Seasonal

5. DISCOUNTS PROVIDED:

- Group Booking Discount: during off season
- Discount if coming through travel agent: ✓
- Any other, please specify:

6. TYPE OF PLAN FOLLOWED: EP ✓ CP ✓ AP MAP

TAILS OF FUNCTIONAL DEPARTMENTS:

FRONT OFFICE

NUMBER OF STUFF 1

ADVANCE RESERVATION: YES: NO: FAX:

MODE OF RESERVATION: PHONE: MAIL: POST:

MODE OF PAYMENT: CASH: CHEQUE: CREDIT CARD:

HANDLING FOREIGN GUESTS: C-FORM: PASSPORT NO.

TRAVEL DESK AND TRAVEL RELATED SERVICES: YES: NO:

RESERVATION OF RAILWAY TICKETS

RESERVATION OF AIRLINES

CAR RENTAL SERVICES

SIGHT SEEING TOURS

ANY OTHER FACILITY.....

B. HOUSE KEEPING

NUMBER OF STUFF 4

LAUNDRY AND DRY CLEANING SERVICES: YES: NO:

INHOUSE LAUNDRY CONTRACT BASIS

FACILITIES IN ROOMS: HOT & COLD WATER T.V. (COLOUR/B&W) TELEPHONE

GEYSER MINI FREEZE OTHERS

C. FOOD AND BEVERAGE SERVICE

NUMBER OF STUFF 5

RESTAURANTS: YES: NO:

If Yes, Number: veg

Multi-Cuisine veg

NAME OF THE RESTAURANT/S: 1).....veg Speciality veg restaurant.....COVERS: veg

2).....COVERS:.....

3).....COVERS:.....

4).....COVERS:.....

BAR: YES: NO:COVERS:.....

NAME OF THE BAR: 1).....LIMITED TIME...11:00..Pm

ROOM SERVICE: YES: NO: 24 HOURS.....

NUMBER OF KITCHENS: 1

D. OTHER DEPARTMENT

BANQUETS/ CONFERENCE FACILITY: YES: NO:

IF YES, NUMBER: CAPACITY: RATES:

OTHER DETAILS:.....

8 OTHER FACILITIES:

CAR PARKING
SWIMMING POOL
CURRENCY EXCHANGE
HEALTH CLUB

LIFT FACILITIES
STD&ISD FACILITIES
LUGGAGE ROOM
PUB

INDOOR GAMES
DOCTOR ON CALL
INTERNET

LAWN
LOCKER
NEWSPAPER

9. TYPE OF CLIENTELE:

Clientele	No./Percentage	Purpose of visit	Origin
LOCAL (WITHIN THE STATE)	46%	Tourist	Kolkata
DOMESTIC (INDIA)	45%	vacation, business	Other State
INTERNATIONAL	10%	Leisure.	Russia, Nepal.

10. SPECIAL / MAIN FEATURE:

location of the hotel.....

.....

.....

.....

.....

.....

.....

.....

.....

Signature: Biswas Prasad

Designation: Manager

Date: 4th May 2023

THANK YOU FOR YOUR KIND COOPERATION

HOTEL SURVEY QUESTIONNAIRE

Dear Respondent,

We are student of B A (Tourism and Travel Management) course of Muralidhar Girls' College (under Calcutta University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said course we have an assignment on the hotels of we need to conduct a survey on hotels in the said area. Your response and opinions will help us to complete the report as well as provide information for tourism development in the area. This information will strictly be confidential and will not be used for any other purposes.

1. NAME OF THE HOTEL: Hotel Capital
2. PROFILE OF THE HOTEL: Lodge
- Address: Gandhi Road, club side
- Contact no.: 9832014599
- Fax: Nil
- E-mail: Nil
- Owner: R. Bhutia
- Foundation: 1975
- Any Branch: X
- Type / Category of Hotel: Apt - X
- Season: On: Apr - June Off: July - March
- Check out time: 12 noon
- Occupancy Rate: 60%

3. ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Others
1. Standard	✓ (A)	✓ (B)	X	X

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON

1500 in off season

5. DISCOUNTS PROVIDED:

- Group Booking Discount: X
- Discount if coming through travel agent: X
- Any other, please specify: X

6. TYPE OF PLAN FOLLOWED: EP ✓ CP AP MAP

TAILS OF FUNCTIONAL DEPARTMENTS:

FRONT OFFICE

NUMBER OF STUFF 1

ADVANCE RESERVATION: YES: NO:

MODE OF RESERVATION: PHONE: MAIL: POST: FAX:

MODE OF PAYMENT: CASH: CHEQUE: CREDIT CARD:

HANDLING FOREIGN GUESTS: C-FORM: PASSPORT NO.

TRAVEL DESK AND TRAVEL RELATED SERVICES: YES: NO:

RESERVATION OF RAILWAY TICKETS

RESERVATION OF AIRLINES

CAR RENTAL SERVICES

SIGHT SEEING TOURS

ANY OTHER FACILITY.....

B. HOUSE KEEPING

NUMBER OF STUFF 4

LAUNDRY AND DRY CLEANING SERVICES: YES: NO:

INHOUSE LAUNDRY CONTRACT BASIS

FACILITIES IN ROOMS: HOT & COLD WATER T.V. (COLOUR/ B&W) TELEPHONE

GEYSER MINI FREEZE OTHERS

C. FOOD AND BEVERAGE SERVICE

NUMBER OF STUFF

RESTAURANTS: YES: NO:

If Yes, Number:

Multi-Cuisine Specialty COVERS:.....

NAME OF THE RESTAURANT/S: 1)..... COVERS:.....

2)..... COVERS:.....

3)..... COVERS:.....

4)..... COVERS:.....

BAR: YES: NO: COVERS:.....

NAME OF THE BAR: 1)..... COVERS:.....

ROOM SERVICE: YES: NO: 24 HOURS..... LIMITED TIME.....

NUMBER OF KITCHENS:

D. OTHER DEPARTMENT

BANQUETS/ CONFERENCE FACILITY: YES: NO:

IF YES, NUMBER: CAPACITY: RATES:

OTHER DETAILS:.....

8. OTHER FACILITIES:

CAR PARKING
 SWIMMING POOL
 CURRENCY EXCHANGE
 HEALTH CLUB

LIFT FACILITIES
 STD&ISD FACILITIES
 LUGGAGE ROOM
 PUB

INDOOR GAMES
 DOCTOR ON CALL
 INTERNET

LAWN
 LOCKER
 NEWSPAPER

9. TYPE OF CLIENTELE:

Clientele	No./Percentage	Purpose of visit	Origin
LOCAL (WITHIN THE STATE)	20%	Travel	Kolkata
DOMESTIC (INDIA)	80%	Travel	Other State
INTERNATIONAL	Nil	X	X

10. SPECIAL / MAIN FEATURE:

Nil

Signature: Dipak
 Designation: Manager
 Date: 4.5.23

THANK YOU FOR YOUR KIND COOPERATION