

# FIELD TRIP REPORT ON KOLKATA (WEST BENGAL)



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(Under CBCS)

Muralidhar Girls College

Tourism and Travel Management (TTMV)

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## TO WHOM IT MAY CONCERN

This is to certify that Smt. DIYA CHAKRABORTY bearing C.U Roll No. 192044-13-0003, Reg. No. 044-1211-0508-19 an examinee of B.A (Major) 3<sup>rd</sup> year, 6<sup>th</sup> semester ( under CBCS) Tourism and Travel management Examination, 2022, of the University of Calcutta, has successfully completed her project work and prepared a Project Report on Kolkata, 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:

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Signature: *(K Chakraborty)* 8.7.22.

Name: KATHAKALI CHAKRABORTY

Designation: SACT

## PREFACE

*As a part of the B.A curriculum and in order to gain practical knowledge in the field of management, we are required to make a report on "Places in Kolkata". The basic objective behind doing this project report is to get knowledge in different sectors of tourism and the components related to it.*

*We have included in this project, what tourists think about the places of Kolkata.*

*The work of this project has helped us to increase our knowledge about Kolkata. Through this project we can find out what tourists think about Kolkata's main destinations, public transportation, and local people. 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 utilizing to thank all the people who have been concerned with this project.*

*Primarily I want to thank God for being able to complete this project with success. Then I would like to thank my principal Kinjalkini Biswas and our departmental teacher Kathakali Chakraborty, whose valuable guidance has been the ones that helped me patch this project and make it full proof success. Her suggestions and her instructions have served as the major contributor towards the completion of the project.*

*Then I want to thank my parents and friends who have helped me with their valuable suggestions and guidance.*

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

*Diya Chakraborty.*

*College Roll no. 569*

*Department of Tourism and Travel Management (TTMV).*

# STUDENT DECLARATION

I, Diya Chakraborty a student of Tourism and Travel Management (TTMV 6<sup>th</sup> semester) hereby the project presented in the report is my own words has been carried out under the supervision and guidance professor Kathakali Chakraborty of Muralidhor Girls College (under Calcutta university) of vocational studies.

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

Date: 8/7/22

Place: Kolkata

*Diya Chakraborty.*

DIYA CHAKRABORTY.

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# INTRODUCTION

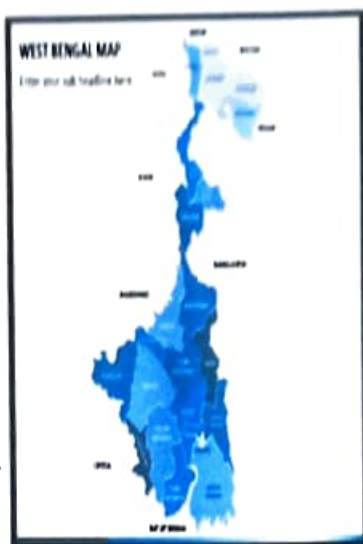
**INDIA :** India is located in Southern Asia bordering the Arabian Sea and the Bay of Bengal. Neighboring countries include Bangladesh, Bhutan, Burma, China, Nepal, and Pakistan. India has a diverse geology, upland plain (Deccan Plateau) in south, flat to rolling plain along the Ganges river, deserts in west, and the Himalayas in the north. The Government is a federal republic; the chief of state is the president, and the head of government is the prime minister. India has a market economy in which the prices of goods and services are determined in a free price system. India is a member of the Asia-Pacific Trade Agreement (APTA) and the South Asian Association for Regional Cooperation (SAARC).



**WEST BENGAL :** West Bengal is a state in India. It is in the eastern part of the country. West Bengal is the fourth most populous state in India. It is also the seventh most populous sub-national entity in the world. West Bengal is the sixth largest contributor to India's GDP. Both West Bengal



and Bangladesh are parts of historical and geographic region of Bengal. Kolkata is the capital city of West Bengal. In 2001, 80,221,171 people lived in West Bengal. With an area of 34,267 square miles (88,750 km), it is bigger than Serbia but smaller than Jordan. In traditional Indian geography it falls under



the East Indian zone. West Bengal has a tropical climate, so it is very hot and humid in summer and cool in winter. The people who live here are called Bengalis. Bengalis also live in Bangladesh. Bangladesh is a country to the east of West Bengal.

**KOLKATA** : Kolkata (formerly known as Calcutta) is the capital of the Indian state of West Bengal and is located in eastern India on the east bank of the River Bhagirathi-Hooghly (Ganga). The city was a colonial city developed by the East India Company and then by the British Empire. Kolkata was the capital of the British India Empire until 1911, when the capital was relocated to Delhi.



Kolkata grew rapidly in the 19<sup>th</sup> century to become the second city of the British Indian Empire. This was accompanied by the development of a culture that fused Indian philosophies with Arabian tradition. Kolkata is also noted for its revolutionary history, ranging from the Indian to the leftist Naxalite and trade-union movements. Labelled the "Culture Capital of Indian", "The City of Processions", "The City of Palaces", and the "City of Joy", Kolkata has also been home to prominent statesman and yogis. Problems related to rapid urbanization started to plague Kolkata from the 1650s and the city remains an example of the urbanization challenges of the developing nations.

**HISTORY OF**  
**KOLKATA**

The name Kolkata was mentioned in the rent-roll of the Mughal emperor Akbar (reigned 1556-1605) and also in the *Manasa-mangal* of the Bengali poet Bipradas (1495). The history of Kolkata as a British settlement, known to the British as Calcutta, dates from the establishment of a trading post there by Job Charnock, an agent of the English East India Company, in 1690. Charnock had previously had disputes with officials of the Mughal Empire at the river port of Hugli (Hooghly) and had been obliged to leave, after which he attempted unsuccessfully to establish himself at other places down the river. When the Mughal officials, not wishing to lose what they had gained from the English company's commerce, permitted Charnock to return once more, he chose Calcutta as the seat of his operations. The site was apparently carefully selected, being protected by the Hugli (Hooghly) River on the west, a creek to the north, and salt lakes to the east. Rival Dutch, French, and other European settlements were higher up the river on the west bank, so that access from the sea was not threatened, as it was at the port of Hugli. The river at this point was also wide and deep; the only disadvantage was that the marshes to the east and swamps within the area made the spot unhealthy. Moreover, before the coming of the English, three local villages—Sutanati, Kalikata, and Gobindapore, which were later to become parts of Calcutta—had been chosen as places to settle by

Indian merchants who had migrated from the silted-up port of Satgaon, farther upstream. The presence of these merchants may have been to some extent responsible for Charnock's choice of the site. By 1696, when a rebellion broke out in the nearby district of Burdwan, the Mughal provincial administration had become friendly to the growing settlement. The servants of the company, who asked for permission to fortify their trading post, or factory, were given permission in general terms to defend themselves. The rebels were easily crushed by the Mughal government, but the settlers' defensive structure of brick and mud remained and came to be known as Fort William. In 1698 the English obtained letters patent that granted them the privilege of purchasing the zamindari right (the right of revenue collection; in effect, the ownership) of the three villages. This area around Fort William—Calcutta—became the seat of the British province known as the Bengal Presidency.

**GEOGRAPHY OF**  
**KOLKATA**

**K**olkata is located in the eastern part of India. It has spread linearly along the banks of Hooghly River. The Kolkata Municipal Corporation has an area of 205 square kilometers. The city is near sea level, with the average elevation being 17 feet. The whole area is in the Ganges Delta which start within 100 km south to the city. Most of the city was originally marshy wetlands, remnants of which can still be found especially towards the eastern parts of the city. Indo-Gangetic Plain, the soil and water are predominantly alluvial in origin. Kolkata is located over the "Bengal basin", a pericratonic tertiary basin. Bengal basin comprises three structural unit shelf or platform in the west; central hinge or shelf/slope break; and deep basinal part in the east and southeast. Kolkata is located atop the western part of the hinge zone which is about 25 km (16 mi) wide at a depth of about 45,000 m (148,000 ft) below the surface. The shelf and hinge zones have many faults, among them some are active. Total thickness of sediment below the Kolkata is nearly 7,500 m (24,600 ft) above the crystalline basement; of these the top 350-450 m (1,150-1,480 ft) is quaternary, followed by 4,500-5,500 m (14,760-18,040 ft) of tertiary sediments, 500-700 m (1,640-2,300 ft) trap wash of cretaceous trap and 600-800 m (1,970-2,620 ft) permian-carboniferous Gondwana rocks. The quaternary sediments consist of clay, silt, and several grades of sand and gravel. These sediments are sandwiched between two clay beds: the lower one at a depth of 250-650 m (820-2,130 ft); the upper one 10-40 m (30-

130 ft) in thickness. According to the Bureau of Indian Standards, on a scale ranging from I to V in order of increasing susceptibility to earthquakes, the city lies inside seismic zone III.

North Kolkata is the oldest part of the city. Characterized by 19th-century architecture, all includes areas such as Shyambazar, Hatibagan, Maniktala, Kankurgachi, Rajabazar, Shobhabazar, Shyampukur, Tala, Sonagachi, Kumortuli, Bagbazar, Jorabagan, Burrabazar, Jorasanko, Phoolbagan, Ultadanga, Chitpur, Pat huriaghata, Cossipore, Belgachia and Sinthee.

Central Kolkata hosts the central business district. It contains B.B.D Bagh formally known as Dalhousie square and the Esplanade on its east; strand road is on its west. The West Bengal Secretariat, General post office, reserve bank of India, high court, Lalbazar police headquarter, and several other government and private offices are located there. Another business hub is the area south of park street, which companies thoroughfares such as Chowringhee, camac street, wood street, Loudon street, Shakespear Sarani and A.J.C. Bose road. The Maidan is a large open field in the heart of the city that has been called the "lungs of Kolkata" and accommodates sporting events and public meetings. The Victoria Memorial and Kolkata Race Course are located at the southern end of the Maidan.



Others important areas of Central Kolkata are park circus, Sealdah, Beliaghata, College street, Burrabazar, Bowbazar, Taltala, Janbazar, Entally, Chandni Chowk, Lalbazar, Chowringhee, Dharmatala, Rabindra sadan, Tiretti Bazar, Bow Barracks, Babughat, Princes ghat and hasting. Another important park is Millennium park on strand road, beside the Hooghly River. Fort William, on the western part of the city (besides Maidan), house the headquarters of the Eastern Command of the Indian Army.

South Kolkata developed mainly after India gained independence in the year 1947. It includes upscale neighbourhoods such as Ballygunge, Behala, Thakurpukur, Alipore, New Alipore, Lansdowne, Bhawanipore, Kalighat, Gariahat, Charu Market, Chetla, Jodhpore park, Lake Gardens, South City, Jadavpore, Dhakuria and Tallygunge.

East Kolkata is largely composed of newly development areas like Topsia picnic garden, Tangra, gobra, Kustia, Tiljala, Anandapur, East Kolkata Twp, panchasayar, Madurdaha, Nayabad, Kalikapur, Purbalok, Mukundapur, Ajay Nagar, Hiland Park, Chak Goria, Ptuli, Budherhat, Nayabad and New Garia. Outlying developing areas include Dhapa Uttar Panchannagram, Chowbaga, Bantala and VIP Nagar. In the pace of rapid urbanization and growing demand for

housing and commercial spaces, the New Town, Kolkata was created in the eastern outskirts of Kolkata to serve the dual purposes of establishing new business central business.

# BASIC INFORMATION

- RIGIONAL LANGUAGE : **BANGALI**
- CURRENCY : **RUPEE**
- FAMOUS FASTIVEL : **DURGA PUJA**
- CHIF MINISTER : **MAMATA BANERJEE**
- BRAND AMBASSADOR : **SHAH RUKH KHAN**
- TOURISM STATE MINISTER : **SRI INDRANIL SEN**

MAIN  
ATTRACTIONS

## The places we visited in Kolkata :

- ❖ **KALIGHAT** : Kali also known as Dakshina Kali is a Hindu goddess who is considered to be the master of death, time and change. She is also said to be the Parvati, the supreme of all powers, or the ultimate reality. Kali's earliest appearance is when she emerged from Lord Shiva. She is the ultimate manifestation of Shakti and the mother of all living beings. She destroys the evil in order to protect the innocent. Over time, Kali has been worshipped by devotional movements and tantric sects variously as the Divine Mother, Mother of the Universe, Adi Shakti, or Parvati. Shakta Hindu and Tantric sects additionally worship her as the ultimate reality or Brahman. She is also seen as the divine protector and the one who bestows moksha or liberation.

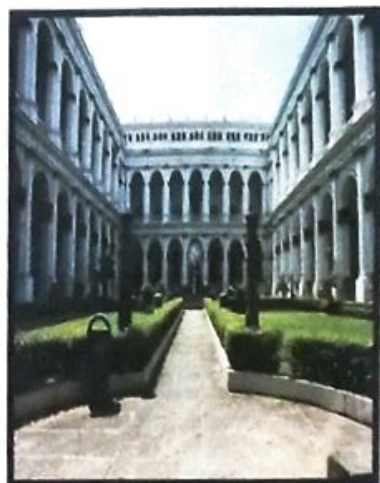


- ❖ **VICTORIA MEMORIAL** : The Victoria Memorial is a monument to Queen Victoria, located at the end of The Mall in London, and designed and executed by the sculptor (Sir) Thomas Brock. Designed in 1901, it was unveiled on 16 May 1911, though it was not completed until 1924. It was the centrepiece of an ambitious urban planning scheme, which included the creation of the Queen's Gardens to a design by Sir Aston Webb, and the refacing of Buckingham Palace (which stands behind the memorial) by the same architect. Like the earlier Albert Memorial in Kensington Gardens, commemorating Victoria's consort, the Victoria Memorial has an elaborate scheme of iconographic sculpture. The central pylon of the memorial is of Pentelic marble, and individual statues are in Lasa marble and gilt bronze. The



on Lala Lajpat Rai Sarani in Kolkata. Bose escaped from house arrest at Netaji Bhawan in 1941 and fled to Berlin. After that, he traveled to Japan-occupied Southeast Asia by submarine organized Indian National Army, and fought against British Raj with the Imperial Japanese Army.

❖ **INDIAN MUSEUM** : The Indian Museum in Central Kolkata, West Bengal, India, also referred to as the Imperial Museum at Calcutta in colonial-era texts, is the ninth oldest museum in the world, the oldest and largest museum in India. It has rare collections of antiques, armour and ornaments, fossils, skeletons, mummies and Mughal paintings. It was founded by the Asiatic Society of Bengal in Kolkata, India, in 1814. The founder curator was Nathaniel Wallich, a Danish botanist. It has six sections comprising thirty five galleries of cultural and scientific artifacts namely Indian



art, archaeology, anthropology, geology, zoology and economic botany. Many rare and unique specimens, both Indian and trans-Indian, relating to humanities and natural sciences, are preserved and displayed in the galleries of these sections. In particular the art and archaeology sections hold collections of international importance. It is an autonomous organization under Ministry of Culture, Government of India. The present Director of the Indian Museum is Shri Arijit Dutta Choudhury who is also the Director General, NCSM and having the additional charge of Director General of National Library. Administrative control of the Cultural sections, viz. Art, Archaeology and Anthropology rests with the Board of Trustees under its Directorate, and that of the three other science sections is with the geological survey of India, the zoological survey of India and the Botanical survey of India. The museum Directorate has eight co-ordinating service units: Education, preservation, publication, presentation, photography, medical, modelling and library.

- ❖ **MOTHER HOUSE** The Missionaries of Charity is a Catholic (Latin Church) religious congregation established in 1950 by Mother Teresa, now known in the Catholic Church as Saint Teresa of Calcutta. As of 2020, it consisted of 5,167 religious sisters. Members of the order designate their affiliation using the order's initials, "M.C.". A member of the congregation must adhere to the vows of chastity, poverty, obedience, and the fourth vow, to give "wholehearted free service to the poorest of the poor". Today, the order consists of both contemplative and active branches in several countries. Missionaries care for those who include refugees, former prostitutes, the mentally ill, sick children, abandoned children, lepers, people with AIDS, the aged, and convalescent. They have schools that are run by volunteers to teach abandoned street children and run soup kitchens as well as other services according to the community needs. These services are provided, without charge, to people regardless of their religion or social status.



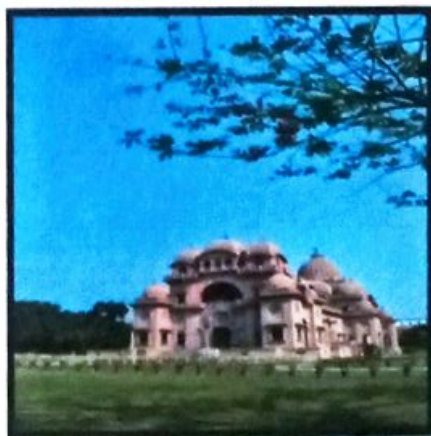
- ❖ **MARBLE HOUSE** : Marble Palace is a palatial nineteenth-century mansion in North Kolkata. It is located at 46, Mukhtaram Babu Street, Kolkata 700007. It is one of the best-preserved and most elegant houses of nineteenth-century Calcutta. The mansion is famous for its marble walls, floors, and sculptures, from which it derives its name. The house was built in 1835 by Raja Rajendra Mullick, a wealthy Bengali merchant with a passion for collecting works of art. The house continues to be a residence for his descendants, and the current occupants are the family of Raja Rajendra Mullick Bahadur. Raja Rajendra Mullick was the adopted son of Nilmoni Mullick, who built a Jagannath temple which predates Marble Palace, and still stands within the premises, but is only accessible to members of the family.



- ❖ **DAKSHINESHWAR TEMPLE:** Dakshineswar Kali Temple is a Hindu navaratna temple located at Dakshineswar, Kolkata, West Bengal, India. Situated on the eastern bank of the Hooghly River, the presiding deity of the temple is Bhavatarini, a form of Parashakti Adya Kali, otherwise known as Adishakti Kalika. The temple was built in 1855 by Rani Rashmoni, a Zamindar, philanthropist and a devotee of Kali. The temple is known for its association with Ramakrishna and Ma Sarada Devi, mystics of 19th Century Bengal. The main temple was inspired by Navaratna style Radhakanta temple, built by Ramnath Mondal of Tollygunge. The temple compound, apart from the nine-spired main temple, contains a large courtyard surrounding the temple, with rooms along the boundary walls. There are twelve shrines dedicated to Shiva—Kali's consort—along the riverfront, a temple to Radha-Krishna, a bathing ghat on the river, a shrine dedicated to Rani Rashmoni. 'Nahabat', the chamber in the northwestern corner just beyond the last of the Shiva temples, is where Ramakrishna and Maa Sarada spent a considerable part of their lives.



- ❖ **BELURE MATH :** Belur Math is the headquarters of the Ramakrishna Math and Ramakrishna Mission, founded by Swami Vivekananda, the chief disciple of Ramakrishna Paramahansa. It is located on the west bank of Hooghly River, Belur, West Bengal, India and is one of the significant institutions in Kolkata. The temple is the heart of the Ramakrishna movement. It is notable for its architecture that fuses Hindu, Islamic, Buddhist, and Christian art and motifs as a symbol of unity of all religions. In





2003, Belur Math railway station was also inaugurated which is dedicated to Belur Math Temple.

- ❖ **JAIN TEMPLE** : A Jain temple or Derasar is the place of worship for Jains, the followers of Jainism. Jain architecture is essentially restricted to temples and monasteries, and Jain buildings generally reflect the prevailing style of the place and time they were built. Jain temple architecture is generally close to Hindu temple architecture, and in ancient times Buddhist architecture. Normally the same builders and carvers worked for all religions, and regional and period styles are generally similar. For over 1,000 years the basic layout of a Hindu or most Jain temples has consisted of a small garbhagriha or sanctuary for the main murti or cult images, over which the high superstructure rises, then one or more larger mandapa halls. Māru-Gurjara architecture or the "Solanki style" is a particular temple style from Gujarat and Rajasthan (both regions with a strong Jain presence) that originated in both Hindu and Jain temples around 1000, but became enduringly popular with Jain patrons. It has remained in use, in somewhat modified form, to the present day, indeed also becoming popular again for some Hindu temples in the last century. The style is seen in the groups of pilgrimage temples at Dilwara on Mount Abu, Taranga, Girnar and Palitana.

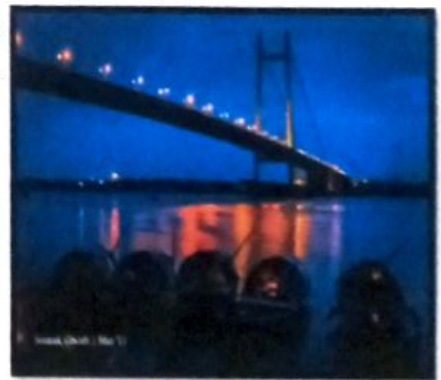


**OTHERS**  
**ATTRACTIONS**

- BIRLA PLANETARIUM** The Birla Planetarium (officially M. P. Birla Planetarium) in Kolkata, West Bengal, India, is a single-storeyed circular structure designed in the typical Indian style, whose architecture is loosely styled on the Buddhist Stupa at Sanchi. Situated at Chowringhee Road adjacent to the Victoria Memorial, St. Paul's Cathedral and the Maidan in Central Kolkata, it is the largest planetarium in Asia and the second largest planetarium in the world. There are two other Birla Planetariums in India: B.M. Birla Planetarium in Chennai and the Birla Planetarium in Hyderabad.



- PRINCEP GHAT** : Prinsep Ghat is a ghat built in 1841 during the British Raj, along the Kolkata bank of the Hooghly River in India. The Palladian porch in the memory of the eminent Anglo-Indian scholar and antiquary James Prinsep was designed by W. Fitzgerald and constructed in 1843. Located between the Water Gate and the St George's Gate of the Fort William, the monument to Prinsep is rich in Greek and Gothic inlays. It was restored by the state's public works department in November 2001 and has since been well-maintained. In its initial years, all royal British entourages used the Prinsep Ghat jetty for embarkation and disembarkation. Prinsep Ghat is one of the oldest recreational spots of Kolkata. People visit it in the evenings on weekends to go boating on the river, stroll along the bank and purchase food from stalls there. A 2-kilometre (1.2 mi) stretch of



the beautified riverfront from Prinsep Ghat to Babughat (Baje Kadamtala Ghat) was inaugurated on 24 May 2012. It has illuminated and landscaped gardens and pathways, fountains and renovated ghats. One of the songs in the Bollywood film *Parineeta* was shot here on the ghats.

- **NANDAN** : Nandan is a government-sponsored film and cultural centre in Kolkata, India. The primary aim of the cultural hub is to encourage and facilitate cinematic awareness in society. It includes a few comparatively large screens housed in an impressively architected building. The complex, besides being a modern cinema and cultural complex, is a popular destination for the young and the aged alike. Nandan is one of the main venues of the Kolkata International Film Festival, hosting it till 2010. While in 2011 the opening and closing ceremonies was shifted to Netaji Indoor Stadium, Nandan remains the main centre for the festival.



- **NIZAM PALACE** : Nizam Palace is a tier A heritage building on AJC Bose Road in Kolkata (formerly known as Calcutta), the capital of the Indian state of Bengal. It was constructed in 1933. Mir Osman Ali Khan, the 7th Nizam of Hyderabad, acquired it as his Kolkata residence from a businessman of Armenian descent, Johannes Carapie, also known as J. C. Galstaun (1859-1947). Its former guests included King Edward VIII. The palace was used as a hospital during World War I. Galstaun constructed this mansion as a labor of



love for his wife and named it Galstaun Park. Later in 1933 it was sold to the Nizam of Hyderabad Mir Osman Ali Khan. The Nizam initially named it *Saba Palace*. Its name was later changed to Nizam Palace.

- ALIPUR ZOO** : The Zoological Garden, Alipore (also informally called the Alipore Zoo or Calcutta Zoo) is India's oldest formally stated zoological park (as opposed to royal and British menageries) and a big tourist attraction in Kolkata, West Bengal. It has been open as a zoo since 1876, and covers 18.811 ha (46.48 acres). It is probably best known as the home of the now expired Aldabra giant tortoise Adwaita, who was reputed to have been over 250 years old when he died in 2006. It is also home to one of the few captive breeding projects involving the Manipur brow-antlered deer. One of the most popular tourist attractions in Kolkata, it draws huge crowds during the winter season, especially during December and January. The highest attendance till date was on January 1, 2018 with 110,000 visitors.

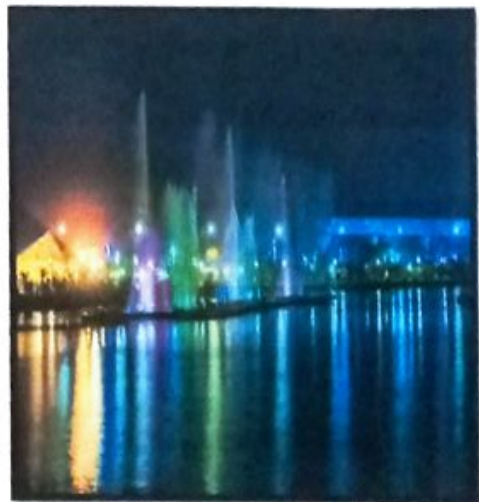


- SCIENCE CITY** : Science City Kolkata is the largest science centre in the Indian subcontinent. It is managed by National Council of Science Museums (NCSM), Ministry of Culture, Government of India. It is located at the crossing of Eastern Metropolitan Bypass and J. B. S. Haldane Avenue (Parama Island) in East Topsia. Saroj Ghose, the first director general of NCSM, is credited with having conceptualised this centre in 1997. This



centre was inaugurated by two parts: the 'Convention Centre Complex' was unveiled on 21 December 1996 by Paul Jozef Crutzen in presence of the then chief minister Jyoti Basu and the whole centre was opened by the then prime minister Inder Kumar Gujral on 1 July 1997. On 10 January 2010, prime minister of India, Manmohan Singh laid the foundation stone for the second phase of Science City in presence of the then chief minister of West Bengal, Buddhadeb Bhattacharjee.

- ECO PARK** : Eco Park (Prakriti Tirtha) is an urban park in New Town, Greater Kolkata and the biggest park so far in India. The park is situated on a 480 acres (190 ha) plot and is surrounded by a 104 acres (42 ha) waterbody with an island in the middle. The park was conceptualised by Chief Minister of West Bengal, Mamata Banerjee in July 2011. West Bengal Housing Infrastructure Development Corporation (HIDCO) is the overarching body coordinating the construction of the park, along with different other government bodies responsible for implementation of different works inside the park. The park has been divided into three broad parts; 1) ecological zones like wetlands, grasslands, and urban forest, 2) theme gardens and open spaces, 3) and urban recreational spaces. The Eco Park is further divided into different sub-parts according to the different types of fauna planted. The copies of the Seven Wonders of the World have also been made for people to visit in this park. According to the plan, the park will have different are like wild flower meadows, a bamboo garden, grasslands, tropical tree garden, bonsai garden, tea garden, Cactus Walk, a heliconia garden, a butterfly garden, a play area and

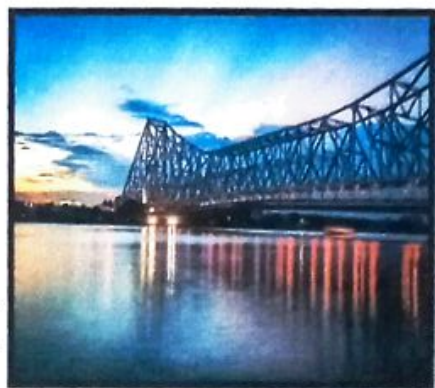


an amphitheatre. Further, there is plan to develop an eco-resort in public-private partnership, and will also include an area where handicrafts from different part of the state will be exhibited. The park was inaugurated on 29 December 2012 by Mamata Banerjee. Etc.

- FORT WILLIAM** : Fort William is a fort in Hastings, Calcutta (Kolkata). It was built during the early years of the Bengal Presidency of British India. It sits on the eastern banks of the Hooghly River, the major distributary of the River Ganges. One of Kolkata's most enduring Raj-era edifices, it extends over an area of 70.9 hectares. The fort was named after King William III.<sup>[1]</sup> In front of the Fort is the Maidan, the largest park in the country. An internal guard room became the Black Hole of Calcutta. Today it is the Headquarters of Eastern Command of the Indian Army.



- HOWRAH BRIDGE:** The Howrah Bridge is a balanced cantilever bridge over the Hooghly River in West Bengal, India. Commissioned in 1943, the bridge was originally named the New Howrah Bridge, because it replaced a pontoon bridge at the same location linking the cities of Howrah and Kolkata (Calcutta). On 14 June 1965, it was renamed Rabindra Setu after the great Bengali poet Rabindranath Tagore, who was the first Indian and Asian Nobel laureate. It is still popularly known as the Howrah Bridge. The bridge is one of four on the Hooghly River and is a



famous symbol of Kolkata and West Bengal. The other bridges are the Vidyasagar Setu (popularly called the Second Hooghly Bridge), the Vivekananda Setu and the relatively new Nivedita Setu. It weathers the storms of the Bay of Bengal region, carrying a daily traffic of approximately 100,000 vehicles and possibly more than 150,000 pedestrians, easily making it the busiest cantilever bridge in the world. The third-longest cantilever bridge at the time of its construction, the Howrah Bridge is currently the sixth-longest bridge of its type in the world.

- **BIRLA TEMPLE** : Birla Mandir in Kolkata, India, is a Hindu temple on Asutosh Chowdhury Avenue, Ballygunge, built by the industrialist Birla family. This temple is open in the morning from 5.30 A.M. to 11 A.M. and in the evening from 4.30 P.M. to 9 P.M. On Janmashtami, the birthday of Krishna, devotees come from far away places to pay their respect to the deities. The construction of the temple began in 1970. It took 26 years to complete the entire structure. The construction was supervised by the Sompuras. On Wednesday, the 21st of February, 1996, the Pran Prathistha was done by Swami Chidanandaji Maharaj in the morning. Dr. Karan Singh inaugurated the temple the same day.





- EDEN GARDEN** : Eden Gardens is a cricket ground in Kolkata, India. Established in 1864, it is the oldest and second-largest cricket stadium in India and third-largest in the world. The stadium currently has a capacity of 68,000. On 22 November 2019, the venue hosted the first ever day/night Test match in India during the second Test between India and Bangladesh. Eden Gardens is often referred to as home of Indian cricket. It has the fastest outfield of all the cricket stadiums in India, and is regarded as a "batsman's paradise". The ground has been referred to as "cricket's answer to the Colosseum". Eden Gardens is called the "Mecca of Indian cricket", due to it being the first officially built ground for the game of cricket in India. Eden Gardens has hosted matches in major international competitions including the World Cup, World Twenty20 and Asia Cup. In 1987, Eden Gardens became the second stadium to host a World Cup final. The 2016 ICC World Twenty20 final was held at the stadium, with the West Indies beating England in a closely fought encounter. Eden Gardens saw a record of crowd of 95,000 in 1987 Cricket World Cup Final.



- JARASANKO THAKUR BARI** : Jorasanko Thakur Bari in Jorasanko, North Kolkata, West Bengal, India, is the ancestral home of the Tagore family. It is currently located on the Rabindra Bharati University campus at 6/4 Dwarakanath Tagore Lane, Jorasanko, Kolkata 700007. It is the house in which the poet and first non-European Nobel laureate in Literature, Rabindranath Tagore was



born. It is also the place where he spent most of his childhood and died on 7 August 1941.

**BIRLA INDUSTRIAL & TECHNOLOGY MUSEUM** : *Birla Industrial & Technological Museum in Calcutta, inaugurated on May 2, 1959, under the governmental jurisdiction of the Council of Scientific & Industrial Research (CSIR), is commonly recognized as the precursor of India's science museum concept. Dr. Bidhan Chandra Roy, the then-Chief Minister of West Bengal, felt motivated to establish a similar establishment in India for citizen participation in science and technology following a tour of the Deutsches Museum in Munich. Pandit Jawaharlal Nehru, India's prime minister and entrepreneur Shri Ghanshyam Das Birla, supported and encouraged his concept and endeavors in this area. Birla Park, his magnificent mansion and surrounding block of land in Calcutta's affluent Ballygunge neighborhood, was bequeathed to the CSIR to establish an Industrial and Technological Museum. In 1956, Pandit Nehru got this wonderful donation from Shri G D Birla. The voyage from the government of India taking over Birla Park in 1956 to the inauguration of the Museum in 1959 was spectacular and demanding. The development of India's first scientific Museum under the aegis of the central government was the product of meticulous research and diligent work by the Museum's steering group, which was led by Dr. B C Roy himself and included several notable scientists, educators, and entrepreneurs.*



- **RABINDRA SARABAR LAKE** : *In the early 1920s, the Calcutta Improvement Trust (CIT), a body responsible for developmental work in the Kolkata metropolitan area, acquired about 192 acres (0.78 km<sup>2</sup>)*

of marshy jungles. Their intention was to develop the area for residential use – improving the roads, raising and levelling some of the adjacent land and building lakes and parks. Excavation work was undertaken with the plan of creating a huge lake. The excavation of the lake was led by CIT's first chairman Cecil Henry Bompas, Kolkata Municipal Corporation's chief-engineer M.R. Atkins and a young bengali passout from Shibpur B.E. College Prabodh Chandra Chatterjee and initially it was known as Bompas Lake. Originally known as Dhakuria Lake, in May 1958, CIT renamed the lake as Rabindra Sarovar, as a tribute to Bengali writer and Nobel Laureate, Rabindranath Tagore.

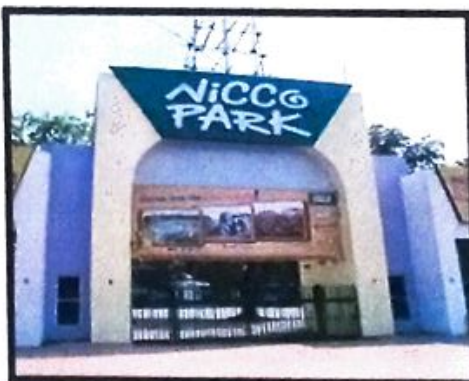


The area around this excavated lake was later developed to build recreational complexes, which included children's parks, gardens and auditoria. Today the lake and its surrounding areas are one of the most popular recreational areas in Kolkata. 73 acres (300,000 m<sup>2</sup>) are covered by water, while shrubs and trees, some of which are more than 100 years old, occupy the rest of the area. A partial tree census in 2012 recorded 50 different species. In the winter, one can spot some migratory birds around the lake, though the numbers are dwindling because of the rise in pollution level. The lake itself is home to many varieties of fish. Fishing is strictly prohibited. In 2012 an abandoned waterhouse in the premises of lake turned into a called as "thakur-der gallery" is a place for some of the award-winning Durga idols of Kolkata. A number of people come for a walk around the lake in the mornings to enjoy the fresh air. Many visit the sunrise point to offer their prayers to the sun. During the day, it is visited by families on a picnic, tourists, young lovers and joggers.

- NAKHODA MOSQUE** : The Nakhoda Masjid the largest Muslim Mosque in West Bengal and eastern India has a long history. Before 1854, there used to be two different mosques at the present site. Haji Zakariah who was (Kutchi) Cutchi Memon merchant and business tycoon in those days was a regular musallee (devotee). The Cutchi Memon are a Muslim community who came to Calcutta round 1823 onwards. Haji Zakaria was the leader of other Sunni Muslim community who inhabitant the surrounding areas of the present masjid. The Cutchi Memons are a trading community and many of them had shipping business. Haji Zakariah who was the head of the community himself had 99 ships and was a landlord with several properties. He was also known as the king of sugar business and this can be confirmed by the dad family who still stay at Central Avenue, Kolkata.



- NICCO PARK** : Nicco Park is an amusement park located in Jheel Meel, Sector - IV of Bidhannagar, West Bengal, India. The park was created to attract tourists to the state by providing family-friendly recreation as well as educative entertainment. Nicco Park opened on 13 October 1991 and has since been referred to as the Disneyland of West Bengal. Presently, the 40 acre park is home to over 35 different attractions and has served over 24 million customers. Nicco Park also provides a "green" environment.



**AQUATICA** Aquatica is a water theme park and resort in Kolkata having many exciting themed rides, slides, entertainment and recreational activities for all their guests. The water park occupies over 75000 square feet of area and provides for a pleasant respite from the scorching summer heat. They provide lockers for the visitors to keep their belongings securely. With many rides one can choose from, the young and the old, both are bound to find something to suit their requirement. Whether one wants to laze around in the pool or go for a



thrilling water slide, there's something for everyone here. In between the ride, if one feels a need for a snack they can head to the restaurant that serves a variety of local and international cuisine. The Aquatica Resort has all facilities and amenities to make their guests' stay comfortable and memorable. They have luxurious rooms to accommodate solo travellers and families. 24x7 room service, parking services, free Wi-Fi etc. are some of the facilities they provide. Aquatica is also a favourite venue for events like birthdays, weddings, engagement parties, anniversary parties, team outings and award ceremonies. It is a perfect picnic attraction to spend a day having fun with the family.

- **COLLEGE STREET** : College Street is a 900 metre long street in Central Kolkata in the Indian state of West Bengal. Also known as Boi Para, it stretches from Bidhan Sarani road up to Bowbazar (before Nirmal Chandra Street) via MG Road crossing and Surya Sen Street crossing. Its name derives from the presence of numerous colleges and universities like University of

Calcutta, Calcutta Medical College, Presidency University, The Sanskrit College and University, City College of Commerce and Business Administration, Goenka College of Commerce and Business Administration etc. The road houses many centres of intellectual activity especially the Indian Coffee House, a cafe that has attracted the city's intelligentsia for decades. College Street is the largest book market in India as well as Asia and the largest secondhand book market in the whole world.



- MILLENNIUM PARK** : Millennium Park is a private park in Kolkata, situated along the Strand Road on eastern shore of Hooghly River for a stretch of 2.5 km near Fairlie Ghat and opposite to Railway Club. The park consists of landscaped gardens and children's amusement rides. It was opened along the riverside to provide a green area for Kolkata's polluted waterway. It is a millennium gift from Kolkata Metropolitan Development Authority (KMDA/CMDA) inaugurated on 26 December 1999. The park is part of the first phases of the Kolkata Riverside Beautification Project. The park is normally open from 11am-8pm, but currently closed since March 2020 after Covid 19 lockdown.

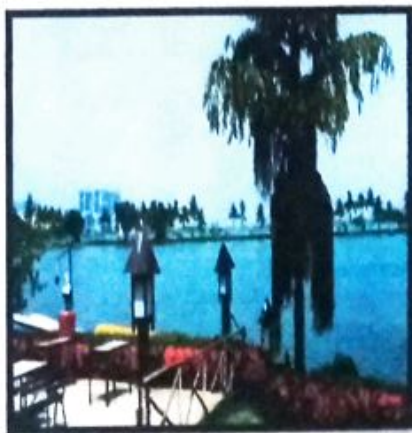


- KOLKATA RACE COURSE** : The Royal Calcutta Turf Club (RCTC) is a horse racing organisation which was founded in 1847 in Calcutta, British India (now Kolkata). Horse events and sports were

initially organised for the British cavalry at Akra before they were moved to the Maidan. The RCTC became the foremost horse-racing organization in India during the British Raj. At one time it was the governing body for nearly all racecourses in the subcontinent, defining and applying the rules governing the sport. During its heyday, RCTC-organised races were among the most important social events of the bigwigs' calendar and were opened by the Viceroy of India. Still a private club, the RCTC operates Kolkata Race Course in the Maidan. The club also held polo matches during the late 19th century, and hosted English-style gambling; the Calcutta Derby Sweeps, organised by the RCTC, was the world's largest sweepstake in the 1930s. After the closure of the Tollygunge racecourse, a new racecourse was opened by the club in Barrackpore during the 1920s; it was unsuccessful due to poor attendance. Grandstands were built at the Maidan racecourse; Kolkata Race Course had three in 2020, including a three-tier main grandstand.



- NALBAN BOATING PARK** : Nalban Boating Park is one of the most popular amusement parks in Kolkata situated in Bidhannagar. The beautiful green park is divided into three zones- ecological zones, theme gardens and recreational spaces; and it also facilitates boating in the lake situated within the premises. For all those looking for safer boating experience in Kolkata,



it is best to plan your trip to Nalban Boating Complex. Known for its exquisite beauty and aloofness, Nalban Boating Complex Kolkata is one of the finest picnic spot in the City of Joy. Nalban Boating Complex Kolkata often find mention in the wish list of tourists and visitors looking for more fun and adventure in the city. Located in the heart of Salt Lake city, it is only 12 kilometers away from Central Kolkata. Taxi is a most preferred mode of transportation to this place. Among plentiful tourist destinations in the city, Nalban Boating Complex is a must visit place. Tucked away from the hustle and bustle of city life, the site with 400 acres magnanimous and exquisite lake is a beautiful picnic spot .

- **GENESIS ART GALLERY** : Genesis Art Gallery in Kolkata is one of the leading businesses in the Art Galleries. Find Address, Contact Number, Reviews & Ratings, Photos, Maps of Genesis Art Gallery, Kolkata. Genesis Art Gallery in Middleton Row has a wide range of products and / or services to cater to the varied requirements of their customers. The staff at this establishment are courteous and prompt at providing any assistance.



They readily answer any queries or questions that you may have. Pay for the product or service with ease by using any of the available modes of payment, such as Cash, Cheques. This establishment is functional from 11:00 - 19:00.

- **CHITRAKUT ART GALLERY** : Chitrakoot Art Gallery in Kolkata is one of the leading businesses in the Art Galleries. Also known for Art Galleries, Paintings and much more. Find Address, Contact Number, Reviews & Ratings, Photos, Maps of Chitrakoot Art Gallery, Kolkata.



*Chitrakoot Art Gallery in Gariahat has a wide range of products and / or services to cater to the varied requirements of their customers. The staff at this establishment are courteous and prompt at providing any assistance. They readily answer any queries or questions that you may have. Pay for the product or service with ease by using any of the available modes of payment, such as Cash. This establishment is functional from 12:00 - 20:00.*



# **TRANSPORTATION**

## HOW TO REACH IN KOLKATA BY

**AIR** Located around 17kms from the centre of the city, the Netaji Subhash Chandra Bose International Airport is well-connected to all the cities in India and several cities abroad. Kolkata's domestic terminal is clean, well-maintained and is reputed to be one of the best in the country. It has direct flights to and from several Indian cities and towns. The airport was rebuilt in 2013 and it is an impressive looking building. Since it can get crowded during departures, it's a good idea to come here a little ahead of time. The airlines that connect Kolkata to other cities and countries include Air India, IndiGo, Spicejet, Thai, Air Asia, Dragon Air, Silk Air, Biman, Qatar Airways, and Emirates. Outside the airport, there are several ways to get into the city. There are Volvo A/c buses which are comfortable and also city buses that tend to be crowded but cheap. Of course, there are also taxis that you can hire but they cost considerably more. Ola and Uber are operational as well and can also be used to reach your destination. Prepaid taxis are also available in the arrivals lounge.

**TRAIN** : Kolkata is connected to the rest of the nation via an integrated rail network, using which travellers can easily access the city on a budget. Sealdah (SDAH) and Howrah (HWH) are the major railheads serving the city and the metropolitan city of Howrah. Sealdah is among the busiest railway stations in India and services long-distance trains from all parts of the country across three terminals. From the railway stations, prepaid cabs are widely available to travel to anywhere in the city. Major train stations in Kolkata: Kolkata Chitpur (KOAA), Kolkata Santragachi Junction (SRC), Kolkata Howrah Junction (HWH), Kolkata Sealdah (SDAH), Bidhan Nagar Road (BNXR), Dakhineswar (DAKE), Belgharia (BLH), Dum Dum Junction (DDJ)

**B**US : *The city of Kolkata is well-connected to other cities in India by road. The National Highway number 2 and 6 can be used to reach the city from other states in India. The main bus terminus that can be found at the heart of the city is the Esplanade Terminus. Buses are run by Calcutta State Transport Corporation, Calcutta Tramways Company and West Bengal Surface Transport Corporation.*

# ACCOMODATION

## ➤ 5 Star Hotels :

- Oberoi Grand.
- ITC Royal Bengal.
- The Westin Kolkata Rajarhat.
- The Rajbari Bawali.
- JM Marriott Hotel Kolkata.
- Vivanta Kolkata EM Bypass.
- Ibiza the Fern Resort & Spa.
- Novotel Kolkata Hotel and Residences.
- The Lalit Great Eastern Kolkata.
- Hyatt Regency Kolkata.
- Pride Plaza Hotel.
- The Amaya Resort Kolkata NH6.
- ITC Sonar.
- Taj Bengal.

## ➤ 4 Star Hotels :

- Kenilworth Hotel
- Monotel Luxury Business hotel
- The Vedic Village spa Resort
- Park Time
- The Prime
- The Sonnet
- Golden Tulip
- Pipal Tree Hotel

- *De Sovrani Hotel*
- *Senses Hotel*
- *Aauris*
- *Celesta Hotel*
- *Hotel Golden Park*
- *Hotel Ivory Inn*
- *Larica Inn*
- *Zone By The Park*
- *Stayotel Kolkata Airport*

### ➤ 3 Star hotels :

- *Orbit Hotel*
- *Hotel Maharaja.*
- *Dover Inn.*
- *Heera Holiday Inn.*
- *Ethnotel*
- *The Stadel*
- *Pipal Tree Hotel*
- *De Sovrani Hotel.*
- *Jameson Inn Shiraz.*
- *Indismart Hotel*
- *Hotel Niharika.*
- *Ibis Hotel*
- *Hotel Casa Fortuna.*

## ➤ 2 Star Hotels :

- *Hotel Trimoorti*
- *Ashirbad Inn*
- *Hotel Minerva*
- *Hotel The Platinum*
- *Sree Krishna International Hotel*
- *Platinum Solitaire*
- *Hotel Golden Palace*
- *Hotel Ag Star*
- *Hotel Jagannath International*
- *Geetanjali Regency*
- *Abis Inn*
- *DK Inn*
- *Moon Light Hotel Saver*
- *Basera Guest House*
- *Hotel Pushpak International*

## ➤ 1 Star Hotels :

- *Vesper Guest House Cum Restaurant*
- *Trisha Guest House*
- *Pallysree Guest House*
- *Victerrace Hotel*
- *Majestic International Hotel*
- *Petals Residency*
- *Raviz Inn*



- *Innra Hotel*
- *Hotel Gardenia*
- *Sunflower Guest House*
- *Hotel Welleslery*
- *Pallavi International*
- *Alipore Guest House*
- *Hotel Sai Baba*

# CULTURE

Dance: Song and dance are connected with each to each. The rich culture heritage and creative minds of the people of Bengal are best reflected their traditional folk dance and like material dance, harvest dance etc. In modern west Bengal rural Bengal takes the lead in keeping the old customs and the associated song and dance. The folk dance of the west Bengal deals with a variety of themes. Some are associated with religion, prayers, festivals and rituals, others talk about the society.

Example : Brita Dance, Gambhira Dance, Santhal Dance, Lathi Dance, Chhau Dance, etc.

Music : It is very difficult to trace the origin of Bengali music, but it can be said that it has seen lot of variations. The reservoir of traditional music of Kolkata, India is very comprehensive and can be classified into distinctive categories. One among them is the culture folk music, which in itself provides a number of options to choose from.

Example : Classical Bangla music, Rabindra sangeet, Nazrul Geeti, Baul Sangeet, Adhunik Sangeet.

**Drama:** Drama is a type of literature. A drama can be in the form of a novel, television show, movie, play, or dance. Although drama is a Greek word

Meaning "action" most dramas focus more on the relationship between people than on the actions.

Dramas usually have a serious feel to them. Drama is considered the opposite of comedy, but drama and comedy can be used at the same time. Drama is full of sensational action, dialogue, incidents etc.

**Example :** Bohurupee, Rangakarmee, Dhumketu puppet theatre, Jana Sanskrit centre, etc.

**Fair and Festivals:** At the apex of Bay of Bengal lies of Kolkata, a city marked with the richness of Indian culture. Festivals and fairs are events meant to bring various cultures and religions close to each other. No other city expresses it so lively than the city of joy. All the festivals irrespective of cast and creed are celebrated with much fun and frolic in the city. The city of Kolkata becomes a lively place during festival season.

**Example :** Durga puja, Kali puja, Bhai Fota, Dolyatra, Rath Yatra. Book fair, Kolkata film festival, national theatre festival, jatra festival, travel & tourism fair.

**Architecture:** Kolkata houses an enviable number of historical buildings, most of which are still in use. A substantial number of structures were build during the colonial period and are follow the European style. An evolution can be noticed from those build in the eighteenth century, like fort William, and those build during last decades of the British rule, like the Victoria Memorial.

**Example:** Victoria Memorial, St. Paul's Cathedral, Marble Place, Kolkata Town Hall, etc.

**Art:** The city has long traditional of commercial theatres and group theatres. As opposed to commercial theatres, group theatres usually do not have any profit making agenda. Group theatre activities use the proscenium stage to portray some social message. The commercial theatres of the city, however, has been declining in popularity since the 1980s, and only a handful of commercial theatre productions are made, as of 2009.

**Example:** Gandharba, calvutta theatre, Nandika, Bahurupee, etc.

**Rituals:** Bengali prefer to believe thta this is the time when Goddess Durga arrives at her parental

home on earth from her bridal home in mount Kailash. And she arrives with her children in tow - Ganesha, Kartikeya, Lakshmi, and Saraswati. Even though Durga is worshipped in her demon-slaying pose, she is therefore seen flanked by her children. The Goddess and her children are depicted along with their animal mounts. Myriads of rites and rituals take place during the five days of the actual puja, extending from Sosthi to Dashami. Here are a few of the most popular rituals.

Example: *Bodhon, Nabapatrika Snan, Anjali, Kumari Puja, Sandhi Puja, Dhunachi Naach, Sindur Khela, Bisarjan, Bijaoya.*

Cuisine: The cuisine of Kolkata is influenced by the Mughals, Armenians, Parsis and British, culturally literate as the cultural capital of the nation that paved the path for the Indians Renaissance. With regards to foods, Kolkata is more than simply "Roshogulla" and "Sandesh" because the entire state of Bengal is filled by cuisine wonders. perhaps that is why Kolkata is called the "city of joy" because what's happier than being the home of one of the most delicious food in the whole country.

**Example:** Phuchka, Roshogulla, Sondesh, Chom chom, Misti Doi, Patisapta, Alu Posto, Sukto, etc.

**Dress:** Traditional attire for Bengali women is usually the Saree, usually made of cotton or silk. While sarees are worn by women across India, the Bengali style of pleating and draping a saree is quite distinct.

Dhotis are paired with a silk or cotton Punjabi or Kurta - a loose fitting shirt which usually goes down to the knees. While white and off white are the traditional colours Dhotis and Punjabis are worn in, today's Bengali men take their liberties with colours of their traditional attire.

**Example:** Saree, Salwar Kameez, Dhoti, Punjabi, Shirt, Pant.

**HOTEL SURVEY**  
**ANALYSIS**



*During the excursion we did some hotel surveys which is analyse in below. It is one of the part of our study.*

### *The Wise Owl Comfotel,*

- ❖ Address- 66/2B Purna das road*
- ❖ Contact No- 033-403-7038*
- ❖ E-Mail- Wiseowlts@gmail.com*
- ❖ Ownership- M.r Subrata Ghosh Choudhury.*
- ❖ Branches- 2/Cystel chap stick, tera parban*
- ❖ Category of Hotel- 2Star*
- ❖ Check Out time- 12 Noon*
- ❖ The hotel operates in both on season and off season.*
- ❖ The hotel has 6 double executive rooms, 2 single executive rooms and 2 single sleep rooms.*
- ❖ The one type of plan CP followed in the hotel.*

## Details of Functional Department

### ❖ Front Office :

- There are 3 staffs in the front office.
- Advance reservation is done here by Phone, Mail.
- Payment is received in the mode of cash, credit card and online payment.
- Foreign guests are handled with From-4 and passport No.
- Travel desk and travel related services are also done here such as Sightseeing tours.

### ❖ House keeping :

- There are 3 staffs in the house keeping department.
- Laundry and dry cleaning services are also available in contact basis.
- Facilities are providing in the rooms are hot and cold water, TV, telephone, geyser, mini freeze, and guest demand.

### ❖ Food & Beverage Service :

- There are 23 staffs in food & beverage service.
- Name of the restaurant is wise owl coffee house.
- Multi Cuisine is available in the restaurant.

- Room service is time limited 10 AM in the hotel.
- There are 2 Kitchen in the hotel.

❖ Others Department :

- Others facilities are also available like currency exchange, lift, luggage room, doctor on call, internet, locker, news paper.
- 90% domestic tourists visit to the hotel for meeting and official work from all over India.
- 5% to 10% international tourists visit to the hotel for official and unofficial purpose from USA.

**D**uring the excursion we did some hotel survey which is analyse in below. It is one of the part of our study.

### THE LAKE HOTEL,

- ❖ *Address- 38/3A Gariahat Road, Kolkata 29*
- ❖ *Contact No- 033-4605-3806*
- ❖ *E-Mail- The\_lake@hotelsitel.com*
- ❖ *Ownership- Shreyas Jhunjhunbala*
- ❖ *Category of Hotel- 3 Star*
- ❖ *Check Out Time- 11 am*
- ❖ *The hotel operates in both on season and off season.*
- ❖ *The Group booking discount is 50% and travel agent discount depends on travel agency rate.*
- ❖ *The hotel has 6 double deluxe rooms, 12 double premium rooms, 9 double club.*
- ❖ *The one type of plan EP followed in the hotel.*

## Details of Functional Department

### ❖ Front Office :

- There are 3 staffs in the front office.
- Advance reservation is done here by Phone, Mail.
- Payment is received in the mode of cash, cheque, credit card and UPI online payment.
- Foreign guests are handled with C-form.

### ❖ House Keeping :

- There are 6 staffs in the house keeping department.
- Laundry and dry cleaning services are also available in contact basis.
- Facilities are providing in the rooms are hot and cold water, TV, telephone, geyser, mini freeze, tea, coffee, club room.

### ❖ Food & Beverage Service :

- The name of the bar is Vayyu.
- Room service is 24 hours available in the hotel.
- There is one kitchen in the hotel.

### ❖ Others Departments :

- There conference rooms are available in the hotel which covers 70 persons.
- Others facilities are also available like lift, STD&ISD facilities, luggage room, pub, doctor on call, internet, locker, news paper.
- 30% local tourists visit to the hotel for personal reason from Kolkata, Howrah.
- 60% domestic tourists visit to the hotel for official purpose from all over India.
- 10% international tourists visit to the hotel for of from US, UK, Bangladesh.

**D**uring the excursion we did some hotel survey which is analyse in below. It is one of the part of our study.

### THE REZIDENCY HOTEL,

- ❖ *Address- 50/1c Purna Das Road, 700029*
- ❖ *Contact No- 9830094188*
- ❖ *E-Mail- thresidencykolkata@gmail.com*
- ❖ *Ownership- Rajiv Singla*
- ❖ *Branches- No*
- ❖ *Category of Hotel- Guest House*
- ❖ *Check Out Time- 11 am*
- ❖ *The hotel operates in both on season and off season.*
- ❖ *The group booking discount is 10%*
- ❖ *The charges of double standard room is Rs. 3000, single standard room is Rs. 2500, and double deluxe room is Rs. 3500, single deluxe room is Rs. 3000, and double super deluxe room is Rs. 4000, and single super deluxe room is Rs. 5000.*
- ❖ *The four type of plan EP,CP,AP,MAP followed in the hotel.*

## Details of Functional Department

### ❖ Front Office :

- There are 15 staffs in the front office.
- Advance reservation is done here by Mail, and other online.
- Payment is received in the mode of cash, cheque, credit card.
- Foreign guests are handled with Passport.

### ❖ House Keeping :

- There are 10 staffs in the house keeping department.
- Laundry and dry cleaning services are also available in contact basis.
- Facilities are providing in the rooms are hot and cold water, TV, telephone, geyser, mini freeze, tea kettle.

### ❖ Food & Beverage Service :

- Room service is 24 hours available in the hotel.

### ❖ Others Departments :

- Others facilities are also available like lift, doctor on call, internet, news paper.



- *Local tourists visit to the hotel for official reason.*
- *Domestic tourists visit to the hotel for official work from Delhi.*
- *10% international tourists visit to the hotel for official work from UK, America, Australia.*

*During the excursion we did some hotel survey which is analyse in below. It is one of the part of our study.*

### *BASERA GUEST HOUSE,*

- ❖ Address- 128c Southern Avenue Kolkata-7*
- ❖ Contact No- 2419-8653*
- ❖ Ownership- Basera Guest House*
- ❖ Branches- Goal Park Area*
- ❖ Category of Hotel- Family Guest House*
- ❖ Check Out Time- 11 am*
- ❖ The hotel operates in both on season and off season.*
- ❖ The hotel has 13 double suite rooms and 2 single suite rooms.*
- ❖ The two type of plan CP, EP followed in the hotel*

## Details of Functional Department

### ❖ Front Office :

- There are 1 staffs in the front office.
- Advance reservation is done here by Phone, Mail.
- Payment is received in the mode of cash, credit card.
- Foreign guests are handled with C-form.

### ❖ House Keeping :

- There are 1 staffs in the house keeping department.
- Laundry and dry cleaning services are also available in contact basis.
- Facilities are providing in the rooms are hot and cold water, TV, telephone, geyser, mini freeze, tea kettle.

### ❖ Food & Beverage Service :

- Room service is 24 hours available in the hotel.

### ❖ Others Departments :

- Others facilities are also available like lift, internet, news paper.
- Domestic tourists are coming from all over India.

**TOURIST SURVEY**  
**ANALYSIS**

In our trip to Kolkata I had survey all total 10 tourists, which includes 9 domestic and 1 local tourists. It is also one of the part of our study.

According to their opinions I am going to a analysis that,

#### ❖ Age :

- Below 25 - 3
- 26-35 - 3
- 36-45 - 4
- 46-60 - No One
- Above 60 - No One

According to the survey we can see that 30% of the tourists are in below 25, 30% of the tourists are in 26-35, and 40% of the tourists are in 36-45 age group.

#### ❖ SEX :

- Female - 5
- Male - 5

According to the survey we can see that the female tourist population is 50% and male tourist population is 50%

#### ❖ Marital status :

- Married - 7
- Unmarried - 3

According to the survey we can see that 70% of tourists are married and 30% of tourists are unmarried.

#### ❖ Places of origin :

- Local Tourists (within state) - 1
- Domestic Tourists - 9
- International Tourists - On One

According to the survey we can see that 10% tourists are from local boundary and 90% tourists are domestic.

#### ❖ Occupation :

- Government job - 1
- Private Service - 2
- Business - No One
- Professional - 2
- Academicians - 1
- Others - 4

According to the survey we can see that the 10% tourists are under government job and 20% of tourist are under private service and 20% of tourists are professional and 10% of tourists are academicians and 40% of tourists are in others occupation.

### ❖ Accompanies :

- Alone 1
- Family 8
- Friends 1
- Colleague No One
- Others No One

According to this we can see that 80% of them came with their family and 10% of them came with their friends and 10% of them came alone.

❖ Purpose of visit: 30% of the tourists said that they come for educational purpose and 20% of tourists said that they came for leisure purpose and 10% of tourists said that they came for personal reason and 10% of tourists said that they came for spending their vacation and 10% of tourists said that came for visit the place and 2 person said that they came for visa stamping purpose.

❖ Duration of tour: According to this survey we can see that 60% tourist come for 1, 2, 3, days and 30% tourist come for 15 days.

❖ Sources of information about the destination: According to the survey we come

to know that the tourists came to know about the place from their Book, and Internet.

- ❖ Nature of the trip: The whole 100% of them said that they are not with any tour operator or package tour. They have come to the destination organising the themselves.
- ❖ Satisfaction with the service available at the hotel: 90% of them said that are satisfied with the service provided at the hotel but 1 person said that she is not satisfied with the service provided at the hotel because of their administration.
- ❖ Maintenance of the Place/attraction: The whole 100% tourists said that they are not satisfied with the maintenance of the place as the misplacement.
- ❖ Opinion about transportation, communication, information, and other facilities: According to the survey we can see that 10% of them have given excellent to the above mentioned facilities and 40% said that facilities provided is very good and 10% said that facilities



provided is good and 40% said that facilities provided is poor.

- ❖ Opinion about local people: According to the survey we can say that 70% of the local population is very good and cooperative to the tourists. 10% of local people's behaviour to the nature is not good.
- ❖ Total satisfied tourists: All among the tourist 70% said that they are fully satisfied and 30% said that they are more and less satisfied.
- ❖ Revisit: All the tourists said that they want to visit the place again.

**DATA**  
**COLLECTION**

**D**ata collection is very important when we create a project. I need primary and secondary data collection to create this project of Tourism and Travel Management.

### ➤ *Primary Data Collection -*

- ❖ *Statistical Methods*
- ❖ *Survey*
- ❖ *Observation*
- ❖ *Interview*
- ❖ *Records and Documents*
- ❖ *Focus Group*

### ➤ *Secondary Data Collection -*

- ❖ *Books*
- ❖ *Brochures*
- ❖ *Leaflets*
- ❖ *News Papers*
- ❖ *Travel Magazines*
- ❖ *Internet*

# BIBLIOGRAPHY

Whenever we construct a project, we requires some time the project work aims to provide student with the opportunity to synthesis knowledge from various areas of learning.

Taking some time improves the construction of the project. In real life, we need some help or some guidelines or some information to construct a project. Similarly, I have also collected some information from several books and sites and critically as well as creatively apply it to my Travel and Tourism Management project.

The things, I required to construct the project are,

➤ Books-

- Tales from Bengal, Sourish Roy.
- The Epic City, Kushanava Choudhury.
- Soul City, Preeti Roy Choudhury.

➤ Magazines-

- Know your state west Bengal.
- Vraman

➤ News Papers-

- Ananda Bazar Patrika.
- Bartaman patrika.

➤ [WWW.Youtube.com](http://WWW.Youtube.com)

➤ [WWW.Facebook.com](http://WWW.Facebook.com)

➤ [WWW.Google.com](http://WWW.Google.com)

➤ [WWW.Wikipedia.com](http://WWW.Wikipedia.com)

# CONCLUSION

*During this city tour, we get to learn about the role and responsibilities of a tour guide, how to conduct a tour. We get the time to learn about the history and secrets of our city. We got better understanding of its heritage and got to meet different people.*

*Exploring one's own city can be very refreshing since we see new things and get a completely different perspective about the place. This city tour 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 the hotel industry.*

# HOTEL SURVEY QUESTIONNAIRE

Dear Respondent,

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

1. NAME OF THE HOTEL: *The wise owl comfortable.*

2. PROFILE OF THE HOTEL:

- Address: *66/2B, Purna Das Road*
- Contact no.: *033-4063-7038*
- Fax: .....
- E-mail: *wiseowltravels@gmail.com*
- Owner: *M.R. Subrata Ghosh Chaudhury*
- Foundation: .....
- Any Branch: *2, Cystal Chap Stick, Tara Parban*
- Type / Category of Hotel: *Sleak House, 2 Star*
- Season: On:  Off:
- Check out time: *12 noon*
- Occupancy Rate: .....

3. ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Oth
<i>Executive Room</i>	<i>6</i>	<i>2</i>		
<i>Sleep</i>		<i>2</i>		

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON

5. DISCOUNTS PROVIDED:

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

6. TYPE OF PLAN FOLLOWED: EP      CP       AP      MAP

**DETAILS OF FUNCTIONAL DEPARTMENTS:**

FRONT OFFICE

NUMBER OF STAFF 3ADVANCE RESERVATION: YES:  NO: MODE OF RESERVATION: PHONE:  MAIL:  POST:  FAX: MODE OF PAYMENT: CASH:  CHEQUE:  CREDIT CARD: OnlineHANDLING FOREIGN GUESTS: C-FORM:  PASSPORT NO.  Form-4TRAVEL DESK AND TRAVEL RELATED SERVICES: YES:  NO: 

RESERVATION OF RAILWAY TICKETS

RESERVATION OF AIRLINES

CAR RENTAL SERVICES

SIGHT SEEING TOURS 

ANY OTHER FACILITY: .....

**HOUSE KEEPING**NUMBER OF STAFF 3LAUNDRY 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 guest Demand**FOOD AND BEVERAGE SERVICE**NUMBER OF STAFF 23RESTAURANTS: YES:  NO: 

If Yes, Number: .....

Multi-Cuisine

NAME OF THE RESTAURANT/S: 1) Specialty western Food ..... COVERS: .....2) Use oval Coffee House ..... COVERS: .....

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

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

BAR: YES:  NO:  ..... COVERS: .....NAME OF THE BAR: 1) ..... LIMITED TIME 10:30 PMROOM SERVICE: YES:  NO:  24 HOURS: NUMBER OF KITCHENS: 2**D. OTHER DEPARTMENT**BANQUETS/ CONFERENCE FACILITY: YES:  NO: 

IF YES, NUMBER: ..... CAPACITY: ..... RATES: .....

OTHER DETAILS: .....



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 ✓

TYPE OF CLIENTELE:

Clientele	No./Percentage	Purpose of visit	Origin
LOCAL (WITHIN THE STATE)	—	—	—
DOMESTIC (INDIA)	90%	Meeting, official	All over
INTERNATIONAL	5% to 10%	official & unofficial	USA

10. SPECIAL / MAIN FEATURE:

.....

.....

.....

.....

.....

.....

.....

.....

Signature: 

Designation: *Executive Chg*

Date: *29/04/22*

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 University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said co 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 comp report as well as provide information for tourism development in the area. This information will st confidential and will not be used for any other purposes.

1. NAME OF THE HOTEL: The Lake Hotel.

2. PROFILE OF THE HOTEL:

- Address: 38/3A Gariahat Road, Kolkata-29
- Contact no.: 033-4605-3806
- Fax: .....
- E-mail: The.lake@hoteltransitel.com
- Owner: Shreyas Thun Thunbala
- Foundation: Spassin vyapaar pvt ltd
- Any Branch: .....
- Type / Category of Hotel: 3 Star
- Season: On:  Off:
- Check out time: 11 A.M.
- Occupancy Rate: .....

3. ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Oth
Deluxe } king	6			
Premium } Size Bed	12			
Club - }	9			

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON

.....

5. DISCOUNTS PROVIDED:

- Group Booking Discount: 50%
- Discount if coming through travel agent: Depand on travel agency rate.
- Any other, please specify: .....

6. TYPE OF PLAN FOLLOWED: EP  CP AP MAP

**FILES OF FUNCTIONAL DEPARTMENTS:**

FRONT OFFICE

NUMBER OF STUFF 3ADVANCE RESERVATION: YES:  NO: MODE OF RESERVATION: PHONE:  MAIL:  POST:  FAX: MODE OF PAYMENT: CASH:  CHEQUE:  CREDIT CARD:  UPIHANDLING 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:.....

*Opening soon*

## HOUSE KEEPING

NUMBER OF STUFF 6LAUNDRY 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 - *Tea, coffee etc**Club room*

## C. FOOD AND BEVERAGE SERVICE

NUMBER OF STUFF

RESTAURANTS: YES:  NO: 

If Yes, Number:

Multi-Cuisine

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

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

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

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

BAR: YES:  NO: NAME OF THE BAR: 1).....*On P. traces Vayju*.....COVERS:.....ROOM SERVICE: YES:  NO:  24 HOURS:  LIMITED TIME: NUMBER OF KITCHENS: 1

## D. OTHER DEPARTMENT

BANQUETS/ CONFERENCE FACILITY: YES:  NO: IF YES, NUMBER: 1 CAPACITY: 70 RATES:

OTHER DETAILS:.....

OTHER FACILITIES:

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

- LIFT FACILITIES ✓
- STDAISD FACILITIES ✓
- LUGGAGE ROOM ✓
- PUB ✓

- INDOOR GAMES
- DOCTOR ON CALL ✓
- INTERNET ✓

- LAWN
- LOCKER ✓
- NEWSPAPER ✓

TYPE OF CLIENTELE:

Clientele	No./Percentage	Purpose of visit	Origin
LOCAL (WITHIN THE STATE)	30%	Personal	Kolkata Howrah
DOMESTIC (INDIA)	60%	Official	All over India
INTERNATIONAL	10%	Travel	UK, US Bangladesh

SPECIAL / MAIN FEATURE:

Signature: Tannoy

Designation: (F.A.M)

Date: 29/4/22

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 University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said co have an assignment on the hotels of . In connection with this assi we need to conduct a survey on hotels in the said area. Your response and opinions will help us to comp report as well as provide information for tourism development in the area. This information will st confidential and will not be used for any other purposes.

1. NAME OF THE HOTEL: The Rezidency Hotel.

2. PROFILE OF THE HOTEL:

- Address: 50/1C Purina Das Road, 700029
- Contact no: 9830094188
- Fax: .....
- E-mail: therezidencykolkata@gmail.com
- Owner: Rajiv Singla
- Foundation: .....
- Any Branch: NO
- Type / Category of Hotel: Guest House
- Season: On:  Off:
- Check out time: 11.A.M.
- Occupancy Rate: .....

3. ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Oth
<u>Standard</u>	<u>3000</u>	<u>2500</u>		
<u>Deluxe</u>	<u>3500</u>	<u>3000</u>		
<u>Super Deluxe</u>	<u>4000</u>	<u>5000</u>		

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON

X

5. DISCOUNTS PROVIDED:

- Group Booking Discount: Corporate type 10%
- Discount if coming through travel agent: .....
- Any other, please specify: .....

6. TYPE OF PLAN FOLLOWED: EP  CP  AP  MAP

**LIST OF FUNCTIONAL DEPARTMENTS:**  
**CONT OFFICE**

NUMBER OF STUFF 15

ADVANCE RESERVATION: YES: NO:

MODE OF RESERVATION: PHONE: MAIL:  POST: FAX: *other online*

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:.....

**HOUSE KEEPING**

NUMBER OF STUFF 10

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 *Tea kettle.*

**C. FOOD AND BEVERAGE SERVICE**

NUMBER OF STUFF

RESTAURANTS: YES: NO:

If Yes, Number:

Multi-Cuisine

Specialty

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

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

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

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

BAR: YES: NO:

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 ✓  
STDA/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)		official work	
DOMESTIC (INDIA)		official work	Delhi
INTERNATIONAL		official work	America Australia, Uk

## 10. SPECIAL / MAIN FEATURE:

Signature: 

Designation: Receptionist

Date: 24/4/22

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 University, Kolkata), P-411/14 Gariahat Road, Ballygunge, Kolkata - 29, West Bengal. In the said co have an assignment on the hotels of . In connection with this assi we need to conduct a survey on hotels in the said area. Your response and opinions will help us to comp report as well as provide information for tourism development in the area. This information will st confidential and will not be used for any other purposes.

1. NAME OF THE HOTEL: *Basera guest House*
2. PROFILE OF THE HOTEL:
  - Address: *128C Southern Avenue Kolkata-7*
  - Contact no.: *2419-8653*
  - Fax: *---*
  - E-mail: *---*
  - Owner: *Basera Guest House*
  - Foundation: *---*
  - Any Branch: *Global Park*
  - Type / Category of Hotel: *Family guest House*
  - Season: On:  Off:
  - Check out time: *11.A.M*
  - Occupancy Rate: *---*

### 3. ACCOMMODATION TYPE:

Details of room	Tariff			
	Double	Single	Extra Pax	Out
<i>Suite (4)</i>	<i>13</i>	<i>2</i>		

4. CHANGES IN TARIFF DURING OFF SEASON OR PEAK SEASON  
.....
5. DISCOUNTS PROVIDED:
  - Group Booking Discount: .....
  - Discount if coming through travel agent: .....
  - Any other, please specify: .....
6. TYPE OF PLAN FOLLOWED: EP  CP  AP  MAP



**SKILLS OF FUNCTIONAL DEPARTMENTS:**

FRONT OFFICE

NUMBER OF STAFF 1ADVANCE RESERVATIONS: 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: .....

**HOUSE KEEPING**NUMBER OF STAFF 1LAUNDRY 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 Tea kettle.**C. FOOD AND BEVERAGE SERVICE**

NUMBER OF STAFF

RESTAURANTS: YES:  NO: 

If Yes, Number:

Multi-Cuisine

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

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

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

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

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

NAME OF THE BAR: 1).....LIMITED TIME.....

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

NUMBER OF KITCHENS:

**D. OTHER DEPARTMENT**BANQUETS/ CONFERENCE FACILITY: YES:  NO: 

IF YES, NUMBER: CAPACITY: RATES:

OTHER DETAILS: .....

.....

**OTHER FACILITIES:**

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

- LIFT FACILITIES ✓
- STDAISD FACILITIES
- LUGGAGE ROOM
- PUB

- INDOOR GAMES
- DOCTOR ON CALL
- INTERNET ✓

- LAWN
- LOCKER
- NEWSPAPER ✓

**TYPE OF CLIENTELE:**

Clientele	No./Percentage	Purpose of visit	Origin
LOCAL (WITHIN THE STATE)			
DOMESTIC (INDIA)			All over India
INTERNATIONAL			

**10. SPECIAL / MAIN FEATURE:**

Signature: ..... S.H. ....

Designation: ..... Manager .....  
Date: ..... 29/04/2022 .....

**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: *K. Mainuddin*.....
- Age: Below 25      26-35       36-45      46-60      Above 60
- Sex: Male       Female
- Marital status: Married       Unmarried
- Place of origin: City/ Province: *Malda*      Country: *India*
- Nationality: *Indian*
- Occupation: Govt. Job      Private Service      Business      Professional      Academicians  
 Others
- Accompanies: Alone      Family       Friends      Colleague      Other
- Purpose of visit: *Education*

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:
- Size of the group: *2*
- Name of the accommodation: *Hostel*
- 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:

*Nice Place.*

Which attraction has impressed you most and why?

*Prayer hall Because of peace.*

What is your opinion about the local people?

*Love all religion.*

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.

*Seat availability must be increased.*

Signature:

Date: 21/04/22

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: Malay Roy.....
- Age: Below 25      26-35      36-45       46-60      Above 60
- Sex: Male       Female
- Marital status: Married      Unmarried
- Place of origin: City/ Province: Karimganj Assam      Country:
- Nationality: Indian
- Occupation: Govt. Job      Private Service      Business      Professional       Academicians
- Others
- Accompanies: Alone      Family      Friends       Colleague      Other
- Purpose of visit: Visit Belure Moth

#### B. INFORMATION ABOUT THE TRIP:

- Duration of the tour:
- Sources of information about the destination: Unknown  
 Books      Travel Magazines      Internet      Tourist Offices      T.V.      Friends and Family
- Nature of the trip: Package tour      Self organized:
- If package tour, name of the operator:
- Size of the group:
- Name of the accommodation: Guest House.
- 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:

Vibrant Spiritual Atmosphere

Which attraction has impressed you most and why?

Surami Vivekananda Temple because he is my role Model

What is your opinion about the local people?

Very good co-operative

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.

There should be more and more awareness about the place infrastructure should be improve etc.

Signature:

Date:

THANK YOU FOR YOUR KIND COOPERATION

## A QUESTIONNAIRE FOR THE TOURISTS

Dear Respondent,

We are students 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: *Sathi Devi*.....  
 Age: Below 25      26-35      36-45      46-60      Above 60  
 Sex: Male      Female   
 Marital status: Married       Unmarried  
 Place of origin: City/ Province: *Bangalore*      Country:  
 Nationality: *Indian*  
 Occupation: Govt. Job      Private Service       Business      Professional      Academicians  
    Others  
 Accompanies: Alone      Family       Friends      Colleague      Other  
 Purpose of visit: *Leisure Tour*

### B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: *15 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:  
 Size of the group: *5*  
 Name of the accommodation: *Relative House*  
 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:

...*No Comment*.....  
.....

Which attraction has impressed you most and why?

...*Babindra Sadan, Atmosphere.*.....  
.....  
.....

What is your opinion about the local people?

...*Very frank and helpful.*.....  
.....

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.

...*No Suggestion.*.....  
.....  
.....  
.....

  
Signature:  
Date:

**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: Siddalingaiah.....
- Age: Below 25      26-35      36-45 ✓      46-60      Above 60
- Sex: Male ✓      Female
- Marital status: Married      Unmarried
- Place of origin: City/ Province: Bangalore      Country: India
- Nationality: Indian
- Occupation: Govt. Job      Private Service ✓      Business      Professional      Academicians
- Others
- Accompanies: Alone      Family ✓      Friends      Colleague      Other
- Purpose of visit: Leisure Tour.

### B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 15 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:
- Size of the group: 5
- Name of the accommodation: Relatives House.
- 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:

Kolkata is a very nice place.

- Which attraction has impressed you most and why?

Rabindra Sadan's Atmosphere.

- What is your opinion about the local people?

People are very frank and helpful.

- 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.

No suggestion.

  
Signature:

Date:

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: Keerthi .....
- Age: Below 25    26-35     36-45    46-60    Above 60
- Sex: Male    Female
- Marital status: Married     Unmarried
- Place of origin: City/ Province: Hyderabad    Country: Indian
- Nationality: Indian
- Occupation: Govt. Job    Private Service    Business    Professional    Academicians  
Others
- Accompanies: Alone    Family     Friends    Colleague    Other
- Purpose of visit: US VISA Stamping.

### B. INFORMATION ABOUT THE TRIP:

- Duration of the tour: 3 Day
- 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:
- Size of the group:
- Name of the accommodation: Harrington Residency.
- 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:

Transportation is not good, High rates.

- Which attraction has impressed you most and why?

St. Paul's Cathedral, Maintenance is good.

- What is your opinion about the local people?

Spitting on road is not good.

- 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.

Transportation must be increased.

Signature: Keerthi

Date: 21/4/22

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: Dhiram kumar.....
- Age: Below 25      26-35      36-45 ✓      46-60      Above 60
- Sex: Male ✓      Female
- Marital status: Married ✓      Unmarried
- Place of origin: City/ Province: Hydrabadh      Country: India
- Nationality: Indian
- Occupation: Govt. Job      Private Service      Business      Professional ✓      Academicians
- Others
- Accompanies: Alone      Family ✓      Friends      Colleague      Other
- Purpose of visit: US VISA Stamping / Sight seeing

### 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:
- Size of the group: 4
- Name of the accommodation: Harrington Residency
- 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?

Good

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

Excellent

Very Good

Good

Poor ✓

Very poor

Any comments:

Metro taxiest are not good and high rates.

Which attraction has impressed you most and why?

St. Paul's Church. It's our 1st time visit

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:

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

Your suggestions for the development of the destination.

Transportation must be properly maintained, and rates should be decreased and should be asked according to the needs.

Signature:

Date:



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: Puja Khan.....
- 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:
- 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: 1 day
- 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:
- Size of the group: 4
- Name of the accommodation:
- Are you satisfied with the services provided: Yes:      No:
- If not please specify reasons: Administration.

OPINION ABOUT THE DESTINATION:

Do you find the place/ attractions are properly maintained?

Yes. Proper maintained.

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

Excellent      Very Good      Good      Poor<sup>✓</sup>      Very poor

Any comments:

Costly Commute, untrained administrators.

Which attraction has impressed you most and why?

Beluze Math Hall

What is your opinion about the local people?

On the whole, are you satisfied or not?

Fully Satisfied      More or Less Satisfied<sup>✓</sup>      Dissatisfied

If Dissatisfied specify reasons:

Would you like to revisit the place again? Yes<sup>✓</sup>      No

Your suggestions for the development of the destination.

1. Better training to Staff.

2. Better meals for Coupons.

3. Bus service from Hawrah at low cost.

Signature:

Pooja Khan

Date:

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: DR. Sk. Karim .....
- Age: Below 25      26-35       36-45      46-60      Above 60
- Sex: Male       Female
- Marital status: Married      Unmarried
- Place of origin: City/ Province: Siliguri      Country: India
- Nationality: Indian
- Occupation: Govt. Job      Private Service      Business      Professional      Academicians
- Others
- Accompanies: Alone      Family       Friends      Colleague      Other
- Purpose of visit: Personal

### 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:
- Size of the group: 3
- Name of the accommodation:
- 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:

..... NO .....

Which attraction has impressed you most and why?

..... Howrah Bridge, Atmosphere in the evening. .....

What is your opinion about the local people?

..... NO .....

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.

..... NO .....



Signature:

Date:

**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: Latifa khathun
- Age: Below 25  26-35      36-45      46-60      Above 60
- Sex: Male      Female
- Marital status: Married       Unmarried
- Place of origin: City/ Province: Malda      Country: India
- Nationality: Indian
- Occupation: Govt. Job      Private Service      Business      Professional      Academicians  
Others
- Accompanies: Alone      Family       Friends      Colleague      Other
- Purpose of visit: Education.

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:
- Size of the group:
- Name of the accommodation: Hostel
- 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:

Nice Place.....  
.....

- Which attraction has impressed you most and why?

Prayer hall, because of peace.....  
.....

- What is your opinion about the local people?

Love all religion.....  
.....

- 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.

Seat availability must be increased.....  
.....  
.....

Signature: Lotifa Khatun  
Date:

**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 Muradpur Girls College Under Calcutta University, Kolkata, P-411/14 Chandrahat Road, Beliaghata, Kolkata - 75, 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:

1. Name of the guest: Zarni
2. Age: Below 25  26-35  36-45  46-60  Above 60
3. Sex: Male  Female
4. Marital status: Married  Unmarried
5. Place of origin: City/ Province: Mizoram Country: \_\_\_\_\_
6. Nationality: \_\_\_\_\_
7. Occupation: Govt. Job  Private Service  Business  Professional  Academicians   
Others
8. Accompanies: Alone  Family  Friends  Colleague  Other
9. Purpose of visit: Education

### B. INFORMATION ABOUT THE TRIP:

1. Duration of the tour: 15 Day
2. Sources of information about the destination:  
Books  Travel Magazines  Internet  Tourist Offices  T.V.  Friends and Family   
Others
3. Nature of the trip: Package tour  Self organized:
4. If package tour, name of the operator: \_\_\_\_\_
5. Size of the group: 3
6. Name of the accommodation: \_\_\_\_\_
7. Are you satisfied with the services provided: Yes:  No:
8. 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:

.....

Which attraction has impressed you most and why?

*Victoria Memorial*.....  
.....  
.....

What is your opinion about the local people?

*Good and Co-operative*.....  
.....

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.

*Road should be properly maintained.*.....  
.....  
.....

Signature: *[Signature]*  
Date:

THANK YOU FOR YOUR KIND COOPERATION