

**COMMUNICATION STRATEGIES USED BY TOURIST  
GUIDES IN NEPAL**

**A Thesis Submitted to the Department of English Education  
In Partial Fulfillment for the Master of Education in English**

**Submitted by  
Gyan Lal Maharjan**

**Faculty of Education  
Tribhuvan University, Kirtipur  
Kathmandu, Nepal**

**2019**

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## **RECOMMENDATION FOR ACCEPTANCE**

This is to certify that **Mr. Gyan Lal Maharjan** has prepared this thesis entitled **Communications Strategies Used by Tourist Guides of Nepal** under my guidance and supervision.

I recommend this thesis for acceptance.

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# DEDICATION

*Dedicated to*

*My Parents whose inspiration, encouragement and support lead me*

*Where I am today*

## **DECLARATION**

I hereby declare that to the best of my knowledge this thesis is original; no part of it was earlier submitted for the candidature of research degree to any University.

Date: 01/04/2019

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**Gyan Lal Maharjan**

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**Gyan Lal Maharjan**

## ABSTRACT

The study entitled **Communication Strategies used by Tourist Guides in Nepal** aims to find out the tourist guides' communication abilities both in linguistic and non –linguistic features in Nepal. The researcher used observation method for collecting data from ten tourist guides in five touristic places of Kathmandu valley, Nepal and those qualitative data was analyzed in descriptive way. The major finding of the research was that tourist guides used communication strategies while in description to tourists about the five touristic places of Kathmandu valley. The different types of communication strategies those are mimes/gestures, code switching, gaps/fillers, repetition, conformation and avoidance used by tourist guides. Due to socio –cultural society the Kathmandu valley is, tourist guides used code switching when described the touristic places. Tourist guides used mimes/gestures satisfactory in every description places. They used mimes in very effective way. All the tourist guides used Gaps/fillers often in place to place. In some cases, tourist guides used repetition, conformation and avoidance too when they described the touristic places to tourists.

This thesis consists of five chapters. Chapter one is introductory part which includes background of the study, statement of the problems, objectives of the study, research questions, significance of the study, delimitations of the study and operational definition of the key terms. Similarly, chapter two includes the review of the related theoretical literature, review of related empirical literature, implications of the review of the study and conceptual framework. The chapter three deals with methods and procedures of the study under which design and method of the study, population, sample and sampling strategy, study area/ site, data collection tools and techniques, data collection procedures, analysis and interpretation procedures are mentioned. Likewise, chapter four includes analysis and interpretation of results. Chapter five includes findings, conclusions and recommendations .Finally, the references and appendices are included.

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## **LIST OF ABBREVIATIONS AND SYMBOLS**

CUP	:	Cambridge University Press
e.g.	:	For Example
ELT	:	English Language Teaching
etc.	:	Et Cetera
FL	:	Foreign Language
G	:	Guide
i.e.	:	That is
M.Ed.	:	Master of Education
OUP	:	Oxford University Press
SL	:	Second Language
SLA	:	Second Language Acquisition
T	:	Tourist
T.U.	:	Tribhuvan University
TESL	:	Teaching of English as a Second Language
TG	:	Tourist guide
Vol.	:	Volume