



TOUR LEADERS - 2012

The role of a tour leader involves so much more than just having travel experience - personality, teamwork, commitment, responsibility and organisational skills are just some of the ingredients that go to make an efficient tour leader. As a tour leader you will ensure that clients on our tours have a stimulating and enjoyable visit to Europe. You will see that the itinerary runs as smoothly as possible with client safety being given the highest priority at all times. Clients choose a trip for the itinerary, but what makes it unique is the tour leader. The tour leader's enthusiasm, knowledge and commitment are consistently singled out as the factors contributing most to the success of the trip. Our leaders actually lead the trip and we look for a temperament which is likely to help the group gel. Tour leading is a 24-hour a day job, not a holiday. We demand much of our tour leaders, and it's a job they enjoy doing.

What does the job involve?

There are 3 main roles to being a tour leader, namely:

Operational:

- Setting and maintaining schedules and itineraries according to the tour leader manual
- Reconfirming hotels / local arrangements with hotels and local suppliers
- Accompanying and being the main point of contact for travellers on a tour throughout Europe, ranging from 12 day to 26 day tours, travelled by coach.
- Giving the group their "Once in a lifetime" travelling experience in professional manner
- Managing the hotel check process in every city, and organising room allocation
- Ensuring the tour is run smoothly, working hand in hand with the driver and the back up team in the office
- Dealing with emergencies on tour
- Paying for authorised expenses for the group and coach expenses and keeping a set of accounts
- Updating and reporting back to the office during and after each tour
- Submitting written reports to the London office post tour
- Researching new restaurants, museums and activities to ensure the group have the best possible experience they can

Social:

- Ensuring the group gel and all the different nationalities feel included
- Recognising and working with cultural differences
- Organising activities beyond the itinerary and according to client interests
- Being the first point of contact for clients for their individual needs and concerns

Informative:

- Providing information on each destination, along with current events and political situations
- Facilitating a walking tour in most cities that we visit
- Hosting and updating travellers onboard the coach with location, places and information of interest
- Informing the group of arrival and departure times, and ensuring all travellers are back on the coach on time
- Providing information to hotels and restaurants of groups needs and requirements

To be considered for the role of tour leader, you must:

- Have a desire to work with people
- Have excellent people skills and experience of working with people
- Have good leadership skills
- A diplomatic temperament
- Good organizational skills
- Have excellent customer service skills=
- Proven or potential ability to deal with groups confidently
- A quick thinking, hands on, proactive, practical person, with the ability to communicate and deal with people of all ages and different cultural backgrounds
- Be fluent in English, other languages will be an added bonus, but not essential
- Be flexible & a motivator



- Sensitive to peoples' needs and cultural differences
- Ability to research each destination in depth – including opening hours for restaurants, bars, shops, pharmacy; highlights, attractions, public transport etc
- Be a team player, as well as having the ability to work well on your own
- Be willing to learn and progress within your job
- Previous tour guide experience will be beneficial, but is not a key requirement
- Have a valid UK & European visa
- A professional attitude to the execution of the tasks in any circumstance
- A sense of fun...

What are the benefits?

- You will receive full training on the Tour Leader Training Tour
- Tour leaders have access to detailed Tour Leader Manuals
- Tour leaders work on a Freelance basis and are paid a tour leader wages per trip. There is an earnable bonus to compliment your wages
- Work is available for a total of around six months per year, though the greater your ground knowledge and willingness to adapt to last minute changes the more work will be available.
- The opportunity to meet wonderful people from all over the world and make great new friends
- Full support of the London office whilst you are out on tour

Important details to know before you apply:

- There are three stages to your application, namely submitting your application, a group interview and assessment in London and finally passing the Tour Leader Training Tour.
- You will be assessed after each stage and if you are found to be unsuitable for the role will be left out the next stage.
- The compulsory Tour Leader Training Tour will be run early in the New Year. Details of which will be provided after a successful group interview.
- On the Tour Leader Training Tour you will be fully trained on how we operate the tours, from meeting the group on the day of departure, to presenting parts of the tour and processes and procedures whilst on tour, as requested by our Trainers
- This is important as your day to day job function will be able to lead and manage a group, as well as answer questions by the group.
- For the Tour Leader Training Tour will be required to put down a "Good Faith Deposit", which will cover your basic costs during the training tour, such as shared accommodation, breakfast every day, some dinners and all your training during the tour. Full details of inclusions and exclusions will be passed on to you should you be successful from the group interview stage.
- Should you be successful and selected to work for Expat Explore as a tour leader, your "Good Faith Deposit" will be paid to you as a "bonus", after completing your 3rd successful tour, based on completing the companies tasks and duties set out to you

Previous experience as a tour guide is not necessary, just a vibrant personality and the desire to assist travellers to get the most out of their travel experience. This is a unique opportunity for people with the ambition and passion to travel and work with people from around the world. There will be lots of opportunity for growth, travelling and self satisfaction.

To apply for this role please send your **CV, 2 recent photo's** of yourself (preferably a travelling-related picture) and a **covering letter** to jobs@expatexplore.com

Please include ensure to include your travelling experience, your knowledge of Europe, and a brief paragraph explaining why you would be good for the job.

Please note, that you will be employed on a Freelance basis as required, with the opportunity of undertaking multiple tours each month. Tour leaders must be willing to work on weekends and holidays as required.

Opportunities to be based in London & Amsterdam on turnaround days.