
Tour Leader Resume

Job Objective

To use my skills as a Tour Leader to obtain a position with growing firm that can benefit from my expertise.

Summary of Qualifications:

- Deep knowledge of the tour area, travel, geography, history and attractions
 - Familiarity with customer and lead tracking systems
 - Ability to suggest and implement ideas in order to keep our industry-leading business
 - Ability to generate new sales opportunities and convert in-house leads from marketing initiatives
 - Ability to define problems, collect data, establish facts, and draw valid conclusions
 - Outstanding research and organizational skills
 - Strong customer service and time management skills
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Work Experience:

Tour Leader, August 2005 – Present
Miami Dade College, Las Vegas, NV

- Researched countries and areas in advance of tours and collected information into relevant talks.
- Verified client documentation and corrected any deficiencies (visas etc).
- Managed tour expenditure.
- Negotiated rates with suppliers to the advantage of clients and Explore.
- Provided brief to passengers throughout the tour to ensure they are fully informed.
- Handled clients' personal problems, worries and complaints.
- Ensured the well-being of customer's health and act as first aider for the group.

Tour Leader, May 2000 – July 2005
Wayne State University, Las Vegas, NV

- Provided general knowledge of attractions and destinations.
 - Developed and maintained information file.
 - Prepared and delivered commentary.
 - Made arrangements and confirmed reservations for tour.
 - Completed tour reports and expense reports.
 - Assisted special needs of clients.
 - Escorted passengers.
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Education:

Bachelor's Degree In Recreation Administration, North Central Michigan College, Petoskey, MI

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