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Hints, practical skills, and what she look for when contracting guides

She looks for:

A guide that looks you in the eye, then they will address the clients in the same manner.

Guides who are neat and well-kept. Don't chew gum or smoke while with clients.

Guides that are constantly learning about new attractions, events and history that can enhance their presentation.

A Must: Be sure that you are aware of the assignment – the duration of the tour, the locations, where you are to meet the group, the location where the bus or transport will be staging; also where the washrooms are located. Confirm transportation and bus drivers' contact information.

If you are given an assignment and do not thoroughly understand the location, go check it out (without asking for additional compensation).

Read all paperwork thoroughly; ask if you do not understand the assignment or if you see where there could be improvement.

Never change the itinerary without asking whoever is employing you or their representative.

If your tour is late, alert whoever is employing you or their representative.

Ask what the dress code is for the company and/or the specific assignment.

Clarify the wages you will be receiving for the assignment. Hourly, Full Day, and Over the Road.

Use common sense.

If you are dealing with a foreign group, try to find out about some of their customs (ask the organizers). Example: Most people from India are Hindu and vegetarian, but there are also Jain followers, who do not eat anything that grows underground.

Be more concerned about your service than your tips. Generally, tips follow service.

Always count the number of passengers before you leave a location, or depart on a vehicle.

Some tools of the trade: Light stick or sign, hand tally counter, name badge, binder, a charged cell phone.

Good Luck!