



# Marta Brown

TOUR GUIDE

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## Details

Driving license  
Full

Place of birth  
San Antonio

## Profile

*A highly determined Tour Guide with natural communicating skills and able to offer an engaging and informative tour to her customers. A flair for public speaking along with good memory retention of facts and figures. Has an infectious sense of humor and is an expert at quick thinking. Offers tourists with a unique, memorable experience that urges them to participate in what is going on around them. Learned how to lead visitors through sites of historical and cultural interest. A true professional, with a genuine passion for what guest satisfaction.*

## Employment History

### **Tour Guide, African Travel Corporation, Nairobi**

January 2018 — November 2020

*Awarded Tour Guide of the Year award for scoring 99% in the client satisfaction survey. Organizing reservations for over 300 guests while overseeing ticket distributions and managing customer relations and sales of tickets.*

- Learning and remembering information given by a script.
- Providing a history of attractions and giving fascinating talks to international and local tourists.
- Working with all staff to prepare Tour material.
- Greeting and welcoming Tour groups when they arrive.
- Making sure that tourists are not left alone at any time.
- Registration of visitors and issuing the required identification badges or safety devices.
- Pitching to people in a professional and diplomatic way.
- Explaining and enforcing safety rules that guests are required to follow while on tour.
- Supervising visitor activities ensuring compliance with Tour protocols and safety procedures.
- Executing clerical duties, including typing, filing, and sending mail and messages.

### **Tour Guide, Afriki Travel, Johannesburg**

January 2016 — December 2017

*Facilitating 3 to 5 tours daily throughout the [insert company name] Global Headquarters with an audience of around 350 people. Preparing and processing more than 12,000 guests monthly.*

*Delivering seven hours a day, reaching 26,000 guests and generating \$260,000 of yearly income.*

- Performing safety activities, including directing emergency evacuations and having an efficient knowledge of the company's first aid policy.
- Providing sufficient knowledge regarding destinations for tourists and vacationers.
- Providing info in layman's terms to ensure visitors surpass their expectations.
- Making sure all opportunities are taken to sell merchandise and opportunities for photos.
- Greeting visitors and providing detailed information about specific historical information, artifacts, exhibits, and functions.

- Conducting dedicated walking tours of the Museum complex.
- Assisting behind the Information Desk by promoting the museum and its services, being the liaison between museum, public, and with telephonic and email correspondence.

### **Tour Guide, Pin Travel, Penco**

January 2014 — December 2015

*Delivering seven hours a day, reaching 26,000 guests and generating \$260,000 of yearly income.*

- Providing directions to various local destinations, options for mass transit, and places to eat.
- Guiding guests through the exhibits creating smooth traffic flow.
- Guaranteeing the safety of the public while on tour or in specified exhibits.
- Delivering facts and historical information about artifacts and museum equipment, answer questions, and point out interesting features.
- Resolving problems with diplomacy and reporting problems to the supervisor as needed.

## **Education**

### **Bachelor of Arts, Communications, Pennsylvania State University, Philipsburg**

January 2018 — November 2020

- GPA: 3.6

### **Associate of Arts Degree, California College of the Arts, Oakland**

January 2016 — January 2018

### **Travel and Tourism Management (Certificate Program), Chaplin School of Hospitality & Tourism Management, Buffalo**

January 2015 — June 2015

## **Links**

[Resume Builder](#) [Resume Templates](#)

## **Skills**

Health and Safety

Rafting

Communication Skills

Effective Time Management

Conflict management

Climbing

Leadership

Initiative and Problem-solving Abilities

Social perceptiveness

## **Languages**

English



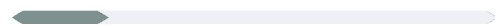
French



German



Italian



## **Hobbies**

Surfing, Canoeing, Running

## **Courses**

### **Spanish and French, Orlando Language School, Orlando, FL**

November 2020 — November 2020