



Marta Brown

Tour Guide

Los Angeles, United States email@email.com

Details

1515 Pacific Ave
Los Angeles, CA 90291
United States

3868683442

Place of birth

San Antonio

Driving license

Full

Links

[Resume Builder](#)

[Resume Templates](#)

Skills

Health and Safety

Climbing

Rafting

Leadership

Communication Skills

Initiative and
Problem-solving
Abilities

Effective Time
Management

Social perceptiveness

Conflict management

Languages

English



German



French



Italian



Hobbies

Surfing, Canoeing,
Running

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

Jan 2018 — Nov 2020

Nairobi

Tour Guide at African Travel Corporation

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.

Jan 2016 — Dec 2017

Johannesburg

Tour Guide at Afriki Travel

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.

Jan 2014 – Dec 2015

Penco

Tour Guide at Pin Travel

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

Jan 2018 – Nov 2020

Philipsburg

Pennsylvania State University

Bachelor of Arts, Communications

- GPA: 3.6

Jan 2016 – Jan 2018

Oakland

California College of the Arts

Associate of Arts Degree

Jan 2015 – Jun 2015

Buffalo

Chaplin School of Hospitality & Tourism Management

Travel and Tourism Management (Certificate Program)

Courses

Nov 2020 – Nov 2020

Spanish and French at Orlando Language School, Orlando, FL