



Marta Brown

TOUR GUIDE

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.

Details

1515 Pacific Ave
Los Angeles, CA 90291
United States
3868683442
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DRIVING LICENSE

Full

PLACE OF BIRTH

San Antonio

Links

[Resume Builder](#)

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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

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

Courses

Spanish and French, Orlando Language School, Orlando, FL

NOVEMBER 2020 – NOVEMBER 2020