

Marta Brown, Tour Guide

1515 Pacific Ave, Los Angeles, CA 90291, United States, 3868683442, email@email.com

Place of birth	San Antonio	Driving license	Full
----------------	-------------	-----------------	------

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

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 **Tour Guide, African Travel Corporation** Nairobi

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 **Tour Guide, Afriki Travel** Johannesburg

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 **Tour Guide, Pin Travel** Penco

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	Bachelor of Arts, Communications, Pennsylvania State University <ul style="list-style-type: none">GPA: 3.6	Philipsburg
Jan 2016 — Jan 2018	Associate of Arts Degree, California College of the Arts	Oakland
Jan 2015 — Jun 2015	Travel and Tourism Management (Certificate Program), Chaplin School of Hospitality & Tourism Management	Buffalo

SKILLS

Health and Safety	Initiative and Problem-solving Abilities
Climbing	Effective Time Management
Rafting	Social perceptiveness
Leadership	Conflict management
Communication Skills	

LANGUAGES

English	Native speaker	French	Native speaker
German	Very good command	Italian	Working knowledge

HOBBIES

Surfing, Canoeing, Running

COURSES

Nov 2020 — Nov 2020 **Spanish and French, Orlando Language School, Orlando, FL**