



# MARTA BROWN

Tour Guide

## DETAILS

### Contacts

1515 Pacific Ave, Los Angeles, CA 90291, United States  
[email@email.com](mailto:email@email.com)  
3868683442

### 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



German



French



Italian



### **HOBBIES**

Surfing, Canoeing, Running

### **COURSES**

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

NOVEMBER 2020 – NOVEMBER 2020