



TRAVEL AGENCY - TOUR GUIDE

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INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ

**Výukový materiál zpracován v rámci projektu
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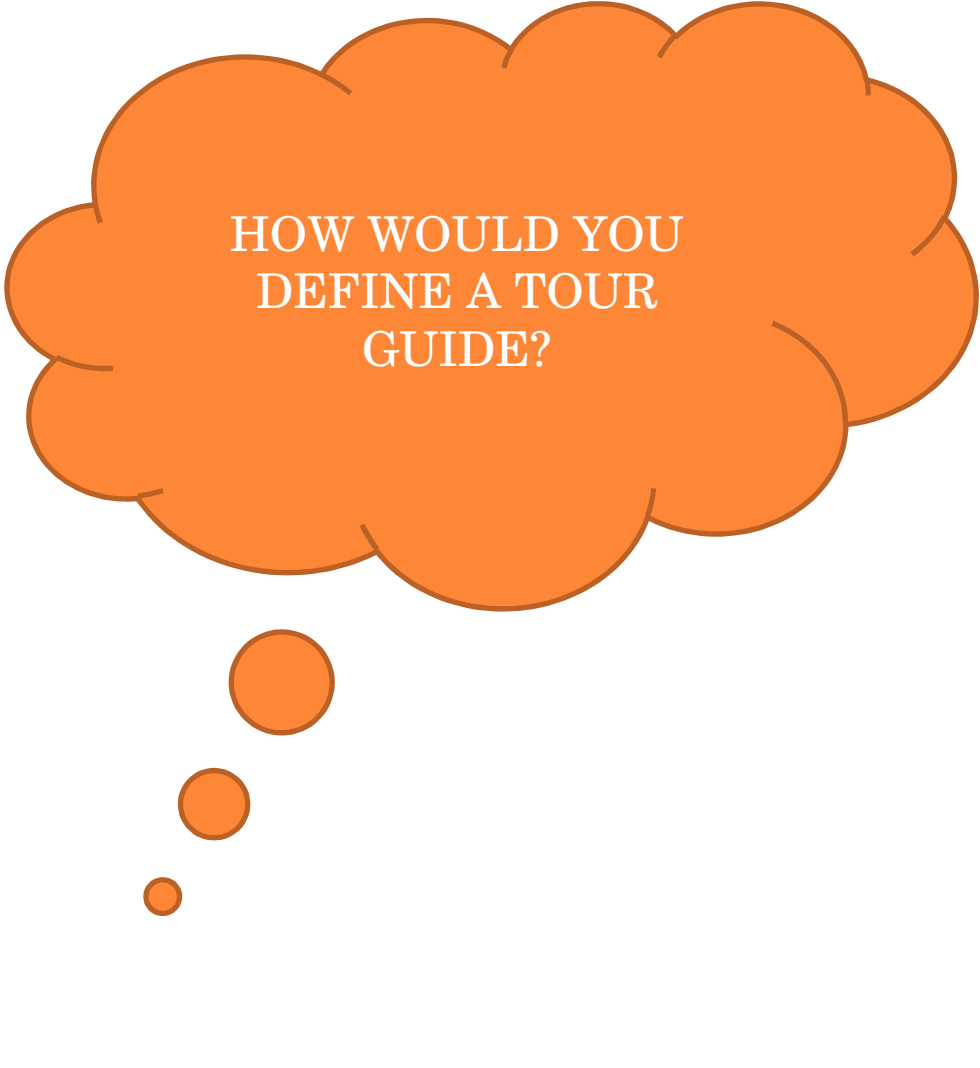
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ANOTACE:

ŽÁCI DEFINUJÍ POVOLÁNÍ PŮVODCE CESTOVNÍHO RUCHU A JEHO ZODPOVĚDNOSTI. OBJASNÍ, CO JE TO ITINERÁŘ.





HOW WOULD YOU
DEFINE A TOUR
GUIDE?

**A TOUR GUIDE (U.S.)
OR
TOURIST GUIDE (EUROPEAN)**

- The CEN (European Committee for Standardization) definition for "tourist guide" = person who guides visitors in the language of their choice and interprets the cultural and natural heritage of an area, which person normally possesses an area-specific qualification usually issued and/or recognized by the appropriate authority¹⁾
- **The European Standard EN 13809:2003**



WHAT IS THE DIFFERENCE BETWEEN THESE PARTICULAR JOBS?

- Tour manager
- Tour escort
- Local representative
- Tourist guide
- Assistance during travel
- Animateur
- Mountain guide
- Sports instructor
- Host/Hostess



LOCAL REPRESENTATIVE:

- A person or an agency at the place of destination charged by a tour operator to give practical assistance to travellers as well as to handle administrative issue



TOUR MANAGER

- a person who manages and supervises the itinerary on behalf of the tour operator, ensuring the programme is carried out as described in the tour operator's literature and sold to the traveller/consumer and who gives local practical information



SPORTS INSTRUCTOR

- teaches a specific sport, may possess a corresponding qualification

NOTE: the qualification is acquired through a relevant training and is proved by an examination.



HOST/HOSTESS

- welcomes and informs visitors at airports, train stations, hotels, exhibitions/ /fairs and function/events and/or who attends to passengers in a means of transport



ANIMATEUR

- is responsible for the planning and supervising of leisure and sports activity programs and encouraging travellers to participate , and speaking the language understood by the majority of the travellers





WHAT ARE THE
DUTIES OF A TOUR
GUIDE?



DIVIDE THE DUTIES INTO THE FOLLOWING CATEGORIES:

- A) Before the departure
- B) During the tour
- C) After the arrival at the destination
- D) After the arrival back home

becoming familiar with the itinerary in a detailed way

providing first aid,

good knowledge of cultural and religious differences,

providing information on the journey

providing detailed information on geography, history, monuments, cultural and social events

helping with accommodation of clients in the hotel, handing in the rooming list

handling complaints





WHAT IS AN
ITINIRERAY?

- a plan of a journey that you are going to make, including information about when and where you will travel

- MACMILLANDICTIONARY.COM



- EUROPEAN FEDERATION OF TOURIST GUIDES ASSOCIATIONS. CEN Definitions. *FEG TouristGuides.com* [on-line]. [vid. 2013-9-3]. Dostupné z: <http://www.feg-touristguides.com/cen-definitions.html>

