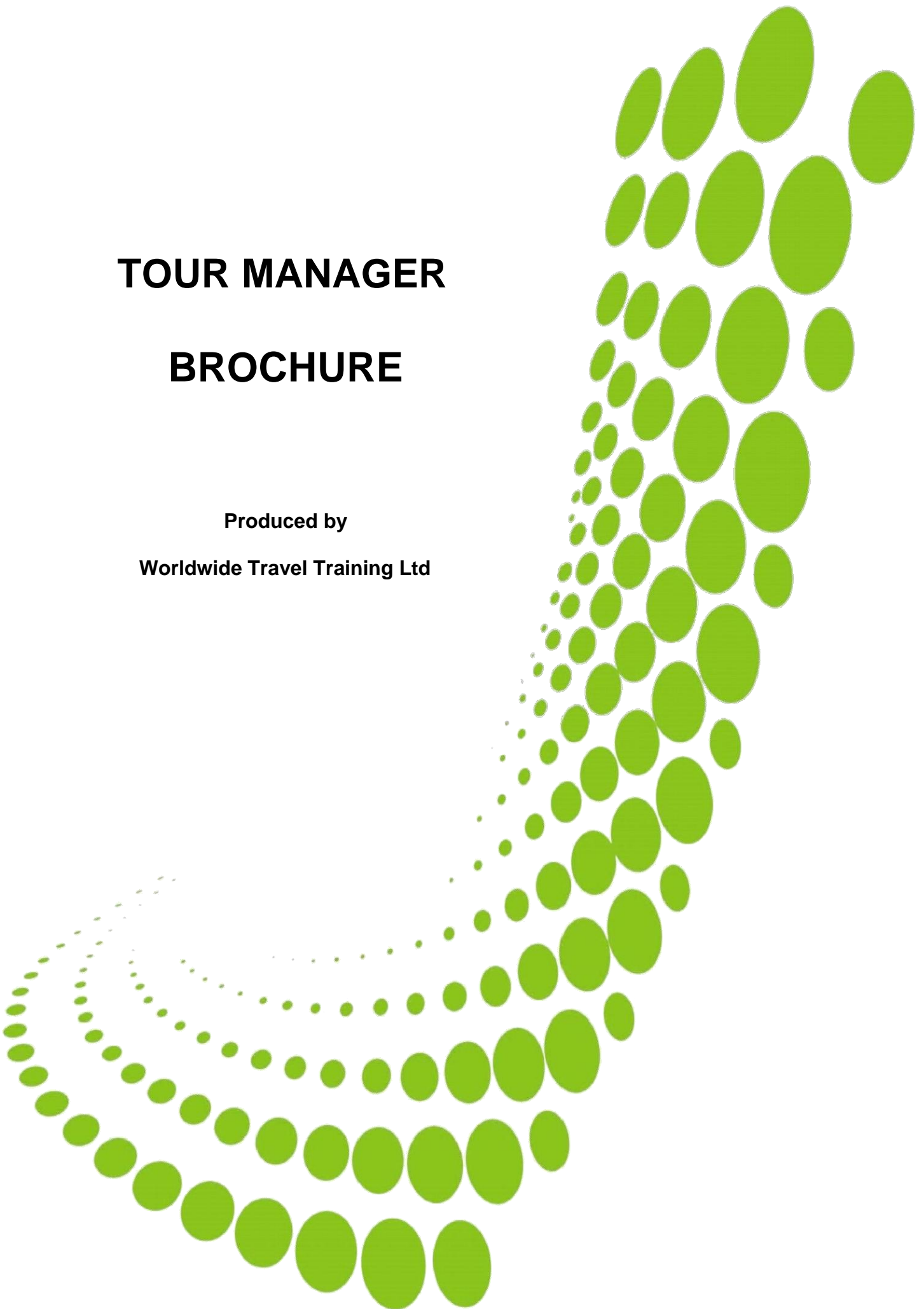


TOUR MANAGER BROCHURE

**Produced by
Worldwide Travel Training Ltd**



AN INTRODUCTION

Worldwide Travel Training Limited, established in 1994, provides training packages to the travel and tourism industry, supplying the public and private educational sectors, as well as corporate clients.

The ever increasing rise in the popularity of touring holidays has resulted in more knowledgeable, sophisticated and, consequently, more critical travellers.

To satisfy the aspirations of today's tourists, the service provided by Tour Managers on behalf of tour operators has to be of the highest professional quality.

Tour operators are becoming more aware of the need for professionally trained Tour Managers and are formalising their requirements accordingly. They recommend that applicants should attend a recognised training course and normally recommend Worldwide Travel Training.

Worldwide Travel Training have become renowned within the travel industry for the quality of their tour management training course and are proud to have helped so many people start a new career.

Janet Goodwin
Proprietor
Worldwide Travel Training Limited



TOUR MANAGEMENT

The course is open to people from all walks of life. Candidates may be at the beginning of their career, or seeking a change of direction at a more mature age.

Work in the travel industry is often perceived as a glamorous occupation. However, whilst the job is certainly full of interest, and challenging, it should be understood that it is not all about visiting exotic locations! Tour Operators demand that their Tour Managers possess the necessary skills to cope with a variety of situations.

Therefore, subjects covered during the three day training course include all aspects of the role of a Tour Manager. On completion, our aim is to ensure that everyone feels confident to escort touring groups and meets the level of competence required by Tour Operators.

The course is recognised by many leading Tour Operators, including

- Thomas Cook Holidays
- Titan Travel
- Phoenix Holidays
- Railway Touring Company
- Newmarket Promotions
- Grand UK Holidays
- Solo's Holidays and many more.

Having successfully completed the course, candidates are awarded a Certificate of Merit detailing the subjects covered. This can be the passport to a new career in the ranks of the travel industry professionals!

CONGRATULATIONS!

You are awarded the opportunity to participate in training for a new profession with



JOB DESCRIPTION

A Tour Manager travels with a group of holidaymakers on a package tour to a variety of destinations in either the UK or overseas.

They manage and sometimes guide the tour and ensure the advertised itinerary is provided as promised. They are responsible for accompanying and organising the tour from beginning to end whether the duration is a few days or weeks.

Tour Managers work as self-employed individuals and may work as often or as little as they choose. They can work for one or a number of different Tour Operators.



TYPICAL DUTIES

- Accompanying touring groups by land, sea, air or rail
- Acting as an ambassador for the Tour Operator, well presented and having a smart appearance
- Confirming passengers accommodation and transport; liaising with all service providers
- Giving commentary and information to passengers
- Ensuring a tour runs smoothly
- Effectively communicating with passengers when solving problems
- Utilising language skills if possible
- Provide feedback to Tour Operators by means of reports

CONDITIONS OF EMPLOYMENT

TERMS OF EMPLOYMENT

- Self employed

EARNINGS

- Daily fees - £35 to £80 per day •
- Subsistence - £10 - £30 per day •
- Expenses – travel, miscellaneous
- Commission – on optional excursion sales •
- Gratuities from passengers

WORKING HOURS

- Variable

WORK AVAILABILITY

- All year – short breaks; UK, Europe, Worldwide
- Spring/Summer/Autumn – North/South America, Africa, Europe, Asia
- Winter – Asia, Australia, New Zealand

FOREIGN LANGUAGES

- Welcomed when available

THE COURSE

A three-day course led by tutors who have extensive work experience in the travel industry. The course covers the role and duties of a Tour Manager and includes role-play, situation exercises and group discussion.

Always held over a Saturday, Sunday and Monday, 9.00 a.m. to 5.00 p.m., the training takes place at:

Peterborough Marriott Hotel
Lynch Wood
Peterborough Business Park
Peterborough
Cambridgeshire PE2 6GB

Accommodation is available at the hotel and we have negotiated a discounted rate of £52 per room per night; this includes a full English breakfast. Details of the hotel's extensive facilities can be found on their website www.marriott.co.uk/XVHPB

If you require accommodation, please contact Worldwide Travel Training. Dress code for the training is smart/casual.

All course support materials, including comprehensive training notes and examples are supplied, along with pens and paper.

The course concludes with a one-to-one interview with a course tutor. This enables the student to discuss their future and to receive relevant information regarding their recruitment into the travel industry.

The cost of the course is £499.00 (Inclusive of 20% VAT)



A happy training group

COURSE CONTENTS

An overview of the Travel Industry

Travel Trade Size & Statistics
Future Growth
The Tour Operator
Career Opportunities

The Role of the Tour Manager

Basic Duties
Appearance & Grooming
A Typical Day
Main Qualities
Code of Conduct
Working with Colleagues

Types of Tour

UK Short Breaks
European Short breaks
European Long holidays
Worldwide – Long haul
Cruising
Rail Tours
Speciality Tours

The Pre-Tour Preparation

Personal Preparation
Tour Research
A Pre-Tour Pack

Tour Coach Management

Coach Types
Coach Safety
General Duties
Communication
Step-on Guides
Local agents

Ferry/Shuttle Management

Check-in
On-board Duties

Train/Rail Procedures

Boarding & Alighting
On-board Duties
On-tour Rail Check-in
Staff Communication

Cruise Management

Embarkation
On-board Duties
Disembarkation

Airport/Flight

UK Check-in
On-flight Duties
Arrivals
Lost Baggage
Damaged Baggage

On Tour Flights

Pre-flight Preparation
Check-in
Group Check-in

Hotel Management

Pre-arrival to Hotel
Check-in
Problem Solving
Health & Safety
Pre-departure
Departure Day

Optional Excursions

Typical Optionals
Selling Optionals
Bookings & Payment

Accidents & Emergencies

Accident & Illness
Loss/Theft
Fatalities

Complaints Management

Complaints analysis
Typical Complaints

Post-Tour Duties

Gratuities
Company Returns

Employment Counselling

Employment Information
Curriculum Vitae
Interviewing Techniques

Assessment

One to One with tutor



HOW TO BOOK

If you would like to book a place on our three day course, please either visit our website at www.worldwidetraveltraining.com or complete, detach and return to us the booking form in this brochure or telephone us with your credit/debit card details.

Dates for our three day course can be found on our website.

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Tel. (01733) 238309
Fax. (01733) 390212

Email: admin@worldwidetraveltraining.com
Website: www.worldwidetraveltraining.com

Please do not hesitate to telephone our office if you have any queries or require any further information.

TOUR MANAGER THREE-DAY TRAINING COURSE

Booking Form

The cost of the three day course is **£499.00** (Includes VAT) Please complete the following using BLOCK CAPITALS.

Date of Course:

.....

Mr/Mrs/Miss/Ms/Other Please state

Surname

First Name

Address

.....

.....

.....Postcode.....

Email Address:

Telephone No.

Signature

PAYMENT METHOD

By cheque: Payable to "Worldwide Travel Training Ltd"

By credit card:

Please debit my: Visa Mastercard Switch Solo
(tick box)

My card number is:

Valid from: Expiry date: Issue No:
(if present)

Security Number:

(The last 3 digits of the number printed on the signature strip on the rear of your card)

Please tell us how you heard about Worldwide Travel Training Limited?
e.g. Recommendation/Tour Operator/Internet Search Engine/Other

Please state:

EXTRACTS FROM OUR WEBSITE GUESTBOOK

www.worldwidetraveltraining.com

"After I completed the Tour Manager's course, I was offered an eight day tour to the Isle of Wight. After I completed the eight days, I was offered six more tours. Now I have completed twenty tours in less than a year! On reflection, I now realise I should have done the course years ago!"

"Great course learned loads despite having worked in tour operations before. Work came thick and fast, particularly due to contacts made during the training. No regrets, only full of praise. This course opens doors it's up to you to walk through them!"

"... words that spring to mind are informative, intense, tiring, professional, fun, but above all beneficial. Nothing we learnt or did on the course would not be used in a day in the life of a Tour Manager. Things that I may not have thought about, useful tips and processes to make your days run smoothly. I should have done this years ago"

"...If you're thinking of becoming a Tour Manager get yourself booked on a course....you'll be glad you did "

"Having just completed this course, I can't wait to add my comments. The course is very intensive, but fun and you leave with a wealth of knowledge about the travel industry and being a Tour Manager."

"Having decided it was time for a change of life and career I was recommended Janet's course, and don't regret a second of it!! It was professional, entertaining and well put together. Four weeks later I have just finished my first weekend tour, which was hugely enjoyable, and it confirmed my initial feelings that this was a good move for me."

"What a brilliant course! Designed for people going into the travel business but ideally a course for anybody who is in the business of dealing with people on a day to day basis. Invaluable information given in a most professional manner"

"There is a lot more to tour management than I ever imagined. The course certainly opened my eyes and educated me. It is a fascinating course professionally written and presented "

*"I successfully completed the 3-day Tour Manager training course in November 1999 and have been able to work continuously since that time.
The job role has given me the opportunity to visit some amazing countries and meet some wonderfully interesting people."*

"The course was comprehensive, informative and participative without being too intense. Although I already have extensive overseas experience within the travel industry, I found the content to be interesting and instructive and I am certain it will be of great assistance in the future. I enjoyed the hardworking yet relaxed and friendly atmosphere during the course."



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