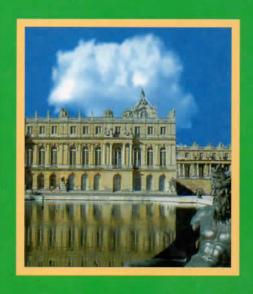
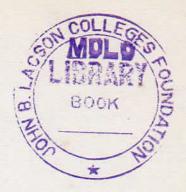
Becoming a Tour Guide

The Principles of Guiding and Site Interpretation



Verité Reily Collins

Verité Reily Collins



Becoming a Tour Guide

Principles of guiding and site interpretation

Contents

	Acknowledgements	vii
	Introduction	ix
1	Different types of work	1
2	Tour managers	13
3	Guides	22
4	Planning your working day	38
5	Training	44
6	Running a training course	66
7	Finding work	74
8	Interviews	81
9	Working with colleagues	86
0	Working with clients	98
1	Making life easier	104
2	Why don't we?	114
3	Working from home	122
4	Looking after yourself	127
5	Associations	131
6	Stocking your bookshelf	134
7	Helpful contacts	139
	Glossary	144
	Index	1/5

Index

Academy of Culinary Arts 103
ACE 77, 131
adventure tour guides 16
airport delays 120
Airtours 117
AITO 85
Alternative Travel 19, 72, 76
antiques couriers 35
ANTOR 126
APL 47, 52, 58
Architectural Dialogue 57
Association of British Professional
Conference Organisers 59
Auralog 79, 80

BAA 129
Beamish Open Air Museum 30
Bint, Catherine 32
BITOA 132
'Blue Badges' 24, 50, 52, 65, 67
Bowen, Alan 70
Brother Machines 122–3
BTA 115, 119, 125
Buckingham Palace 27, 92

Castle Howard 91
CCTV 68–9
CEN/TC 329/WG2 105
Channel tunnel 105
Chatsworth 91
City & Guilds 55–6
coach accident procedure 95

coach drivers 86
Coach Drivers' Club 132
coach tour guides 14
commission 101
computers 122
Confederation of Passenger
Transport 95
conferences 15, 33, 59, 71
conservation 88–9
couriers 105
credit cards 110
CREST 7
crisis management 94
cycling tours 16, 19, 28

diploma 7 Disability Discrimination Act 51 driver guiding 88

Eiffel Tower 10
Eindhoven 18
English Nature 28, 59, 60
English Tourism Council (ETC)
47, 50, 54, 72
EU Directive 62, 70, 104, 114, 126
Eurostar 5, 13, 18, 38, 62, 105, 106, 109, 115–16, 142, Eurotunnel 105
Evans, Campbell 36
Evershed, Allen 11

fax machines 123
ferries 93, 94, 105
first aid 45, 49, 100
flying 107
Food From Britain 103
Foreign and Commonwealth
Office 112
Forestry Commission 28, 120,
140
Form E111 129
French TGV 109

Gatwick Express 109
GNER 109
GNVQ 56
'Green Badges' 24, 50, 65
Griffiths, Sigrid 86, 106
guest lecturer 35

hall porters 89
head waiters 89
health and health problems 112,
116
Hellyer, Dave 29
Holiday Which? 27, 91, 92
hotel receptionists 90
hotels

Ciragan Palace 119
Hoffmeister 117
house, site, museum and trail
guides 42, 91
house guiding 92
Houses of Parliament 30
Hurlingham Polo Association
114

IATM 13, 14, 20, 46, 49, 56, 64, 94, 133 immigration 104 incentive conferences 15, 105 in-house guides 23 Institute of Tourism and
Transport Studies (NHTV)
48
insurance 42, 110, 111
Insurex 130
Internet 51, 134
interpreters 30
Ironbridge Gorge 30

Jersey Tourism 64
Jetphone 109
Jordan, Peter and Valerie 120
Jungle Formula 112

La Rosière 60
languages 78
legal advice 126
Leisure World Training Company 20, 47, 50, 64, 141
Les Clefs d'Or 89
Lille 106, 115
loans 63
London Tourist Board (LTB) 64, 117, 132, 141
London Transport Museum 63
Longdown Dairy 32

marketing 69
MASTA 113
mid-season blues 43
Minzly, Mary 15
MORI 75
Mutual Recognition of
Qualifications 7, 20
Mutuality of Qualifications 48

National Express 126, 141
National Trust 23
Netherlands College of Travel and
Tourism (NHTV) 64, 141
New Forest 29, 32

Northumbria 115 Northumbria Tourist Board 64 NVQs 47, 48, 50, 51, 52, 56, 58, 64, 65, 73, 105

OCR Certificate 7, 12, 20, 48–9, 50, 53, 55–6, 61, 64–6 open-top buses 26 oranges, dangers of 101 Original London Walks 28 Orkney Guiding Services 64

Paterson, Jane 30 phones 124 Pirinccioglu, Fethi 118 police 110 Prague 117 press officers 36 Prince's Trust 125

railways 109
regional guide training 54
regional tourist boards 63
registered guides 24
Relais et Chateau Hotels 18, 117
riding tours 16, 19, 28

safety 97
Scottish courses 67
Scottish Guides (STGA) 53, 65–6, 132, 142
Shrewsbury Quest 31
Silverlink 109
site guides 27
ski guiding 32, 60
S/NVQ 45, 47
South West Trains 109
specialized courses 57
Staines, Sara Jayne 103
standing up, dangers of 68

step-on guides 35 Stickland, Raymond 29 Swan Hotel 35 Swiss Railways 109 Symantec 123

tachos 102, 103 Thomas Cook 112, 130 timing 67, 102 tipping 101 Tour Managers Certificate 7 Tour Manager's Priority Card 112 Tourism Concern 99, 133, 142 Tourism Society 77 Tourism Training Organisation 49, 63, 69 Tower of London 92 trail guides 28 Travel Training Company 55, travellers cheques 111 Trentino 117-18, 133 Turkey 118 Turkish Airlines 118 TV tours 119

vaccinations 113
Victoria and Albert Museum
(V&A) 72, 142
Visa (credit card company) 110,
111,
volunteers 63

Wales 53
walking tours 16, 19, 28
Welcome All (qualification) 50
Welcome Courses 47
Welcome Host (qualification) 50

Yorkshire Tourist Board 64, 143