

Tour Guides

Tour Escorts



Education / Diploma

- Training in tourism and languages or communication
- **Recommended:** BTS Leisure tourism, Bachelor of Art History, Geography or Foreign Languages



People skills

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| <ul style="list-style-type: none"> • Well-organised • Welcoming manner • Ability to organise and actively lead activities • Ability to listen and be attentive to people's needs • Good humoured, polite • Good interpersonal skills | <ul style="list-style-type: none"> • Resourcefulness, reactivity, initiative • Good physical condition and psychologically resilient • Be responsible, rigorous and organized • Well-organised, able to meet time constraints • Enjoy working with other people |
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Knowledge

- Good general culture
- Know the country, its history, culture, habits, and customs



Purpose of the position



Expertise

Contribute to the satisfaction of (third party) customers:

- By offering customers a warm welcome
- By offering entertainment and creating a good atmosphere
- Adapting to the specifics of the audience
- Ability to convey commentary on regions visited (find out about the destinations)

- Knowledge of group supervision and entertainment (BAFA)
- Being able to mobilise a group and create a welcoming and interesting atmosphere be able to keep an audience's attention
- Know how to receive a group (behaviour, friendly manner...)

Managing the security of a group:

- Helping customers when travelling
- Knowing how to deal with problems, making necessary decisions and be reassuring
- Actively collaborate with the guide agency Paysdoc.com and with the service provider

- Assist customers and make sound decisions with the agreement of the service provider
- Anticipate problems
- Solve problems and manage emergencies

Support logistics:

- By monitoring the contracts agreed with the agency and travel formalities (border formalities, hotel reservations, restaurants or tourist sites)
- By carrying out the necessary formalities (visas, vaccines)
- By compensating for program changes (e.g. organization accommodation of guests when departure is postponed)

- Be able to solve logistics problems (applications for authorization, making alternative arrangements with the approval and consent of the end customer)
- Check status of reservations against agency contracts

This charter aims to set out clearly the main principles of escorting groups, guiding and interpretation which the Paysdoc agency asks contractors to follow.

The charter shall apply between the Agency Paysdoc, Accompanying Guides, Accompanying Persons, working for the Agency, whether directly employed by Paysdoc or freelancers providing a service through Paysdoc

This charter serves as guidelines for all contractors and aims to provide the best possible service for customers.