

Tour Guiding



Education / Diploma

- Hold a bachelor's degree in art, art history, fine arts, or a graduate of the Louvre school
- Hold a professional diploma or certification as a professional tour guide



Knowledge

- Master two or three foreign languages
- Knowledge of art history or history
- An excellent level of general and cultural knowledge



People skills

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| <ul style="list-style-type: none"> • Teaching and group motivation skills • Good physical condition and psychological resilience • Ability to listen • Curiosity and good memory • Humour, discretion, politeness | <ul style="list-style-type: none"> • Good humour and friendly demeanour, politeness • At ease in interpersonal relationships • Ability to meet time constraints • Be responsible, rigorous • Listening skills |
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Expertise

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| <ul style="list-style-type: none"> • Know how to supervise a group • Be able to lead and entertain a group and create a friendly atmosphere • Knowing how to receive a group (dress sense, friendly demeanour...) | <ul style="list-style-type: none"> • Being able to answer specific and advanced questions • Able to write texts to facilitate the visit • Knowledge of how to research a visit • Ability to captivate an audience • Transmit knowledge by making it accessible to the public |
| <ul style="list-style-type: none"> • Assist customers and make sound decisions • Able to explain choices to customers • Anticipate problems • Manage emergencies (responsiveness, flexibility diplomacy, courtesy) | <ul style="list-style-type: none"> • Be able to solve logistics problems • Check contracts with the customer (check the appropriateness of services) • Able to drive (category B licence) • Be able to assist guests (and mitigate unforeseen events) |



Purpose of the position

Contribute to customer satisfaction:

- By offering entertainment and creating a good atmosphere,
- Offering customers a warm reception and be well presented
- Adapt to specific groups and able to retain an audience's attention

Ensure customer safety:

- Assist them when travelling
- Knowing how to deal with problems, by taking necessary decisions while reassuring participants
- By actively collaborating with Paysdoc.com and the service provider

Be able to host visits anywhere in the country or in the region:

- By preparing them
- Managing them according to the time constraints
- Making activities interesting
- Making visits and information accessible to the general public

Support logistics:

- Monitoring contracts awarded by the service provider
- By carrying out the formalities that tourists must complete
- By making up for any changes in program