

JOB DESCRIPTION

POSITION: Tour guide

LOCATION: Hanoi

PURPOSE:

Tour guides are an essential part of the tourism company. They conduct organized tours for groups of tourists in a wide range of locations throughout Vietnam. Tour guides play an important role in ensuring the smooth operation of tours and that their clients enjoy their holiday, as well as providing them with practical support throughout the trip.

RESPONSIBILITIES:

- Prepare and collect tour documents including tour itinerary, feedback form, suppliers' contacts and other related requirements for the tour
- Study, check and research for required information related to the tour such destinations, spot of interest...etc
- Reconfirm the services with related suppliers such restaurants, hotel, driver...etc
- Welcome, pick up customers at airport, hotel or at appointed places
- Provide general information, explanation regarding tour destinations, visiting sites as well as culture, country facts, local tradition and other related to tour requirement
- Ensuring that the tour is running smoothly for individual members of the group; ensure compliance with company policy or tour regulations
- Manage the tour following Responsible Travel philosophy

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of country history, local culture, tradition as well as other facts
- Excellent communication, time management and organizational skills
- Ability to do thorough research
- Good crisis resolution
- Good customer service skills
- Knowledge of a second language is an asset
- Can work independently and with a team

QUALIFICATIONS AND EXPERIENCE

- Efficient communicator in English/French/German
- Good knowledge of destinations and general knowledge of the country
- Undergraduate degrees, specialized in Tourism would be an advantage
- Tour Guide certification

REMUNERATION PACKAGE

Touring salary: From VND – VND based on tours.

Performance Pay: Yes/No - As per Buffalo Tours policy