



Tour Guide Job Description
Sarah's Tours Amsterdam 2019

About Sarah's Tours:

Our tours are 100% private and customized to the guests during their venture of Amsterdam. The guides are photographers, architects, art experts, people that love discovering their own cities, providing guests with the best quality experience possible

Our friendly local guides love to show people around and give guests a private tour of this amazing city and country. We take visitors to unique places and show them an insider's view of a city we are lucky to call home. We love to show the 'off the beaten track' areas and give people a true taste of the real Amsterdam through the eyes of a local guide.

We do tours in Amsterdam, and throughout the Netherlands and Belgium.

Your Role as a local Guide:

As a local guide, you will be the host to your guests. We will ensure that you are put on tours that make the most of your expertise and skills. Your role is to make your guests feel comfortable, be able to answer questions, make suggestions, and engage your group with the content. At Sarah's Tours we do not provide 'scripts' for our guides, we expect a level of expertise where guides can be flexible, personable, and this leaves you room to let your own personality shine.

Some of your responsibilities are:

- Prepare tour materials, including staying up to date on company developments and relevant industry news to add flavor and value
- Follow all safety guidelines and ensure that guests remain within designated areas
- Record and report any unusual incidents or violation of safety guidelines
- Contacting your guests before the start of your tour
- Taking photos of your guests and emailing them to Sarah's Tours at the end of every tour
- Be prepared for as many tours possible based on the tours the company runs

Necessary professional skills and attributes:

- Show initiative with guests and adapt to their needs
- Being enthusiastic and friendly, with good presentation skills
- Having good verbal communication skills
- Being able to work with a team

- Having time management skills
- Being able to retain historical facts
- Having excellent knowledge about points of interest of specific cities

Necessary personal skills and attributes:

- The ability to be collaborative, be flexible, and adaptable
- The ability to work with people from diverse backgrounds and experiences
- The ability to make connections and build relationships with people in a short time frame
- Have a standard of excellence and professionalism for yourself and your guests

Preferred skills:

- High school diploma or equivalent
- Previous experience working as a tour guide
- Full Drivers Licence
- Access to a private vehicle of a professional standard
- Multiple language skills are a bonus

Guide Signature _____

Date _____