

## Tour Guide Great Journeys New Zealand

### **Purpose:**

Great Journeys New Zealand is embarking on transformational change on how we offer our unique experiences to the domestic and international travel market.

Our Tour Guides will lead our fully guided tours, escorting guests throughout New Zealand on 3–17-day tours, including excursions.

If you have an insatiable enthusiasm for travel, love to show visitors new and exciting destinations and thrive under pressure, you'll certainly feel at home working as a Tour Guide for Great Journeys New Zealand. The role requires a person who thrives on challenges, is 100% customer focused and who understands product standardisation while also working in an environment that requires total flexibility.

### **Dimensions:**

**Reports to:** Tour Operations Manager

**Location:** Auckland/Wellington/Christchurch

**Internal Contacts:** Customer and Product Development Team  
Customer experience team  
Product Development Team  
Great Journeys New Zealand Travel Centre  
Sales Team  
Marketing Team

Operational Team

Customer contact centre

**External Contacts:** GJNZ customers  
Suppliers

### **Essential duties and responsibilities**

#### **Operational**

- Accompany customers during the tour.
- Provide guests with a very high level of cultural and historical information on destinations visited & regions we pass through, including any practical information that may be required.
- Continually improve historical, cultural and local knowledge;
- Make a concerted effort to learn the basics of Te reo Maori.
- Deliver the best travel experience to all customers.
- If, for unforeseen circumstances, there are changes to the advertised itinerary, crew are responsible for promoting and protecting the company's interests and the interests of customers.

<ul style="list-style-type: none"> <li>• Accompany customers to specified organised events, including but not limited to dinners and orientation walks, as per the itinerary, specified in the product guidelines.</li> <li>• Lead orientation walks as indicated.</li> <li>• Be available throughout the tour to answer any customer questions.</li> <li>• Always maintain a professional image.</li> <li>• Quality control. Ensure that suppliers (accommodation, excursions and meals) maintain the high standard expected by both our customers and the company. Notify your Line Manager, if the quality is deemed not acceptable.</li> <li>• Ensure all customers are aware of and offered group activities.</li> <li>• Only offer contracted optionals as specified by GJNZ management.</li> <li>• Follow procedures, identify and report any safety concerns or incidents involving customers.</li> <li>• Recommend product improvements.</li> <li>• Follow "Product Guidelines", "Code of Conduct" and "Social Media Guidelines".</li> <li>• Any supplier issues are to be communicated to Operations immediately.</li> <li>• Liaise with suppliers when required to ensure smooth delivery of products.</li> <li>• Ensure all paperwork is submitted within the set timelines</li> <li>• Use Teams and Social Media channels required for the role.</li> <li>• Use team channels to share and update other staff on the latest tour information, including 'what's happening' in regards to the tours and New Zealand as a whole.</li> <li>• Attend Road shows and Tourism events as rostered to represent GJNZ</li> </ul>
<b>Communication</b>
<ul style="list-style-type: none"> <li>• Maintains good supplier relations.</li> <li>• Be available for customer organisation and enquiries</li> <li>• Deliver quality talks and practical information</li> </ul>
<b>Suppliers</b>
<ul style="list-style-type: none"> <li>• Only work with GJNZ approved suppliers (accommodation &amp; activities), who also have approved insurance and KR safety and legal checks of been complete.</li> <li>• Ensure a full understanding of hotel &amp; activity provider procedures</li> </ul>
<b>Reporting</b>
<ul style="list-style-type: none"> <li>• Attend meetings with line manager as required.</li> <li>• Complete required tour reports accurately and timely.</li> <li>• Assist when required on obtaining customer feedback.</li> <li>• Participate in product improvements &amp; development ideas</li> </ul>
<b>Administration</b>
<ul style="list-style-type: none"> <li>• Complete Tour Reports &amp; Tour Expenses on time.</li> <li>• Provide feedback on Accommodation &amp; Activity providers as required.</li> <li>• Ensure you're able to use Teams and GJNZ IT systems.</li> <li>• Use google maps and contribute to updating.</li> <li>• Use social media as required for tour delivery.</li> <li>• Work collaboratively to update Guidelines.</li> <li>• Confirm customer numbers with all suppliers on the first day of tour (or as otherwise specified).</li> <li>• Ensure all customers complete the feedback after every tour.</li> <li>• Complete all paperwork accurately and as required.</li> <li>• Ensure the accurate recording of customer numbers checked into recommended accommodations and on activities.</li> <li>• Advise customer numbers by specified time for required departure.</li> <li>• Complete all administration and paperwork tasks as specified for your role.</li> <li>• Attend briefing sessions as requested by the Company, including a debrief session upon season completion.</li> </ul>
<b>Improvement and development</b>

- Communicate all product development ideas to line manager & Product Development to allow for the product to evolve.
- Any product changes must be discussed and approved by Senior Management.

## **Person Profile**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• 2+ years tour leader skills</li> <li>• People skills</li> <li>• Excellent written and verbal English</li> <li>• Knowledge of New Zealand's key tourism destinations and visitor activities.</li> <li>• Excellent organisation skills &amp; able to multitask</li> <li>• Excellent product knowledge of the GJNZ brand.</li> <li>• Sound IT knowledge and proficiency.</li> <li>• Attention to detail, highly organized, &amp; flexible.</li> <li>• Ability to promote and encourage relationships with suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>• Travel/tourism industry experience</li> <li>• Knowledge of Te reo and understanding of the strong connection to Whenua and Tangata whenua - land and people</li> </ul>

## **Education:**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Minimum of 2 years' experience in tour guiding of groups in New Zealand and/or overseas</li> <li>• Proven tour manager experience</li> <li>• Sound practical and theoretical knowledge in area of specialisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised travel industry qualification</li> </ul>