

KiwiRail | Position Description

Tour Guide Great Journeys New Zealand

Purpose:

Our Tour Guides are the face of Great Journeys New Zealand, leading fully guided rail holidays and accompanying guests throughout New Zealand on tours ranging from 3 to 17 days, including all scheduled excursions and experiences.

This role is ideal for someone with a genuine passion for New Zealand, exceptional customer service skills, and the ability to create memorable travel experiences. As a Tour Guide, you will bring each destination to life while ensuring every aspect of the journey is delivered to the highest standard. You will thrive in a dynamic environment where no two days are the same, balancing careful planning with the flexibility to adapt to changing circumstances. Our guides are professional, resilient and guest-focused, understanding that their knowledge, leadership and enthusiasm play a vital role in the overall success of every tour. More than just accompanying our guests, our Tour Guides become trusted hosts, storytellers and ambassadors for both Great Journeys New Zealand and Aotearoa.

Dimensions:

Reports to: Tour Operations Manager

Location: Auckland/Wellington/Christchurch

Internal Contacts: Tour Operations
Product Development
Great Journeys New Zealand Travel Centre
Sales Team
Marketing Team
Operations Team

External Contacts: Great Journeys New Zealand Tour Guests
Tour & Package Suppliers

Essential duties and responsibilities

Operational

- Lead and accompany guests on Great Journeys New Zealand's premium multi-day tours and events, delivering an exceptional end to end travel experience.
- Deliver engaging and informative commentary throughout the journey, sharing New Zealand's history, culture, geography and points of interest, while providing practical information relevant to each destination.
- Continuously develop and maintain knowledge of New Zealand's history, culture, regions and tourism experiences, including making a genuine effort to learn and incorporate basic Te Reo Māori into guest interactions where appropriate.
- Deliver exceptional customer service by creating a welcoming, professional and memorable experience for every guest.
- If, for unforeseen circumstances, there are changes to the advertised itinerary, tour guides are responsible for promoting and protecting the company's interests and the interests of customers, so that disruptions are managed professionally, customer confidence is maintained and the best possible guest experience is achieved.
- Act as the primary point of contact for guests throughout the tour, responding promptly and professionally to questions, requests and concerns.
- Maintain a professional appearance and represent Great Journeys New Zealand positively at all times.
- Follow all Product Guidelines, the Code of Conduct, Social Media Guidelines and company policies and procedures.
- Identify, respond to and report any safety concerns, incidents or hazards involving guests in accordance with company procedures.
- Be available throughout the tour to answer any guest questions, queries and concerns.
- Effectively utilise Microsoft Teams and other approved communication platforms to remain informed, share operational updates and support colleagues.
- Attend tourism events, roadshows, familiarisations and promotional activities as required, representing Great Journeys New Zealand in a professional manner.
- Quality control. Ensure that suppliers (accommodation, excursions and meals) maintain the high standard expected by both our customers and the company. Notify the Tour Operations Manager if the quality is deemed not acceptable.
- Assist the Tour Operations team as required in periods between tours.

Communication

- Maintains good supplier relations.
- Be available for customer organisation and enquiries
- Deliver quality talks and practical information
- Maintain constant communication with your tour group to ensure all guests know meeting times and locations

Reporting
• Attend meetings with line manager as required. • Complete required tour reports accurately and timely. • Assist when required on obtaining customer feedback. • Participate in product improvements & development ideas
Administration
• Complete Tour Reports for each tour and submit them to the Tour Operations team within 7 days of the tour end • Ensure guests complete their post tour survey on the evening prior to the end of the guest leaving the tour (electronically or paper copy) • Provide feedback on Accommodation & Activity providers as required. • Use social media and communication applications as required for tour delivery • Work collaboratively to update Guidelines. • Confirm customer numbers with all suppliers on the first day of tour (or as otherwise specified). • Complete all paperwork accurately and as required. • Advise customer numbers by specified time for required departure. • Complete all administration and paperwork tasks as specified for your role. • Attend briefing sessions as requested by the Company, including a debrief session upon season completion.
Improvement and development
• 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

Essential:	Desirable:
• Experience guiding events and multi-day tours • Strong people skills • Excellent written and verbal English • Knowledge of New Zealand's key tourism destinations and visitor activities. • Excellent organisation skills & able to multitask • Excellent product knowledge of the GJNZ brand. • Sound IT knowledge and proficiency. • Attention to detail, highly organized, & flexible. • Ability to promote and encourage relationships with suppliers.	• Travel/tourism industry experience • Knowledge of Te reo and understanding of the strong connection to Whenua and Tangata whenua - land and people

Education:

Essential:	Desirable:
• Proven tour guiding experience • Sound practical and theoretical knowledge in area of specialisation.	• Recognised travel industry qualification