

## Tour Guide

# ROBERT SMITH

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## Objective

Energetic professional with one year of experience informing and guiding visitors. Extensive knowledge of history and visual arts; able to learn, retain, and recall extensive amounts of information quickly.

## Skills

Sales, Communication, Hard Worker, Punctual.

## Work Experience

### Tour Guide

**ABC Corporation** - January 2015 - May 2015

- Led guided tours and informational talks for groups of 35-60 tourists on 3-7 hour tours to natural highlights.
- Educated and shared natural, geological, and cultural history through story-telling, and narrated bus rides to enable an emotional connection with their visit.
- Coordinated food programs for guests (60-100) including phone orders, report submission, food distribution and alternate action plans.
- Communication with the office regarding visitor safety, to submission of timesheets, and front line representative for the public.
- Researched and studied the language, culture, geography, natural and social history.
- Connect visitors to the complexities of consequence and difficult balance of culture and international relations.
- Created personalized and seasonal tour experiences to feature eco-responsible animal sightings including humpback whales and albatross migration.

### Tour Guide

**ABC Corporation** - 2014 - 2015

- Previously, I attended the Linworth Alternative Program in Worthington Ohio, which gave me the opportunity to go through the Walkabout program.
- Through this program, I received the chance of a lifetime to work for a Zip Line company in Guaynabo Puerto Rico.
- This job quickly became very demanding physically.
- Worked from seven in the morning till eight or nine at night.
- Was responsible for maintaining all equipment such as tour gear (harnesses, hooks, straps, rescue hooks, helmets, and gloves), and vehicles such as the shuttle van and the rescue Gator.
- Climbing the La Marquesa Mountain as much as eight times a day was normal.
- Quickly became in charge of stock on equipment, secondary in safety talk and preparation for tourists; equipment transportation secondary, and finally Blue Helmet Zip Line Tour Guide.

## Education

Bachelor of Arts in Theatre - (The University of Hawaii at Manoa)