

# ROBERT SMITH

## Tour Guide I

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

4 years of experience as a Tour Guide. Superior talent for entertaining audience members and delivering a high level of customer service.

### CORE COMPETENCIES

Microsoft Office, Social Media Marketing, Public Speaking, Account Management, Customer Service.

### PROFESSIONAL EXPERIENCE

#### Tour Guide I

**ABC Corporation - April 2014 – August 2014**

##### Key Deliverables:

- Prepared bowls, and fed and cleaned pens for over 150 farm and exotic animals.
- Gave guided tours to several various sized groups of people throughout the day.
- Monitoring interaction with the animals, and educating people at an exotic animal petting zoo.
- Responsible for keeping grounds clean and free of weeds, keeping water bowls full, adhering to safety procedures, using several pieces of farm equipment and tools.
- Spending time with all the animals in order to get to know them, along with studying their behaviors and acquiring correct knowledge to pass on to my tour groups.
- Had a strong bond with many of these animals by the end of the season.
- Researched and obtained extensive knowledge of over 100 species of animals, and relayed this information to others in order to make their experience educational.

#### Tour Guide

**ABC Corporation - 2010 – 2014**

##### Key Deliverables:

- Improved communication skills by communicating with both a prospective student and adult at the same time.
- Utilizing the skills I learned in my marketing classes I was able to promote the college to prospective students and their families.
- Varsity Basketball Team, Albion College, Albion, MI 4 year varsity member 2014 Team Captain Mentor, Albion Herrington Elementary, Albion, MI 2 year mentor 2011-2013 Meet with the 8-year-old child once a week for an hour and helped him with homework and played games with him.
- Member, Student Athletic Advisory Committee Albion College, Albion, MI 3 year member 2011-2014 Work on coming up with ideas to promote attendance at sporting events Serve as a liaison between athletes and the faculty at the college Came up with and promoted BritsVsEverybody slogan and T-shirts.

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- Sold over 150 t-shirts to Albion College students and faculty, which benefited SAAC winter carnival.
- Also, serve as a volunteer at SAAC special Olympic events.
- Duties include refereeing events and participating with athletes.

## EDUCATION

- Diploma