

# ROBERT SMITH

## Jr. Tour Guide

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### SUMMARY

Energetic, dynamic Tour Guide with 2 years of experience leading a group of people around the city and even capable of giving informative commentary about the subject.

### SKILLS

Fluent In English And Spanish, Responsible, Punctual, Data Entry, Retail, Customer Service, Inventory, Shipping And Receiving, Inspection, Fast Learner, Team Player, Resident Helper.

### WORK EXPERIENCE

#### Jr. Tour Guide

ABC Corporation - May 2013 – August 2014

- Maintain a fun and safe environment to customers and families during a video tour in the warehouse facility.
- Cheerfully greeted each customer and properly seated them on the train.
- Routinely checked all seat belts and carts for safety according to the companys standards.
- Announce warehouse regulations and safety rules before dispatching and answering customers questions and concerns about the ride, companys candy production and/ or history.
- Directed the crowd to exits and handed a free sample.
- Helped around the store, cooked and prepped food at the cafe, and provided great customer service at the registers.
- Visiting major cities, national parks and small-town to provide passengers with a unique cultural experience similar to the road trip.

#### Tour Guide

ABC Corporation - 2012 – 2013

- Leading tour groups in Las Vegas and the surrounding areas.
- Taking guests on bus tours to Red Rock Canyon, The Valley of Fire, and Hover Dam with a full informative talk of the areas.
- Picking up guest at the airport and taking them to their hotel and checking them in with a tour of Las Vegas and informing them of the things that were helpful for their stay.
- Worked at the Las Vegas convention center copy and packaging center for the tour company.
- Did this when I was on a break every six months from the ships.
- Skills Used Public relations, I have worked with the public with every position I have had.
- Think my biggest skill is I like people.

### SCHOLASTICS

- Associate in Nursing - 2016(Gateway Technical College - Kenosha, WI)