

TOUR/DRIVER GUIDES

MODULE 10: CONCLUSION & ASSESSMENT

INTRODUCTION

The last part of this curriculum consists of concluding activities and assessment. It is important to go through the training again and encourage the participants to think about what guide they want to be. The assessment will be the last part of the training and is ideally organized in collaboration with an external assessment body.

OVERVIEW



Learning Goals



Knowledge

- The participants will get a recap of the different aspects of being a tour/drive guide.



Attitude

- The participants will be eager to be the best guide they can be and will want to keep on learning.



Skills

- The participants will learn to reflect on their own career as a tour/driver guide.

SESSION 10A: Be the Tour/Driver Guide You Want to Be

SESSION 10B: Assessment

BEFORE YOU START, YOU NEED...

- Flipcharts
- Large paper
- Marker and pens
- Sticky notes



SESSION 10A: Be the Tour/ Driver Guide You Want to Be

AGENDA



Closing Speech: What Does it Take to Be a Tour/Driver Guide?
(20 min)



Exercise: A Letter to Yourself
(45 min)

INSTRUCTIONS

Closing Speech: **What Does it Take to Be a Tour/Driver Guide?** (20 min)



Just before moving into the assessment, it is time for a closing speech. .

FACILITATOR'S NOTE:

Do not do this just for the sake of closing off, but make sure that every point you make is relevant. As such, feel free to tweak the speech as you like, but it is recommended to at least include the following points:

1. Broad skill set

Do you all remember the activity in which we outlined the qualities of a good guide? Of all the jobs, there are few jobs that require such a wide range of skills in such a wide range of areas. Sometimes people think that a guide mostly needs to know a lot about animals and should be able to tell interesting stories about them. Of course, that is important. But there is so much more to think of, and many of these skills often go unnoticed by tourists. You need people skills, knowledge about so many topics, need to drive well, need to organize well, need to be good in dealing with emergencies and other problems, you need to know languages, etc.



2. Stay Curious

This training has just been an introduction. This training may finish soon, but you will never stop learning. Stay curious for the rest of your lives. Don't become a guide if you don't like traveling. Make sure to use every opportunity to expand your horizons. Take a matatu to the other side of the country just to see how it is. Install the Wikipedia app on your phone to read about anything. Talk to clients about their home region, their food, their habits. Learn!

3. Different types of guides

There are many different types of guides and you need to think of what type of guide you want to be. It may be useful to specialize in a certain area, such as a specific topic or a specific region. You may also want to specialize in a particular mode of transport (why not become a cycling guide? Or even a hot air balloon guide?) You may also want to learn specific languages so that you can offer tours to new niches of clients. In Uganda, French, Spanish, German, Arab, Chinese or Japanese speaking guides have an advantage!

4. Not an easy job

Tour/Driver Guiding is not an easy job. It's hard work and very demanding. You may have so many skills, qualities, and talents, but you will still suffer every once in a while. You might have to operate in terrible weather conditions, you might have annoying clients, you might have private problems. Still, you are expected to remain professional throughout. If you want to earn easy money and have a comfortable life, you might want to reconsider becoming a tour/driver guide.

5. Rewarding job

However, being a tour/driver guide may offer you so many opportunities as well. Let's think about them: you are likely to go on the most exciting adventures, meet so many new people from all over the world and the job will hardly ever be boring. It will provide a career full of ups and downs.

6. Sustainability

Around the world irresponsible people damage the natural environment resulting in ecosystems falling apart and biodiversity taking a hard hit. Climate change is already affecting all of us - do you notice how extreme and unpredictable weather is becoming more and more common? As a guide and as a human being, think about your own responsibility and what you can do in promoting sustainable forms of tourism. Your own children may also want to enjoy the world!

7. Prepare well and go the extra mile - for everyone

Your job doesn't start as soon as your clients arrive. It starts way ahead. Preparation is key. Know who your customers are and know your itinerary. Prepare well so that you minimize risks. Many tourists save money for years in order to go on a trip. It doesn't matter who they are, where they come from, how big their budget is, whether you like them or not: as a professional guide, you need to do everything you can in order to let them enjoy the trip.

8. Help each other out

You are all ambassadors. You are ambassadors of this training, you are ambassadors of a profession, you are ambassadors of your country. You are not competitors. Help each other out where you can and act as real ambassadors.

9. Practicalities

Elaborate on any practicalities that are still important.

10. How to stay in touch

Elaborate on whether and in what form you suggest to stay in touch after the training.





Exercise: A Letter to Yourself (45 min)

Before concluding this curriculum, the participants need to write a letter to themselves, in which various aspects of the completed modules should be included.

The purpose of the letter is to allow participants to write a basis that they can refer to over time to see if they have adhered to the goals they set for themselves in the letter.

The main questions that are central in the letter and that guide the goals that they will set themselves are:

1. Who do you want to be as a tour/driver guide?
2. What kind of leadership qualities would you like to develop in the near future?
3. How do you want to present yourself to different types of customers and what skills do you need, also paying attention to body language and mimicry?
4. How do you prevent problems in the future and how do you handle conflicts?
5. How do you ensure that you create the safest possible environment for yourself and your tour group?
6. In which skills that belong to a tour/driver guide, in view of logistics, budgeting and vehicle skills, would you still like to invest in?



FACILITATOR'S NOTE:

At the final meeting, have each participant present the main points from his/her letter to the group in a presentation of about 10 minutes.



SESSION 10B: Hosting Your Clients

Learning Goals



Knowledge

- The participants will increase their overall knowledge by learning from each other.



Attitude

- The participants will be eager to perform well at an important moment.



Skills

- The participants will learn to collaborate in teams to formulate their best answers.

AGENDA



Preparation & Assessment
(170 min)

INSTRUCTIONS



Preparation & Assessment (170 min)

The assessment as presented here is one suggested way of doing an assessment. The advantages of doing it this way has to do with it being very active and it capturing the broad scope of the training.

It is an assessment in groups which means that you may want to add an individual element. For example, it can easily be supplemented by a theoretical exam (particularly on knowledge based topics such as nature, culture and history) and by a practical assessment on a trip.





PREPARE:

Divide the group into teams of 4 or 5.

- Instead of doing this randomly, it is suggested to make teams based on an estimation of people's qualities, so that the teams are diverse and of similar strengths.
- The teams will get 1 hour to prepare work on a number of assignments. These consist of scenarios to find solutions for, roleplays, questions, etc. Let them come up with their solutions and let them write things down on flipcharts.
- Be strict in timekeeping.
- Make a jury panel consisting of staff members or guest lecturers.
- In the assessment the teams are going to compete with each other. Let the teams present their assignments. First each team will present assignment 1, after which you provide feedback and points.
- Provide detailed feedback where possible.
- The best team gets 3 points, the second gets 2, the third gets 1 point and so on. (This depends on the amount of teams, so feel free to change the scores).
- The teams can look at each other's performance, so make sure each time a different team starts.
- At the end the team with the highest total score wins. Arrange a fun prize for the winners. Ice Cream always works!



Suggested Assignments

The following list consists of assignments that you could use. Feel free to add or remove assignments.

Try making the list of assignments not too long, while simultaneously capturing the entire scope of the training.

Assignment 1: Qualities of a Good Guide	Make a list of 10 qualities of a good guide. And explain why you have prioritized these qualities over others.
Assignment 2: Highlights of Uganda	You are going on a trip with three Norwegian elderly ladies who are not very mobile but who are still very adventurous. Where would you take them? Name 3 destinations and explain what activities you will be doing. Explain what you will do to make sure they are having the greatest trip ever. Be creative.
Assignment 3: First Aid	Do a roleplay in which someone is feeling very dizzy. Do an assessment and provide proper first aid. After that the client will faint, and it's up to you to place the client in the recovery position correctly.
Assignment 4: Angry Clients	Hannah is a British client who has a lot of complaints. She is on a trip with her family but they are angry because the lodges are not good enough, they don't like the food and believe your driving style is too slow. Do a roleplay in which you deal with Hannah professionally.
Assignment 5: Briefings	You are going on a safari with a group of domestic clients in their twenties. Do a roleplay in which you provide an excellent briefing.
Assignment 6: Sustainability	Explain why guides need to value environmental sustainability and explain five things you can do to operate sustainably as a guide.
Assignment 7: Changing a Tyre	Change a tyre correctly. Explain the different steps and what you need to keep in mind.

