



World Federation of Tourist Guide Associations
info@wftga.org
In Operational Relations with UNESCO

reg.: Vienna, Austria
www.wftga.org
Affiliate Member of UNWTO

To WFTGA Members and Tourist Guides in the Cruise Industry

After our Convention in Prague, WFTGA Training Committee will offer a

ONE-DAY-CRUISE-GUIDE-TRAINING

When: January 31st, 2015

Where: Czech Republic, Marianske Lazne, Esplanade Spa Hotel

Time: 9 am – 6 pm

Cost: Euro 80 per person

Included: material, breaks, lunch, certificates

Register: with scanned copy of your Tourist Guide license at email:
training@wftga.org

Registration Deadline: October 31st, 2014

Certificates: by WFTGA and Progress International Ltd

Trainers: Accredited Cruise Guide Trainers, listed with WFTGA & Progress Int. Ltd

Syllabus: The Cruise Industry and their guests have special demands due to safety requirements and to 50% of cruisers as repeaters. These return guests are looking for new experiences and discoveries. Guiding guests from large cruisers and the smaller river ships requires a different set of guiding skills. Whisper System enables you to work with large groups in crowded places. Tour escorts and interpreters are our partners and need special attention. How should we deal with shopping stops and still follow our Code of Conduct? Finally, the course covers how to best present the destination.

Wilja Siebe, Head of Training Committee