

Page 1. YOUR TOURIST GUIDE ASSOCIATION

1. Name of Association:

Details	Number of Respondents	35
	Number of respondents who skipped this question	0

Page 1. YOUR TOURIST GUIDE ASSOCIATION

1. Name of Association:

1	FSAG Stockholms Auuktoriserade Guider
2	Macau Tourist Guide Association
3	Japan Federation of Certified Guides
4	federacao nacional dos guias de turismo
5	Canadian Tour Guide Association of Toronto
6	Professional Tour Guide Association of Houston
7	Armenian Guides Guild
8	Serbian National Tourist Guide Association
9	ASOCIACION DE INTERPRETES-GUIAS DEL URUGUAY
10	Society of Tourist Guides (Singapore)
11	Saint Petersburg Association of professional tour guides and interpreters
12	Tourist Guide Association of Nepal (TURGAN)
13	Association Professionnelle des Guides Touristique, Chapitre de Montréal (APGT-Montréal)
14	PANHELLENIC TOURIST GUIDE FEDERATION
15	Guiding Organisations Australia
16	Czech Association of Tourist Guides
17	Tyrolean Chamber of Trade and Commerce, Department of Tourism, Tourist Guides
18	ANGT (NATIONAL ASSOCIATION OF TOURIST GUIDES)
19	İstanbul Tourist Guides' Guild, Federation of Tourist Guide Associations

- [20](#) Guild of Registered Tourist Guides
- [21](#) Chicago Tour-Guide Professionals Assn. (CTPA)
- [22](#) Asociación de Guías Profesionales de Arequipa (ASGUIPA)
- [23](#) Tourist Guides' Federation of India (TGFI)
- [24](#) Latvian Tourist Guide Association
- [25](#) Guild of Professional Tour Guides of Washington DC
- [26](#) Tallinn Guide Association
- [27](#) Iran Tourist Guide Association
- [28](#) Scottish Tourist Guides Association
- [29](#) National Federation of Tourist Guide Associations - USA (NFTGA)
- [30](#) Netherlands Guides Organization Guidor
- [31](#) Georgian Association of Guides
- [32](#) Gauteng Guides Association
- [33](#) Federation of South African Tourist Guide Associations (FSATGA)
- [34](#) Hong Kong Association of Registered Tour Co-ordinators
- [35](#) CYPRUS TOURIST GUIDES ASSOCIATION

2. Address of Association and Zip Code:

[Details](#)

Number of Respondents 34

Number of respondents who skipped this question 1

2. Address of Association and Zip Code:

- [1](#) Stockholm
- [2](#) Av Dr R Rodrigues 600C/600B Fl R/C, P006/007 Ed First Comm Centre, Macau
- [3](#) Hatoya Bld. 2-29-7 Nakano, Nakan,-ku Tokyo 164-0001 Japan
- [4](#) r. martagao gesteira 505, Salvador - Bahia - 40.150-390a
- [5](#) 300 Coxwell Ave., Box 22581, Toronto, ON M4L 3W7
- [6](#) P.O. Box 2844, Houston, TX 77252
- [7](#) 38 Pushkin Street, Fl. II, Yerevan 0010,
- [8](#) Bul. Despota Stefana 2, 21000 Novi Sad
- [9](#) Block 420 North Bridge Road, #03-10 North Bridge Centre, Singapore 188727
- [10](#) 37 Zagorodny ave., Saint Petersburg, 191180
- [11](#) Kamaladi, Kathmadu, Nepal Zip code: 0977-1
- [12](#) C.P. 982, succursale Place d'Armes Montréal, Québec H2Y 3J4
- [13](#) VOULIS 45-47, 10557, ATHENS
- [14](#) PO Box 153: The Gap: Queensland: Australia 4061
- [15](#) Vinohradska 46, 120 00 Praha 2
- [16](#) A-6020 Innsbruck, Meinhardstraße 12 - 14,
ONLY REGISTERED OFFICE: VIA S. MARIA ALLE FORNACI 8/D 00165 ROMA all written
[17](#) communications should be forwarded to ANGT PRESIDENCY C/O MARCELLA BAGNASCO VIA
LIMA 31, 00198 ROMA
- [18](#) Siraselviler Cad. Soğancı Sok. No: 3 K: 3 Cihangir 34433 Beyoğlu/İstanbul
- [19](#) Guild House, 52D Borough High Street, London SE1 1XN
- [20](#) 2993 Old Tavern Rd. , Lisle, IL 60532-1486
- [21](#) José Gálvez 104-106, Cerrito los Alvarez, Cerro Colorado, Arequipa
- [22](#) # 3, Third Cross Street, West C.I.T. Nagar, Chennai - 600 035
- [23](#) Zemenu str. 6 , Jūrmala . LV-2008
- [24](#) Post Office Box 242 NW, Washington DC 20044-0242

3. Country:

Details

Number of Respondents 35

Number of respondents who skipped this question 0

3. Country:

- [1](#) Sweden
- [2](#) Macau
- [3](#) Japan
- [4](#) brazil
- [5](#) Canada
- [6](#) USA
- [7](#) Republic of Armenia
- [8](#) Serbia
- [9](#) URUGUAY
- [10](#) Singapore
- [11](#) Russian Federation
- [12](#) Nepal
- [13](#) Canada
- [14](#) GREECE
- [15](#) Australia
- [16](#) Czech Republic
- [17](#) Austria
- [18](#) ITALY
- [19](#) Turkey
- [20](#) UK
- [21](#) USA
- [22](#) Perú
- [23](#) India
- [24](#) Latvia

4. Telephone No, Fax No., E-mail, Website:

[Details](#)

Number of Respondents 35

Number of respondents who skipped this question 0

5. Name and Position of person who is association contact:

[Details](#)

Number of Respondents 35

Number of respondents who skipped this question 0

6. Address, Tel, etc. if different from above:

[Details](#)


Number of Respondents 19


Number of respondents who skipped this question 16

Page 2.

7. Is it a National Association.

% of Respondents Number of Respondents

Yes  60.00% 21

No  40.00% 14

[Chart](#)


Number of respondents 35


Number of respondents who skipped this question 0

8. If Yes above, Indicate into which category it falls.

% of Respondents Number of Respondents

the only association in the country  18.52% 5

and association with members throughout the country (though some may belong to other guide associations)  33.33% 9

a national association or federation representing all the Tourist Guide Associations in the country.  48.15% 13

[Chart](#)

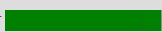




Number of respondents 24

Number of respondents who skipped this question 11

9. Is the Association a member of an international Federation (other than the world federation).? Please Specify:

Details	Number of Respondents	29
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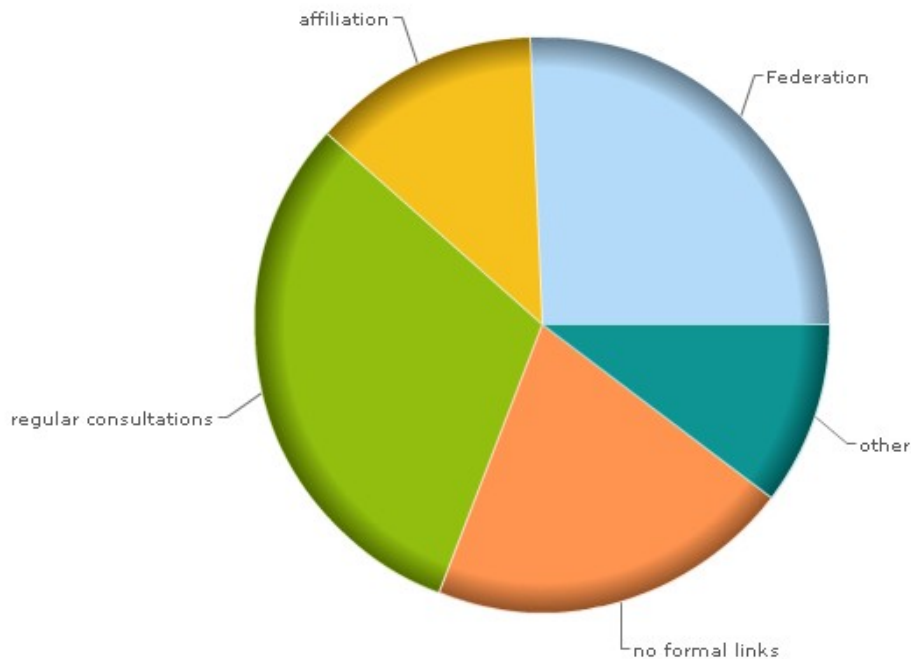
Number of respondents who skipped this question	6
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10. Indicate links between your association and the others in your country:	% of Respondents	Number of Respondents
Federation 	25.64%	10
affiliation 	12.82%	5
regular consultations 	30.77%	12
no formal links 	20.51%	8
other 	10.26%	4

[Chart](#)

Number of respondents	34
Number of respondents who skipped this question	1

Indicate links between your association and the others in your country:



11. Year Association Founded

Details

Number of Respondents 33

Number of respondents who skipped this question 2

Page 3.

11. Year Association Founded

- [1](#) 1950
- [2](#) 1993
- [3](#) 1993
- [4](#) 1991
- [5](#) 1990
- [6](#) The 11th of January 2005
- [7](#) 2010
- [8](#) 1968
- [9](#) 2003
- [10](#) 2007
- [11](#) 1989
- [12](#) Charter 1975 First Official Association meetings 1982
- [13](#) 1985
- [14](#) 2006
- [15](#) 2001
- [16](#) Department of Tourism (Chamber of Commerce) !!!
- [17](#) 1986
- [18](#) 1991
- [19](#) 1950

[20](#) 1995

[21](#) 1999

[22](#) 2003

[23](#) 1994.

[24](#) 1985

[25](#) 1992

[26](#) 2003

[27](#) 1960

[28](#) 1998

[29](#) 2010

[30](#) 2004

[31](#) 2010

[32](#) 1984


[33](#) 1965

12. Requirements of Association membership

	% of Respondents	Number of Respondents
--	------------------	-----------------------

Licence 

45.00%	18
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Qualification 

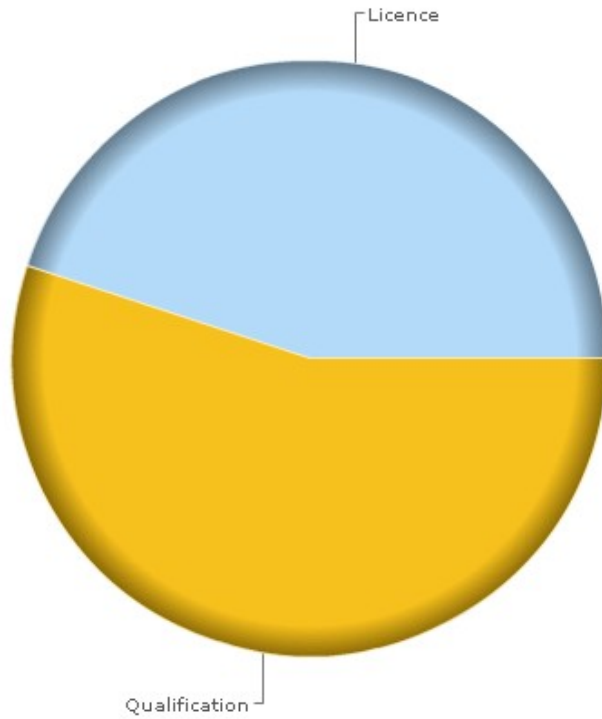
55.00%	22
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[Chart](#)

Number of respondents	35
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Number of respondents who skipped this question	0
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Requirements of Association membership



13.

Total no. of Members of Association:

Details	Men: 23
Details	Women: 20
	Number of Respondents 23
	Number of respondents who skipped this question 12

14. Total No. of Professional Guides in area covered by Association

Details	Number of Respondents 31
	Number of respondents who skipped this question 4

15. Categories of Members other than Guides: Please Indicate:

	% of Respondents	Number of Respondents
Tour Managers	22.22%	10
In house guides/docents	13.33%	6
other	13.33%	6
Only Guides can be members	51.11%	23

[Chart](#)

Number of respondents 35
 Number of respondents who skipped this question 0

16. Categories of Guides in Association: Choose All that Apply:

	% of Respondents	Number of Respondents
Local	34.29%	24
Regional	31.43%	22
National	34.29%	24

[Chart](#)

Number of respondents 35
 Number of respondents who skipped this question 0

17.

Please list the Languages that your Association can offer:

Details	Number of Respondents
	34
	Number of respondents who skipped this question 1

Page 4.

18.

Is the Association run by an elected and voluntary (i.e. unpaid) committee of active guides?

	% of Respondents	Number of Respondents
Yes	100.00%	35
No	0.00%	0

[Chart](#)

Number of respondents 35
 Number of respondents who skipped this question 0

19.		% of Respondents	Number of Respondents
Is the Association member of:			
	Chamber of Commerce:	15.00%	6
	-Tourist Board:	37.50%	15
	-Trade union:	5.00%	2
	-other similar organization:	42.50%	17
Chart		Number of respondents	25
		Number of respondents who skipped this question	10

20.		% of Respondents	Number of Respondents
Does Association receive financial of practical support from any organization or government department?			
	Yes	25.71%	9
	No	74.29%	26
Chart		Number of respondents	35
		Number of respondents who skipped this question	0

21. If Yes above, Please Specify.

Details	Number of Respondents	8
	Number of respondents who skipped this question	27

22. Does Association have office:		% of Respondents	Number of Respondents
	Yes	55.88%	19
	No	44.12%	15
Chart		Number of respondents	34
		Number of respondents who skipped this question	1

23. Does Association have paid employees?		% of Respondents	Number of Respondents
	Yes	44.12%	15
	No	55.88%	19
Chart		Number of respondents	34
		Number of respondents who skipped this question	1

24. If Yes above, Please Specify:

Details	Number of Respondents	16
Number of respondents who skipped this question		19

25. Which of the following are provided for the membership of the Association ? Please select.	% of Respondents	Number of Respondents
-Insurance	3.49%	11
-Publicity	8.57%	27
-Booking Agency	2.54%	8
-Publications, newsletters, information	10.79%	34
-guide list	10.16%	32
-representation of government and tourist trade	6.67%	21
-support for member in dispute with employer	6.67%	21
-code of standards and ethics	8.89%	28
-on going professional training	10.16%	32
-social events	8.57%	27
-familiarization tips	7.62%	24
-conferences	9.84%	31
-reference library	3.49%	11
-other	2.54%	8

[Chart](#)

Number of respondents	35
Number of respondents who skipped this question	0

Which of the following are provided for the membership of the Association ? Please select.



Page 5.

26. Average Annual Subscriptions to Association:(in EUROS approx.)

Details	Number of Respondents	33
	Number of respondents who skipped this question	2

Page 6. TOURIST GUIDE QUALIFICATIONS

27. Required Minimum Qualification in terms of:

Details	1. Age-	24
Details	2. Place of Birth-	17
Details	3. Nationality-	21
Details	4. Foreign Languages Spoken-	21
Details	5. Educational Standard-	22
Details	6. Other-	8
	Number of Respondents	27
	Number of respondents who skipped this question	8

28. Method of Selection

	% of Respondents	Number of Respondents
Interview	40.00%	18
Test	42.22%	19
No Selection	17.78%	8

[Chart](#)

Number of respondents 32
 Number of respondents who skipped this question 3

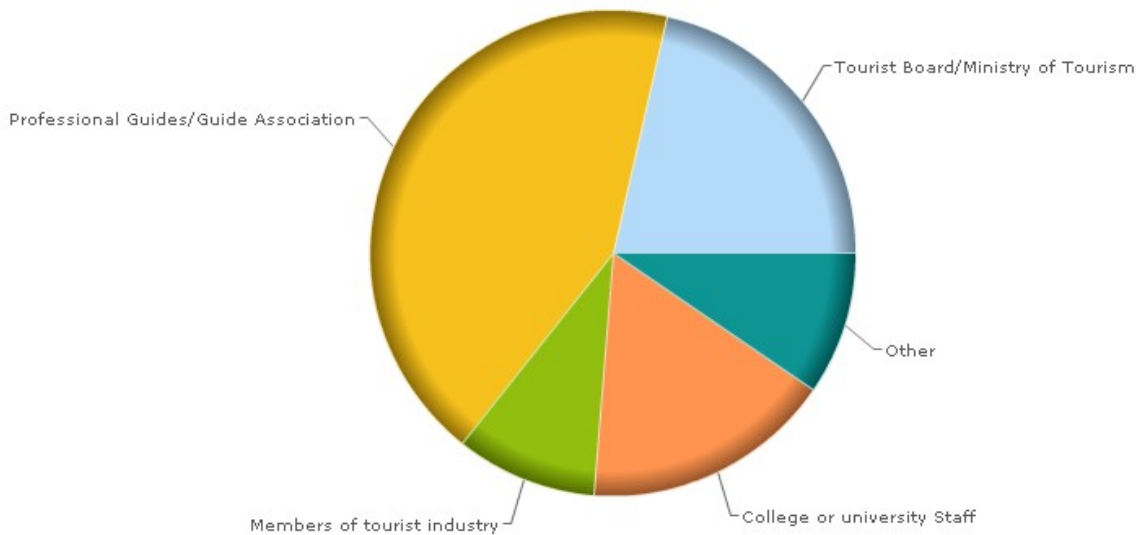
29. Selection by Whom:

	% of Respondents	Number of Respondents
Tourist Board/Ministry of Tourism	21.43%	9
Professional Guides/Guide Association	42.86%	18
Members of tourist industry	9.52%	4
College or university Staff	16.67%	7
Other	9.52%	4



[Chart](#)

Number of respondents 29
 Number of respondents who skipped this question 6

Selection by Whom:

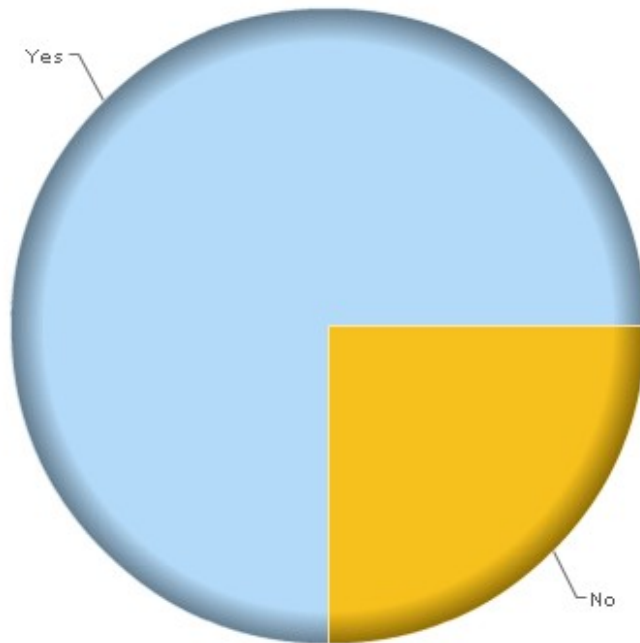


30. Is Training for Guide Qualification Obligatory?

	% of Respondents	Number of Respondents
Yes 	75.00%	24
No 	25.00%	8
Number of respondents		32
Number of respondents who skipped this question		3

[Chart](#)

Is Training for Guide Qualification Obligatory?



31. Frequency of Trainings:

Details	In how many years for Suitable applicants:	17
Details	As required by market, please explain if necessary	7
Number of Respondents		19
Number of respondents who skipped this question		16

32. Overall period of Training:

Details	Years	14
Details	Months	11
Details	Weeks	4
Details	Days	5
	Number of Respondents	24
	Number of respondents who skipped this question	11

33. No. of hours of Theoretical training?

Details	Number of Respondents	21
	Number of respondents who skipped this question	14

34. Training given by Whom?

Details	Number of Respondents	25
	Number of respondents who skipped this question	10

35. No. of hours of Practical training?

Details	Number of Respondents	20
	Number of respondents who skipped this question	15

36. Training given by Whom?

Details	Number of Respondents	22
	Number of respondents who skipped this question	13

37. How much is the approx. Cost of Training ? (in EUROS approx.)

Details	Number of Respondents	24
	Number of respondents who skipped this question	11

38. Cost of Training paid by Whom?

	% of Respondents	Number of Respondents
Self	84.62%	22
Tourist Board/University	15.38%	4

[Chart](#)

Number of respondents	26
Number of respondents who skipped this question	9

Page 8.

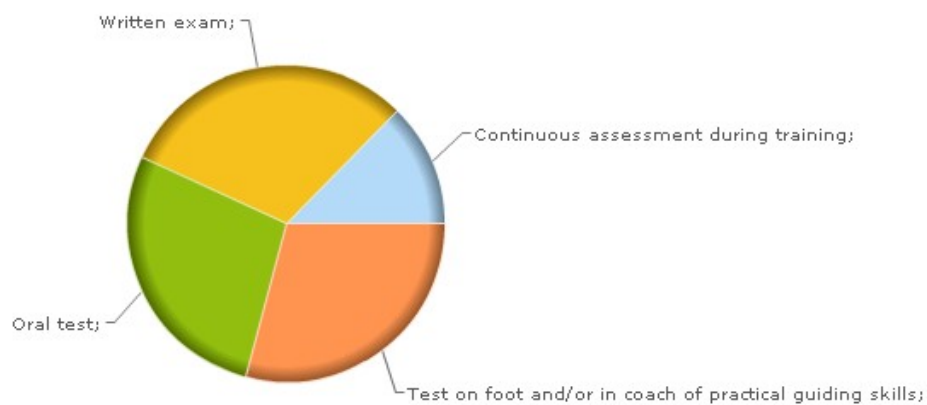
39. Type of examination; Choose all which apply

	% of Respondents	Number of Respondents
Continuous assessment during training;	12.66%	10
Written exam;	30.38%	24
Oral test;	27.85%	22
Test on foot and/or in coach of practical guiding skills;	29.11%	23

[Chart](#)

Number of respondents	28
Number of respondents who skipped this question	7

Type of examination; Choose all which apply



40. Examination by Whom?

Details	Number of Respondents	29
	Number of respondents who skipped this question	6

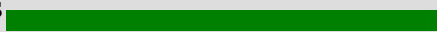

41. Are all guides examined to same level?		% of Respondents	Number of Respondents
Yes		72.41%	21
No		27.59%	8

Chart	Number of respondents	29
	Number of respondents who skipped this question	6

Page 9.

42. Official National Language(s) of your country:

Details	Number of Respondents	31
	Number of respondents who skipped this question	4

43. Language(s) used for training and exams:

Details	Number of Respondents	28
	Number of respondents who skipped this question	7

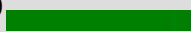






44. Atleast how many Foreign languages are to be known by a Qualified Guide :		% of Respondents	Number of Respondents
0		31.03%	9
1		55.17%	16
2		10.34%	3
3		3.45%	1

Chart	Number of respondents	29
	Number of respondents who skipped this question	6

45. Foreign languages testing of Trainees :

	% of Respondents	Number of Respondents
Oral 	57.50%	23
Written 	32.50%	13
None 	10.00%	4

[Chart](#)

Number of respondents	27
Number of respondents who skipped this question	8

46. Non-Native guides required to take national language(s) test?

Details	Number of Respondents	22
	Number of respondents who skipped this question	13

47. Language Testing by Whom?

Details	Number of Respondents	18
	Number of respondents who skipped this question	17

Page 10. CONDITIONS OF WORK FOR QUALIFIED GUIDES

48. Registration: please select and indicate an option.

Details	Once only	15
Details	In how many years ?	14
Details	No registration	3
	Number of Respondents	27
	Number of respondents who skipped this question	8

49. Registration with which organization:

Details	Number of Respondents	25
	Number of respondents who skipped this question	10

50.

Guide Badge issued by Whom? Or NO Guide Badge?

Details	Number of Respondents	29
Number of respondents who skipped this question		6



51.

Guides Required to wear while working: Please Specify

Details	Guide Badge:	26
Details	Uniform:	15
Details	Item of Clothing:	8
Number of Respondents		26
Number of respondents who skipped this question		9

Page 11.

52. Are the qualified guides re-tested?

	% of Respondents	Number of Respondents
Yes 	30.00%	9
No 	70.00%	21

[Chart](#)






Number of respondents	30
Number of respondents who skipped this question	5

53. Are there any refresher courses organised ?

	% of Respondents	Number of Respondents
Yes 	86.67%	26
No 	13.33%	4

[Chart](#)

Number of respondents	30
Number of respondents who skipped this question	5




54. If Yes above, organised by whom?	% of Respondents	Number of Respondents
University/College 	6.82%	3
Department of Tourism 	11.36%	5
Association 	54.55%	24
Tourist Board 	18.18%	8
Other 	9.09%	4

[Chart](#)

Number of respondents 26

Number of respondents who skipped this question 9




Page 12.

55. What kind of guides are there?	% of Respondents	Number of Respondents
Free-lance 	38.71%	12
Paid Employees 	6.45%	2
Both 	54.84%	17

[Chart](#)

Number of respondents 31

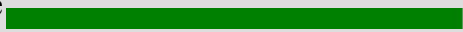


Number of respondents who skipped this question 4

56. Who makes payment for Insurance?	% of Respondents	Number of Respondents
Guide 	72.41%	21
Employer 	6.90%	2
Partially Both 	20.69%	6

[Chart](#)

Number of respondents 29

Number of respondents who skipped this question 6

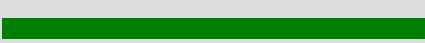

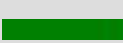
57. Who makes payment for Social Security/Medical care?	% of Respondents	Number of Respondents
Guide 	76.00%	19
Employer 	4.00%	1
Partially Both 	20.00%	5

[Chart](#)

Number of respondents 25

Number of respondents who skipped this question 10

58. Who makes payment for Pension?

	% of Respondents	Number of Respondents
Guide 	70.83%	17
Employer 	8.33%	2
Partially Both 	20.83%	5




[Chart](#)

Number of respondents	24
Number of respondents who skipped this question	11

Page 13.

59.

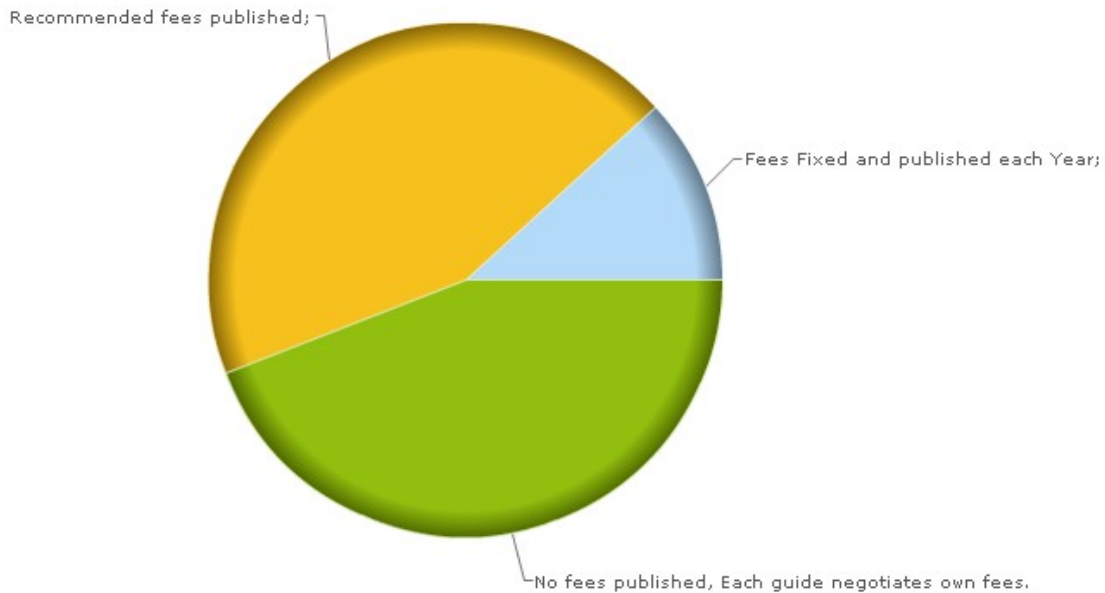
Indicate which of the following apply:

	% of Respondents	Number of Respondents
Fees Fixed and published each Year; 	11.76%	4
Recommended fees published; 	44.12%	15
No fees published, Each guide negotiates own fees. 	44.12%	15





[Chart](#)

Number of respondents	30
Number of respondents who skipped this question	5

Indicate which of the following apply:

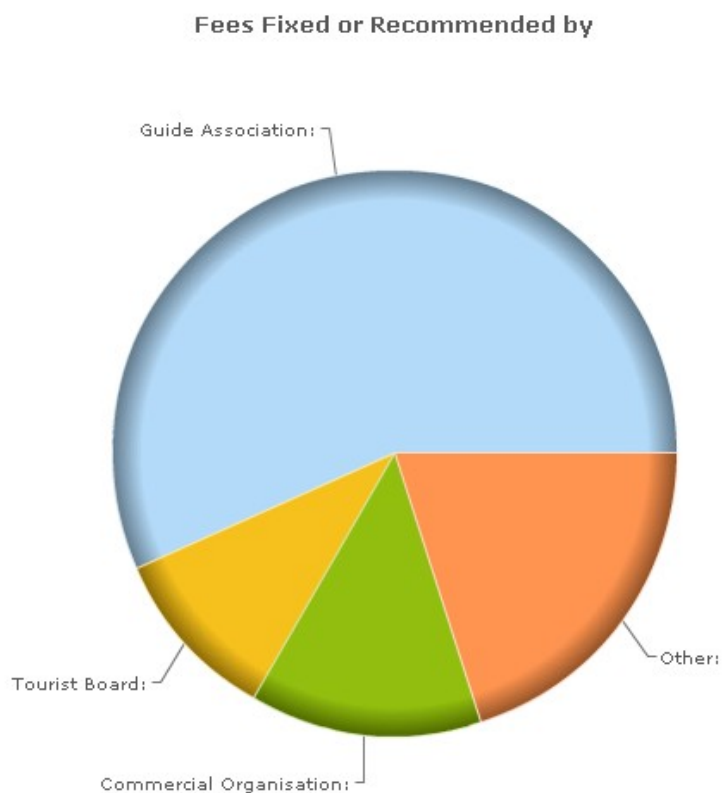


60. Fees Fixed or Recommended by

	% of Respondents	Number of Respondents
Guide Association: 	56.67%	17
Tourist Board: 	10.00%	3
Commercial Organisation: 	13.33%	4
Other: 	20.00%	6

[Chart](#)

Number of respondents	25
Number of respondents who skipped this question	10



61. Approximate/Fixed Fees()in EUROS approx.

Details	Number of Respondents	18
	Number of respondents who skipped this question	17

62. Please Indicate:

Details	Fees for Half Day(i.e. 2-4 hours)	27
Details	Fees for Full Day(i.e. 5-8 hours)	27
	Number of Respondents	28
	Number of respondents who skipped this question	7

63. Additional Fee charged for which of the following: Please indicate which apply.	% of Respondents	Number of Respondents
Overtime:	28.57%	14
Working on public holiday:	8.16%	4
Specialist guiding. E.g. Art gallery	22.45%	11
Use of Foreign Language(s)	28.57%	14
Other:	12.24%	6

[Chart](#)

Number of respondents 23
 Number of respondents who skipped this question 12

64. Cancellations. What Fee or Part-fee can guide claim for cancellation?	% of Respondents	Number of Respondents
1 month in advance:	0.00%	0
1 week in advance:	15.00%	3
Last minute:	85.00%	17

[Chart](#)

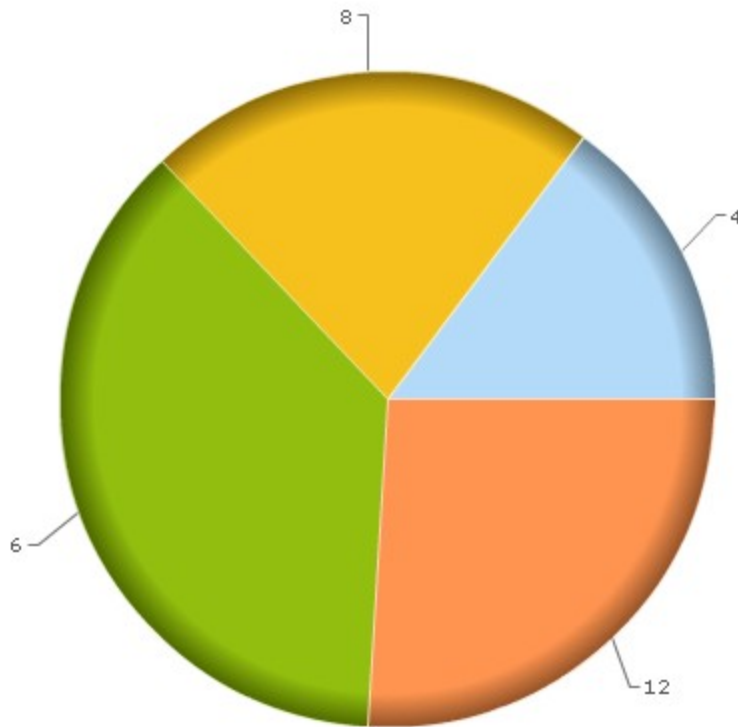
Number of respondents 19
 Number of respondents who skipped this question 16

65. Months of Tourist Season:	% of Respondents	Number of Respondents
4	14.81%	4
8	22.22%	6
6	37.04%	10
12	25.93%	7

[Chart](#)




Number of respondents 27
 Number of respondents who skipped this question 8

Months of Tourist Season:



Page 14. TOURIST GUIDING AND THE LAW

66. In your country, is Guiding without a recognised knowledge:

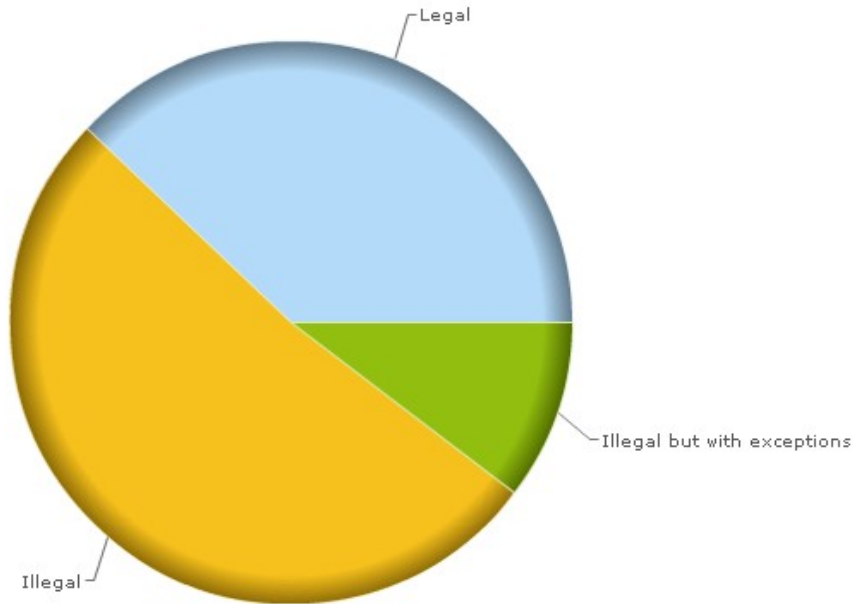
	% of Respondents	Number of Respondents
Legal 	37.93%	11
Illegal 	51.72%	15
Illegal but with exceptions 	10.34%	3

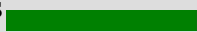

[Chart](#)

Number of respondents 29



Number of respondents who skipped this question 6

In your country, is Guiding without a recognised knowledge:




67. If the law applies, is it strictly enforced?	% of Respondents	Number of Respondents
Yes 	31.82%	7
No 	68.18%	15
Chart		Number of respondents
		22
		Number of respondents who skipped this question
		13


Page 15.

68. In your country, is Guiding while driving a car Legal?	% of Respondents	Number of Respondents
Yes 	60.71%	17
No 	39.29%	11
Chart		Number of respondents
		28
		Number of respondents who skipped this question
		7

69. In your country, is guiding while driving a Bus/Coach Legal?

% of Respondents Number of Respondents

Yes  42.86% 12

No  57.14% 16

[Chart](#)


Number of respondents 28

Number of respondents who skipped this question 7

70. In your country, is accepting tips for a guide legal?

% of Respondents Number of Respondents

Yes  96.43% 27

No  3.57% 1

[Chart](#)


Number of respondents 28

Number of respondents who skipped this question 7

71. In your country, is asking for tips by a guide Legal?

% of Respondents Number of Respondents

Yes  42.86% 12

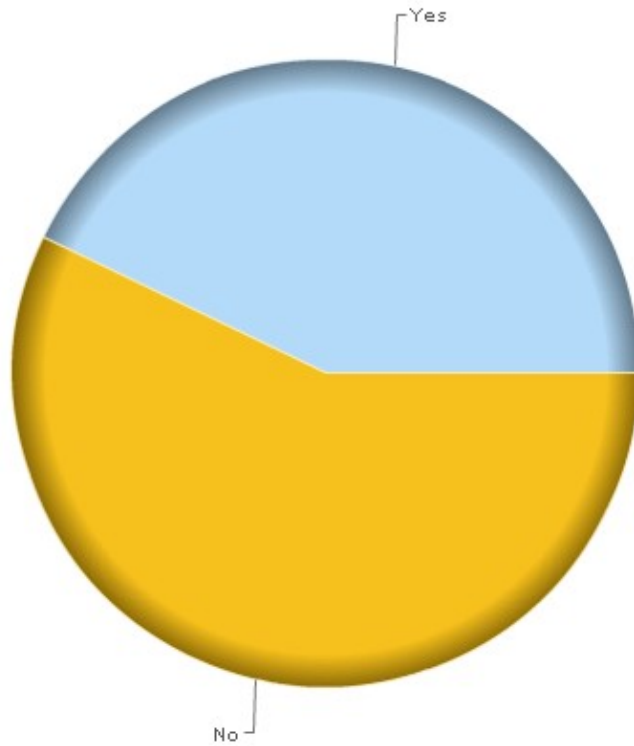
No  57.14% 16

[Chart](#)

Number of respondents 28

Number of respondents who skipped this question 7

In your country, is asking for tips by a guide Legal?



72. In your country, is it legal if Guide receives commission on shops?

	% of Respondents	Number of Respondents
--	------------------	-----------------------

Yes

59.26%	16
--------	----

No

40.74%	11
--------	----

[Chart](#)

Number of respondents	27
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Number of respondents who skipped this question	8
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73. In your country, is it Legal if a guide sells tours/goods on commission?

	% of Respondents	Number of Respondents
--	------------------	-----------------------

Yes

40.74%	11
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
No

59.26%	16
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[Chart](#)

Number of respondents	27
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Number of respondents who skipped this question	8
---	---

74. What are the Greatest problems that your association and its members are facing?	% of Respondents	Number of Respondents
Illegal Guiding 	16.95%	20
Foreign Tour Guides 	16.10%	19
Late Payments 	11.86%	14
Low Fees/Remuneration 	16.95%	20
Shopping Obligation 	3.39%	4
No Social Security 	16.10%	19
Too Many Guides 	7.63%	9
Lack of Mutual Co-Operation 	11.02%	13

[Chart](#)

Number of respondents	27
Number of respondents who skipped this question	8

What are the Greatest problems that your association and its members are facing?

