



WFTGA - World Federation of Tourist Guide Associations

info@wftga.org

Registered Office: Vienna, Austria

www.wftga.org

WFTGA is an NGO in Operational Relations with UNESCO – Affiliate Member of UNWTO

World Federation of Tourist Guide Associations EXECUTIVE BOARD REPORT February to May 2019

Introduction

Following the appointment of the Executive Board at the 2019 WFTGA Convention in Tbilisi in Georgia, the new EXBO members are coming into their own, each contributing positively to their positions and portfolios within the EXBO.

We have continued working at ensuring that the organisation meets the regulations of an NPO and the related governance requirements. These requirements include items such as ensuring uniformity and consistency within the Brand of WFTGA, achieving a uniform corporate identity, consistency with the appearance of communications, reports, expense claims, formal email addresses, privacy and communication policies and adhering to best practice as an NPO.

The current EXBO are contactable as follows;

PRESIDENT:	Alushca Ritchie	president@wftga.org
VICE PRESIDENT:	Mary Kemp Clarke	mary@wftga.org
EXBO MEMBER/TRAINING:	Viola Lewis	training@wftga.org
EXBO MEMBER:	Gene Reyes	gene@wftga.org
EXBO MEMBER:	Manu Del Rosario	manu@wftga.org
EXBO MEMBER/SECRETARIAT:	Arash Nooraghayee	arash@wftga.org
TREASURER: (co-opted)	Hermann Friedsam	treasurer@wftga.org
ADMINISTRATOR:	To Be Announced	info@wftga.org
Members News/Events/Guidelines Edition:		news@wftga.org
General information:		info@wftga.org
Membership enquiries:		membership@wftga.org
Cultour Card:		cultour@wftga.org

Communications between the executive board members are for the most part, conducted using Skype. A time and date suitable to the majority is set, agenda distributed, and minutes taken. These meetings were conducted under the auspices of the 'terms of engagement' set for remote executive meetings. Further communications between the executive board are mainly by email and WhatsApp.

2021 WFTGA Convention – Novi Sad, Serbia

Preparations for the next Convention are already underway. A provisional timeline calendar for the next year has been set and skype meetings between the host and WFTGA have started. The WFTGA site inspection visit will take place in October 2019,

which will see both the hosts and WFTGA finalise the venues and further details around the convention.

SAVE THE DATES

Pre-Convention Tour: 29th January to 02nd February 2021
Main Convention: 03rd February to 07th February 2021
Post-Convention Tour: 07th February to 10th February 2021



Thank you to all the bidding Associations and Countries. (bidding countries pictured above)

- AGIC - Portuguese Association of Tourist Guides and Tour Managers
Host Country and City: **Portugal, Lisbon**
- ANGT - Associazione Nazionale Guide Turistiche
Host Country and City: **Italy, Siracusa – Siciliy**
- SNTGA - [Serbian National Tourist Guides Association](#)
Host Country and City: **Serbia, Novi Sad – WINNING HOST**
- TGFED - Philippine Professional Tour Guides Association
Host Country and City: **Philippines, Cebu city**

WFTGA Membership

WFTGA has members in **106 countries**: 62 of these countries have one or more Full members and therefore can vote biennially.

WFTGA has **167 members**: 92 of these are Full Association members with full membership rights.

WFTGA has **31 Affiliate members**: these members do not have voting rights.

WFTGA Area Representatives

EXBO Liaison: Mary Kemp Clarke

mary@wftga.org

Area Rep Coordinator: Maricar Donato

maricar@wftga.org

We currently have 15 Area Representatives across the globe. A full list of the areas/regions represented and contact information of the Area Representatives are available on our website.

Area Representatives play an important role for the WFTGA, acting as ambassadors for our sector, as well as representing the Aims and Objectives of the WFTGA.

WFTGA Training Division

The Training Division continues to steadily improve its internal processes.

With the assistance of the Training Committee, the division continues to work towards the ethos of being;

- **Self-sufficient**
- **Efficient**
- **Consistent**



Training committee for 2019 – 2021:

Viola Lewis (Head of Training), Steve McAuley (Past Head of Training), Ivan Curuvija, Banafsheh Farahani/Madieh Jahangir, Romano Del Rosario, Mateja Kregar Gliha

WFTGA Training courses completed during 2019 include Moldova, Saudi Arabia and Iran.

The WFTGA **Train the Trainer Course** will take place at the WFTGA International Training Centre in Nicosia, Cyprus. Duration will be 13 days/14 nights, starting on Monday 04 November 2019 with the last day of the course taking place on Saturday 16 November 2019.

Please email training@wftga.org to request an application form.

WFTGA Financials

The WFTGA bank account is situated in Vienna, Austria with the co-opted Treasurer residing there.

WFTGA is currently in a sound financial position. The EXBO are actively seeking additional fund-raising opportunities to create further avenues for the organisation to meet its Aims and Objectives.

Our next financial audit will take place at the beginning of November, with our financial year ending on 31st October 2019. As per Delegates request, the WFTGA assigned scrutineers are given a quarterly report outlining WFTGA financial activities.

WFTGA Marketing

We are busy with content building of our new user-friendly and efficient Website and look forward to sharing it with our members. As EXBO we are looking forward to the administrative efficiency it will afford us.

Members/Industry meetings and WFTGA Representation

The President and Executive Board are often invited to attend events and conferences. These have always presented the opportunity to promote the use of qualified, professional tourist guides, market the credibility of the WFTGA, source new training

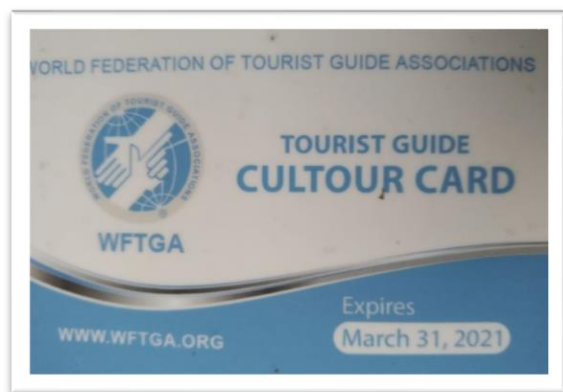
leads, encourage membership and most importantly to raise the profile of the tourist guiding sector.

- February 2019 - Various EXBO attended their ITG day events
- March 2019 – National Association event (Moscow) represented by AR
- April 2019 – Association Executive Conference (Gothenburg) represented by AR
- April 2019 – Meeting with local Association (Stockholm) represented by AR
- May 2019 – IMEX Trade Show & Association Day (Frankfurt) represented by AR
- May 2019 – Tourist Guide Union (Rio de Janeiro) represented by Maricar Donato (Area Representative)

WFTGA Administrator/Secretariat

EXBO have gone through the rigorous and time-consuming process of advertising, shortlisting and conducting final interviews for this position. This person will fill a part-time paid position and will assist EXBO with the administration of the organisation. The successful applicant to be announced and introduced to members soon.

General



Cultour Card Program: is being strengthened with concerted efforts being made to contact and strengthen existing partner relationships, while identifying possible new partners. Thank you to our members for connecting us to these partners.

A reminder that the Cultour Card is not a WFTGA membership card, but rather to be used as a benefit card. For example – complimentary entry into a museum.

- **ITG day 2019:** 'Tourist Guiding in the Digital Era' was celebrated across the globe by individual tourist guides and WFTGA members.

Additional activities of the Executive Board, Vice President, and the President include;

(but not limited to)

- Attending local, National and International meetings/seminars promoting the Tourist Guide sector, WFTGA and Training
- Responding to daily communications
- Member enquiries and requests
- Compiling and issuing of invoices
- Conducting skype meetings
- Drafting of agenda and minutes
- Compiling reports & Presentations (WFTGA representation)
- Monthly administration reports

- Processing and finalising expense claims
- Processing and approval of membership
- Drafting training contracts and costs
- Attending trade shows and meetings
- WFTGA media accounts (facebook, twitter, Instagram, You-tube, LinkedIn)
- Updating the WFTGA website
- 2021 Convention co-ordination
- 2023 Convention bidding document
- 2020 WFTGA event in planning phase
- Completing and signing new member welcome letters
- Completing and signing training certificates and letters
- Keeping up to date records of membership base
- Processing finances
- Financial reconciliations
- Compilation of activities calendar
- Managing sub-committees and co-opted members
- Cultour card program promotion
- Guidelines Internation@l preparations and contributions
- Guidance/advice/mentorship to each other and members
- International relations and communications
- Compiling press releases as and when needed
- Disciplinary letters and processes
- Working closely with industry and other organisations such as FEG
- Sharing direct video messages with members
- Board packs compiled and distributed for each EXBO skype meeting
- Cost analysis of EXBO in person meeting to various destinations
- Preparations, costings and production of the annual Cyprus training brochure
- Promotion of WFTGA Training Division and courses
- Continuous membership recruitment
- Identifying possible fundraising opportunities
- Exploring income generating options

Conclusion

The WFTGA Executive Board would like to thank our members for their continued support and valuable contributions. It is always a pleasure hearing from our members.



***Yours in Tourist Guiding
2019 – 2021 WFTGA Executive Board
May 2019***

*Alushca, Mary, Manu, Viola, Gene and
Arash*

Acronyms: (for ease of reference)

ARs -	Area Representatives
FEG -	European Federation of Tourist Guide Associations
HOT -	Hands on Training
ICCA -	International Congress and Convention Association
ITG -	International Tourist guides' day
ItT -	International Train the trainer
TC -	Training Committee
TD -	Training Division
TtT -	Train the Trainer
UNESCO -	United Nations Educational, Scientific and Cultural Organization
UNWTO -	United Nations World Tourism Organisation
WTM -	World Travel Market
MOU -	Memorandum of understanding