



## Waterfront Tour Guide Role with Global Family Travel

This is a Tour Guide job description for Global Family Travels (GFT) and the [HistoryLink.org's](https://www.historylink.org/) collaborative Waterfront Tour, which we are planning to begin operating again beginning in mid-March, 2022 on Saturday mornings from 10-11:30am, as well as Friday afternoons and other dates for cruise ship callings through October, 2022 and by custom demand for schools and private groups.

Please visit website and brochure to learn more about tour here:

- [Waterfront Past and Future: An Ever-Evolving Shoreline](#) (website page)
- [Brochure of Waterfront Tour](#)

### Tour Guide Duties and Responsibilities

- Greet all guests promptly at scheduled tour times. (GFT will provide you with the list of guests' names)
- Outline the tour and timeline before start of tour and share safety guidelines, particularly with respect to COVID protocols.
- Determine if any guests have physical restrictions that should be considered (this will also be vetted in advance by GFT)
- Share land acknowledgement at the beginning of the tour
- Clearly and articulately provide information to guests in an engaging manner.
- Answer any questions that the guests have.
- Demonstrate extensive knowledge of tour and related topics.
- Remain calm, friendly, and enthusiastic always.
- Escort guests through the tour, taking breaks as needed.
- Ensuring the safety of all participants during the tour is a responsibility of tour guides.
- Contribute to the success of GFT customer service by becoming a subject matter expert for the tour; providing brand appropriate customer experience.
- Work in good faith with to address any Traveler disputes or complaints.
- Help ensure post trip feedback from customers (if positive, encourage on google business page or Facebook).

### Compensation and Payment Schedule

- GFT will pay the tour guide rate of \$30, or if guide has a lot of experience \$35 an hour.
- GFT requires a W-9 from Guide before payment is made, as well as an address and or ACH instructions for payments.

Email your resume and brief cover sheet to Global Family Travels' Seattle Tours Operations Manager at :  
[info@globalfamilytravels.com](mailto:info@globalfamilytravels.com).