



PROMETOUR TOUR DIRECTOR

Role, Duties & Responsibilities

WHAT CAN I EXPECT FROM OUR PROMETOUR TOUR DIRECTOR (PTD)?

Prometour takes great pride in our recruitment and selection of tour directors. We look for tour directors who are pleasant, knowledgeable and informative, helpful, somewhat entertaining and most of all, sensitive to the needs of our clients in order to make their trip a success.

Prometour Tour Directors are experienced, mature, multilingual professionals and are responsible for the coordination of all tour services and the well being of your group. A PTD is required to respect and fulfill services as outlined in the final itinerary which is a breakdown of the touring schedule and contracted services.

Sometimes minor changes and/or requests are asked by Group Leaders and when possible the Prometour Tour Director will try to accommodate but it should be noted that services (activities, transportation etc.) are reserved in advance and that unless Prometour is obliged to re-book a reservation due to events beyond the group's control, such as a delay in transportation, your final itinerary should be respected.

IS OUR PROMETOUR TOUR DIRECTOR ON DUTY 24 HOURS A DAY?

Prometour Tour Directors are officially on duty from the start of your day, usually breakfast at the hotel, until your group returns to its hotel at the end of the day.

In order to stay fresh and energetic for your group, and to familiarize themselves with the upcoming day, these evening hours play an important role for your PTD. Needless to say, in the case of an emergency or when their immediate help is required to fix a problem that you feel can not be handled by the group leaders, you should not hesitate to enlist them after hours!

CAN I EXPECT OUR PROMETOUR TOUR DIRECTOR TO ACT AS A LOCAL GUIDE?

The laws & regulations of Touristic Guiding are clear and very stringent, particularly in Europe. Your Prometour Tour Director is not licensed to act as a local guide, be it on a tour bus, in a museum or even while visiting a monument. This is why for certain activities; Prometour will either reserve audio-guides, a local licensed guide (internal or external) or simply reserve it as a non-guided visit. Plus it would be difficult for your Prometour Tour Director to be a specialist in everything you'll be visiting!

WHAT ARE MY RESPONSIBILITIES AND DUTIES AS A GROUP LEADER WHILE ON TOUR?

The success and overall enjoyment of the tour is in the hands of your Prometour Tour Director and your collaboration as a Group Leader. In order to provide the best result possible, your PTD requires your assistance and authority to keep the group on track and respect the tour schedule. We strongly believe that the greater the communication and interaction that you have with your PTD, the smoother the tour will run and result in an adventure that will be enjoyed & remembered by everyone!

PRACTICE WHAT YOU TEACH!