

Job Specification for Tour Leaders & Tour Drivers

Do you live and breathe travel? Are you a motivated, outgoing and self-confessed people person? If you have answered yes then we would love to hear from you! We are always looking for tour leaders and drivers who have a passion for travel and want to be part of the Tucan Travel team.

"Great leader and driver. Got to see all the animals and had loads of fun along the way. She made the trip an amazing experience" "Everything was extremely well organised" "Our tour leader and driver were both amazing and made the whole trip as good as it was."

Our Tour Leaders and Drivers are renowned for being of exceptional quality and delivering an outstanding service to travellers and clients around the world. The quotes above are just some of types of feedback we receive from our passengers.

Tucan Travel Tour Leaders play a **huge** role in creating the best travel experiences for our clients. As the face of the company they manage people of all ages and backgrounds taking them across the world. The job includes teaching clients about different cultures and countries, as well as making sure they are having a great time in the process.

Do you have what it takes?

Applicants must be confident with strong communication skills, and be able to work individually and part of a team to ensure your passengers get the best possible travel experience.

You will have a good understanding of a country's culture, politics and economy. Exceptional tour leaders will also display a thirst for knowledge and be excited to answer or find an answer to your client's questions. Enthusiasm is vital, reliability is compulsory and organisational skills are a must-have. Applicants must be able to be flexible and dynamic with the talent to think on their feet.

Both tour leading and driving are demanding jobs and they require you to be on the road for long periods of time. Tour leaders and drivers will live out of a backpack and away from home comforts, often spending no more than two nights in one place. No day is the same, and you must be ready to always be on call for any challenge life on the road may throw at you!

You must be prepared to carry a large amount of responsibility. Tucan Travel tour leaders are the face of the company, and your actions and performance determine how clients enjoy their adventure and the feedback received. Positive tour leaders make for positive tours, so it is you who can make or break a client's travel experiences.

Both job roles will require applicants to have the following:

- Fluent in English and an intermediate understanding of Spanish in Latin America
- Be able to commit to an 18 month minimum contract for Latin America, Asia & Africa and a contract up to 7 months for Europe
- Valid passport with a minimum of 20 free pages
- For working in Europe, an EU passport is preferable



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If you're ready to start the adventure see below to see if you have what it takes:

Requirements for Tour Leaders

- Display some knowledge of the history, culture, geography and current affairs of each country travelling through, and a desire to continue learning
- Show good management and liaison skills with clients and suppliers, ie: hotels, restaurants, tour operators, local guides and officials
- Ability to manage company and client funds and have previous budgeting experience
- Be in good physical condition. Both physically and mentally you must be able to cope with long travel days and adventure activities such as hiking, camping and other active excursions
- Excellent timekeeping and forward planning skills
- Be responsible, calm, decisive, with the ability to work well under pressure
- Have the ability to plan & budget menus, purchase food and supervise preparation of meals for Budget Expeditions and Overland Tours
- Write weekly reports to the office and take notes to keep staff website updated
- Experience and confidence managing large groups of people
- Have interpersonal people skills and be able to interact with individuals from all backgrounds

Requirements for Tour Drivers

- Good mechanical knowledge, with the ability to repair and maintain vehicles to a very high standard, both internally and externally, with a very high regard to safety
- Over the age of 25 with previous driving experience and with the appropriate licences
- Maintenance of all on board tour equipment ie: tents, and all associated camping equipment
- Responsibility for keeping all vehicle documentation current, ie: necessary permits, insurance carnet etc
- Be able to drive in many varied types of conditions, ie: good bitumen roads, gravel roads, dirt roads, sand and mud (also be able to read and understand maps and route notes)
- Keep accurate records of maintenance and all monies spent
- Work as a part of a team and assist the tour leader wherever possible
- Keep to a schedule
- Be flexible and adaptable to work on a combination of Budget Expeditions and Overland tours
- Write weekly reports to the office and take notes to keep staff website updated.