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|  | **QUESTIONNAIRE – GROUP TOUR LEADERS**  **SOUTH AMERICA** |

PEAK Destination Management Company (DMC) is the world’s largest adventure travel company operating amazing journeys for Intrepid Travel, Peregrine Adventures and many more.

PEAK DMC requires services of Group Tour Leaders for high season (October - March) in South America, who are based in Santiago (Chile), Buenos Aires (Argentina) or Rio de Janeiro (Brasil) in order to run trips in South America. Therefore, we are inviting expressions of interest from individuals wishing to become service suppliers for PEAK DMC as independent freelance Group Tour Leaders.

To register your interest in becoming a service provider, please email [diana.tiellet@peakdmc.com](mailto:diana.tiellet@peakdmc.com) with your answers to the questions below and a copy of your CV by Jun 21st, 2019

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| **PERSONAL INFORMATION** |

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| **Full Name** |  |
| **Nationality** |  |
| **Mobile Phone** |  |
| **Email Address** |  |
| **Skype Address** |  |

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| **QUESTIONNAIRE** | |
| **Questions** | **Answers/Responses** |
| **Do you hold any official tour guide qualifications or licences? If yes, please provide license number, date of issue, location and validity** |  |
| **Have you completed any formal first aid training? If so, what certificate do you hold and until when is it valid?** |  |
| **Outline any previous experience working as a tour guide and/or tour leader. Please provide names of the companies you worked for, dates, and destinations which you worked in.** |  |
| **Please list places the places you have travelled to within Chile, Argentina, Uruguay & Brazil, either working or on holiday.** |  |
| **What, in your opinion, is the single most important characteristic we are looking for in tour leaders for PEAK DMC?** |  |
| **Please tell us briefly why you feel you would make a good tour leader for PEAK DMC** |  |
| **Have you managed groups of people or worked in a customer service role? Give details.** |  |
| **Have you ever had to deal with a conflict with a customer or client? Please provide an outline of the situation and how you managed it.** |  |
| **What do you think might be difficult for passengers travelling in South America? How would you help them overcome possible culture shock?** |  |
| **Our 'Responsible Travel' approach is all about traveling in a way that is respectful and positive for the local people, their culture and the environment. How would you explain this philosophy to your group?** |  |
| **What have you done in your own travels or community that would provide good examples to your group of how to be a responsible traveller?** |  |
| **Is there anything else you would like to add?** |  |