

DESCRIPTION OF SERVICES REQUIREMENT

Service Supplier:	Group Tour Leader
Base:	Buenos Aires, Argentina/Rio de Janeiro, Brazil/Santiago, Chile
Contact Person:	Deputy Operations Manager Buenos Aires/Rio de Janeiro

WHO WE ARE

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

Part of the Intrepid Group, PEAK is a global leader in sustainable experience-rich travel. We specialize in small group adventure tours and annually carry over 250,000 visitors to more than 100 countries. The company is privately owned with headquarters in Australia and offices around the world.

Our tours in South America (in Chile, Argentina, Uruguay & Brazil) are delivered by independent freelance Group Leaders.

STANDARD REQUIREMENTS OF SERVICE SUPPLIER (GROUP TOUR LEADER)

1. REQUIRED QUALIFICATIONS AND EXPERIENCE:

To be eligible to be contracted as an independent freelance Group Leader you must have (or be able to rapidly obtain) the following:

- Senior First Aid Certificate in force.
- Experience working with and developing rapport with a broad range of individuals and groups
- Customer service experience
- Experience travelling throughout Chile, Argentina, Uruguay & Brazil.
- Travel industry certification such as guide or travel escort license not essential but preferred
- Basic computer skills including email, word and excel
- High level verbal and written English and Spanish language skills.

2. ADDITIONAL STANDARDS:

- Knowledge of the Intrepid Group style of travel and trips would be an advantage
- A commitment to exceeding customer expectations
- Passion for travel
- Experience budgeting and handling sums of money
- An ability to communicate with people from varied cultures and backgrounds
- To be physically fit and healthy to deliver successful trips in sometimes mentally and physically challenging conditions
- A willingness to work flexible hours according to the groups needs
- An understanding of and belief in the Intrepid Group's Responsible Travel philosophy
- A sense of humor and a smile!

3. AVAILABILITY:

- To be able to travel and on occasions other destinations as required
- To be on call via mobile phone when on trip

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To ensure the successful operation of each trip as detailed by PEAK DMC with particular reference to the health, safety, and overall experience of the travelers in Chile, Argentina, Uruguay & Brazil.

Please, consider the following minimal requirement of operational and quality for leading passengers and trips:

➤ **Passenger satisfaction: Average enjoyment ratings from passenger feedback data**

- Day to day leading in an organized and professional manner
- Regular briefings with travellers
- Increase local knowledge through researching in books, on line, and through interaction with suppliers and communities we visit, and share with travelers
- Research and create/update leader information, trip and supplier notes
- Assist travellers when problems arise
- Take into account the needs of individuals and the group

➤ **Budgets: Report from account department on trip profitability and leader performance**

- Provide accurate emailed accounts within two days of finishing
- Keep up-to-date with recent costings and provide information to the office.

➤ **Quality Control and adherence to PEAK itineraries, policies and guidelines and company values:**

Trip feedback, and responsible travel ratings. No complaint letters from customers or agents. No avoidable incidents resulting from trips led.

- Aware of current PEAK policy and guidelines and brand requirements relevant to leading and act within these at all times
- Ensuring group members adhere to PEAK Policy and Guidelines where relevant and act upon behavior that contravenes this
- Ensure the safety and well-being of travellers by leading trips in accordance with PEAK safety policy, and taking preventative measures to ensure the safety of group members
- To run the trip itinerary as specified and provide all inclusions as detailed in the client trip dossier
- To uphold and promote responsible travel and sustainability practices besides of adherence to values by acting as a role model for other leaders and travellers and by demonstrating respect for local people, cultures, customs and environments
- Initiating or participating in responsible travel projects
- Facilitating interaction between local communities and travellers
- Safety incidents or breaches of policy or core values reported immediately to designated Primary Contact.

➤ **Administration**

- Administrative and financial information provided in a thorough and timely manner including passenger insurance details, next of kind details, bookings, trip reports, trip fund finalization, etc.
- PEAK office, management, and fellow leaders communicated with regularly and in a timely manner.
- To report any safety incidents to relevant contact of PEAK DMC.

Be aware that each client or brand might have relevant different requirements for their passengers while leading the trip; therefore, passengers could have specific expectations.