

The National Federation of Tourist Guide Associations-USA (NFTGA-USA) was formed in 1998 when members of tour guide associations and guilds from across the United States gathered for the first-ever national forum to discuss issues pertinent to the tourism and travel industry as related to guiding.

The seed idea of the initial meeting was for guide peers to share the knowledge and experience garnered while working in diverse areas across the U.S., so that guides may better understand trends and challenges in local and national tourism.

The on-going focus and commitment of the NFTGA-USA is to promote effective training and continuing education, while upholding a strict code of ethics and demonstrating the highest degree of professionalism. It is essential that guides welcome visitors and act in such a way as to bring credit to the U.S. and their local area while promoting their country, region and city as desirable tourist destinations.

Tourist guides are the frontline tourism professionals, who act as good-will ambassadors to throngs of domestic and international visitors who visit our cities and our nation. Formation of the NFTGA-USA was the first step towards promoting the visibility and importance of using professionally trained guides.

## Mission Statement

The purpose of the National Federation of Tourist Guide Associations-USA is to represent, promote and protect the common interests of tourist guide associations in the United States of America by:

- Providing a national forum to promote the highest degree of professionalism for tourist guides.
- Establishing contacts among associations to share information and reinforce professional ties.
- Raising private, public and governmental awareness, locally and nationally, of the tourist guides' role.
- Maintaining membership in related national tourism industry associations.



## Contact Us

The NFTGA-USA has a website and uses e-mail as its primary method of communication. Our website address is: [www.nftga.com](http://www.nftga.com) or [www.tourguidesofamerica.com](http://www.tourguidesofamerica.com).

If you prefer, contact our President, using the information found below.

**Bobbie Gattuso, President**  
NFTGA-USA  
121 Commerce St.  
Gretna, LA 70056  
E-mail: [bobbiegatt@yahoo.com](mailto:bobbiegatt@yahoo.com)  
Telephone: (504) 367-8162

## Ethics & Standards

1. A professional tourist guide provides a skilled, knowledgeable presentation; informs, interprets and highlights the surroundings; maintains objectivity and enthusiasm in a courteous and polite manner.
2. A professional tourist guide ensures that all information presented is factual and makes a clear distinction between what is true and what are stories, legends and opinions.
3. A professional tourist guide keeps current on changes throughout the area s/he works, including but not limited to seasonal events, new exhibits, traffic laws and facilities, and follows the rules and regulations at all sites where tours are conducted.
4. A professional tourist guide is prepared for each tour when the itinerary is furnished in advance; reports on time and is responsible for facilitating the smooth, safe, efficient and timely movement of the tour.
5. A professional tourist guide is sensitive to the interests and values of the tour group and does not share his/her personal views on controversial subjects such as religion, politics or lifestyles.
6. A professional tourist guide knows and follows the policies of the company that contracts him/her and does not solicit a job from that company's client without the consent of the company; maintains loyalty to the company and protects the confidentiality of proprietary information. Also, s/he strives to establish a friendly and helpful rapport with the client, and uses discretion when conducting personal business on tour.
7. A professional tourist guide dresses appropriately for the type of tour being conducted.
8. A professional tourist guide extends professional respect and a spirit of cooperation to fellow guides, and strives to establish a good working relationship with all service providers on the tour route.
9. A professional tourist guide accepts each tour as a serious commitment and cancels only when absolutely necessary, providing as much advance notice as possible.

## NFTGA Roster of Officers

The NFTGA-USA Officers are members of local guide organizations who voluntarily run for office. They are elected to serve the NFTGA for 2-year terms. The term of the current board will end July 1, 2008.

- **President**  
Bobbie Gattuso, *New Orleans*  
[bobbiegatt@yahoo.com](mailto:bobbiegatt@yahoo.com)
- **Vice President**  
Esther Banike, *Chicago*  
[LarryEsther@aol.com](mailto:LarryEsther@aol.com)
- **Treasurer**  
Kevin Doran, *Miami*  
[twofoottours@bellsouth.net](mailto:twofoottours@bellsouth.net)
- **Secretary**  
Joan Pagliuca, *Boston*  
[JPagliuca@National-Amusements.com](mailto:JPagliuca@National-Amusements.com)
- **Director-at-Large**  
Art Chesmore, *Las Vegas*  
[achesmore@yahoo.com](mailto:achesmore@yahoo.com)
- **Director-at-Large**  
Jo Curran, *Seattle*  
[secretary@tourmanager.org](mailto:secretary@tourmanager.org)
- **Director-at-Large**  
Julie Ross, *Boston*  
[Julieross583@earthlink.net](mailto:Julieross583@earthlink.net)

## Member Associations

To be a full voting member of the NFTGA-USA, you must be *an association* of tourist guides. NFTGA-USA member associations are in the following metropolitan areas of the United States.

- **Austin (Tour Guide Association (ATGA))**  
Austin, TX  
Anne Dilworth, President  
E-mail: [actionanne@hotmail.com](mailto:actionanne@hotmail.com)
- **Chicago Tour-Guide Professionals Assn. (CTPA)**  
Donna Primas, President  
E-mail: [primascopy@aol.com](mailto:primascopy@aol.com)  
Phone: (630) 717-9004  
Website: [www.tourguidesofchicago.com](http://www.tourguidesofchicago.com)
- **Dallas/Fort Worth Tour Guide Assn. (DFWTGA)**  
Helen Fratena, President  
E-mail: [dfwtourguides@yahoo.com](mailto:dfwtourguides@yahoo.com)  
Phone: (214) 571-1088  
Website: [www.dfwtourguides.com](http://www.dfwtourguides.com)
- **Greater Boston Tour Guide Assn. (GBTGA)**  
Cheryl Tobey, Board Member  
E-mail: [cdt@att.net](mailto:cdt@att.net)  
Phone: (617) 846-5965
- **Guides Assn. of New York City (GANYC)**  
Hardy Phippen Jr., President  
E-mail: [info@ganyc.org](mailto:info@ganyc.org)  
Website: [www.newyorkcitytourguides.com](http://www.newyorkcitytourguides.com)
- **Guild of Professional Tour Guides of Washington, DC (The Guild)**  
Ellen Gold, President  
E-mail: [dcguild@washingtondctourguides.com](mailto:dcguild@washingtondctourguides.com)  
Website: [www.washingtondctourguides.com](http://www.washingtondctourguides.com)
- **Las Vegas Tourist Guides Guild (LVTGG)**  
Art Chesmore, President  
E-mail: [achesmore@yahoo.com](mailto:achesmore@yahoo.com)  
Phone: (702) 647-0497  
Website: [www.lvtgg.com](http://www.lvtgg.com)

- **Professional Tour Guide Assn. of Florida (PFGAF)**  
Kevin Doran, President  
E-mail: [twofoottours@bellsouth.net](mailto:twofoottours@bellsouth.net)  
Phone: (305) 868-8433  
Website: [www.ptgaf.com](http://www.ptgaf.com)
  - **Professional Tour Guide Assn. of Houston (PTGAH)**  
Esther Vargas Porter, President  
E-mail: [evphoutx@aol.com](mailto:evphoutx@aol.com)  
Phone: (713) 562-3892  
Website: [www.ptgah.org](http://www.ptgah.org)
  - **Professional Tour Guide Assn. of San Antonio (PTGASA)**  
Patrick Absher, President  
E-mail: [pabsher@att.net](mailto:pabsher@att.net)  
Phone: (210) 228-5097  
Website: [www.sanantoniotourguide.com](http://www.sanantoniotourguide.com)
  - **San Diego Professional Tour Guide Assn. (SDPTGA)**  
Harry Bair, President  
E-mail: [sandiegotourguides@yahoo.com](mailto:sandiegotourguides@yahoo.com)  
Website: [www.sdptga.com](http://www.sdptga.com)
  - **Tour Guide Assn. of Greater New Orleans, Inc. (TGAGNOI)**  
Madeline Axtman, President  
E-mail: [mad1812@aol.com](mailto:mad1812@aol.com)  
Website: [www.neworleanstourguides.net](http://www.neworleanstourguides.net)
  - **Utah Tour Guide Association (UTGA)**  
Salt Lake City, UT  
Mary Ellen Elgren, President  
E-mail: [meelggren@comcast.net](mailto:meelggren@comcast.net)  
Website: [www.utahtourguides.org](http://www.utahtourguides.org)
- AFFILIATE MEMBER**  
International Assn. of Tour Managers- North America (IATM-NA)  
Jo Curran, Secretary  
E-mail: [iatmtourmanager@yahoo.com](mailto:iatmtourmanager@yahoo.com)

## Affiliate Members

Any "for-profit" or "non-profit" tourism-related *organization* and/or business that wishes to maintain contact and be affiliated with the NFTGA-USA may apply for **Affiliate Membership**.

## NFTGA "Friends"

Any *individual* who wishes to support the goals of and maintain contact with the NFTGA, who may or may not be a guide OR may or may not have access to a local NFTGA member association in his/her area, may join as a non-voting "Friend."

## Benefits of Membership

- Enjoy increased Internet exposure and national networking with guide associations.
- Receive the NFTGA-USA Newsletter
- Continue your education by learning about and attending tour guide conferences..
- Have access to Membership in the World Federation of Tourist Guide Associations (WFTGA).

## Is NFTGA Membership For You?

As part of the on-going process to reach out to guide organizations across the United States, the NFTGA-USA has made contact with guides in many areas of the U.S. and collected many resources.

Please read our website or contact one of our board members if you...  
...want to join as a Member, Affiliate or Friend.  
...know of any U.S. guide organization that is not a member of the NFTGA.  
...are interested in starting a guide association in your locality.  
...are interested in finding out more about us!

For additional information and a member application, look at:  
[www.nftga.com](http://www.nftga.com) or  
[www.tourguidesofamerica.com](http://www.tourguidesofamerica.com)



# National Federation of Tourist Guide Associations USA

Founded 1998

1<sup>st</sup> National Conference - San Antonio 2002  
2<sup>nd</sup> National Conference - Boston, 2004  
3<sup>rd</sup> National Conference - New Orleans 2007

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