

# Politeness and courtesy as a prerequisite in the daily work of a professional guide

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Workshop

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# Best way to start



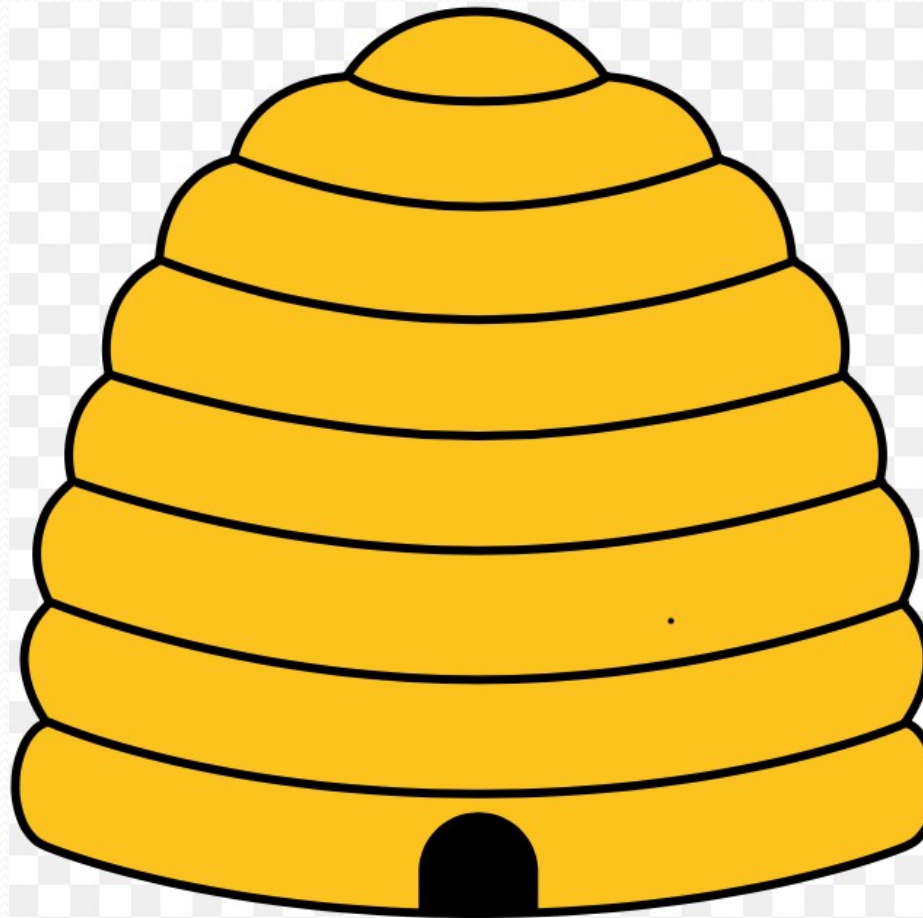
# Principles:

- Respect the other
- Respect that every human is an individual
- Care for others and yourself
- Be aware of and respect cultural differences

# Interaction with whom?

- Guest/clients
- Staff at museum and sights
- Drivers (bus/limo/boat)
- Staff at public transport
- Agencies, employers
- Restaurant staff-store sales staff
- Colleagues
- The guide him- or herself

# Bee hive



# Guest/client

- Arrive on time
- Avoid sunglasses when greeting/guiding
- Greet and say good-bye appropriately (handshake/no handshake; hug)
- Choice of words (avoid: guys, folks, you all, pax)
- Inclusiveness (e.g. guests in wheelchair, children, hearing-impaired, elderly guests)
- Help and protect guests



# Guest client

- Be their leader- show kindness –keep necessary distance
- Respect their financial situation
- Soften conflicts
- Be good humoured
- Avoid politics



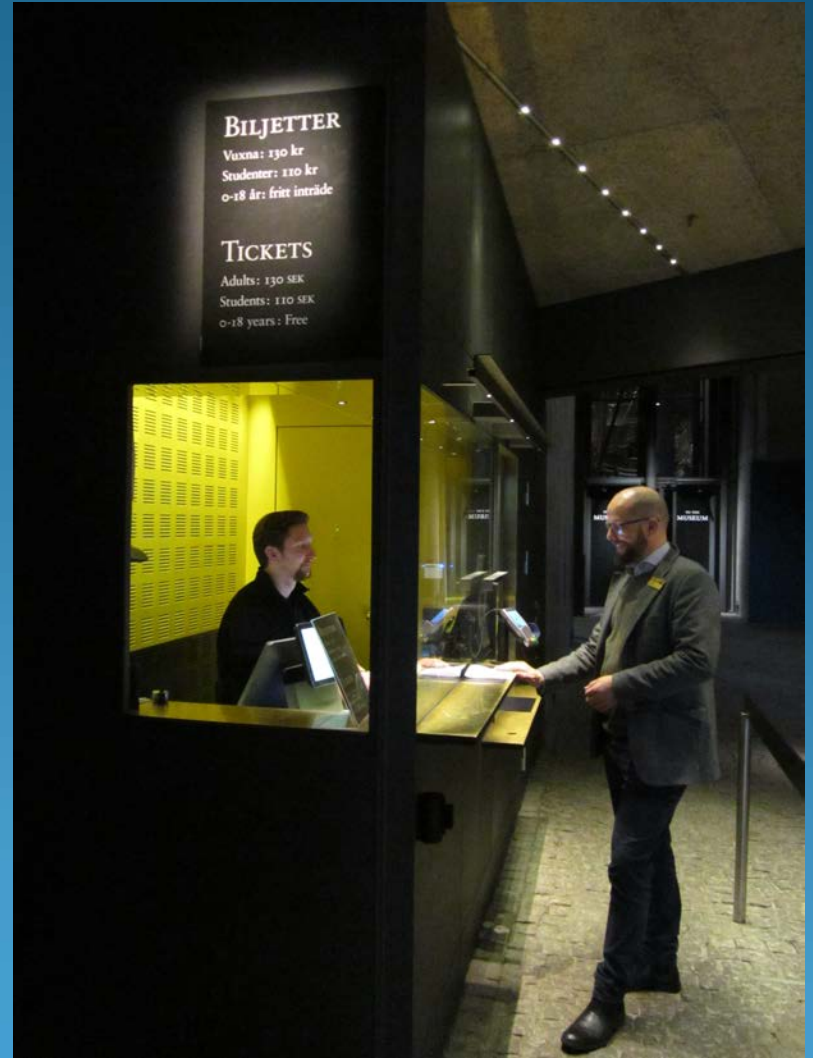
# Guest/client

- Show being well-mannered, politeness  
e.g. "I am sorry", "please follow", "my pleasure"
- Do not badmouth client
- Mobile phone manners
- Orientation of guest in local customs and manners
- Open and hold door
- Proper appearance and personal hygiene
- Close toilet lid (businessinsider.com)  
"toilet plume"



# Staff at museums and sights

- Be cordial
- Prepare payment/voucher
- Follow rules
- Point out rules to guests
- Do not demand, ask in a nice way
- Understand their position
- Meet to discuss of difficulties



# From the other side



# Bus or limo driver/captain/public transport staff

- He/she is a colleague
- Respect and ask kindly
- Introduce him/her
- Do not force driver to choose a route he/she is not comfortable with
- Assist in public transport situation

# Agency staff

- Be sure to reply quickly to mail
- Assist agency with advise when needed
- Thank for assignment
- Try to invoice rather quickly

# Restaurant and store staff

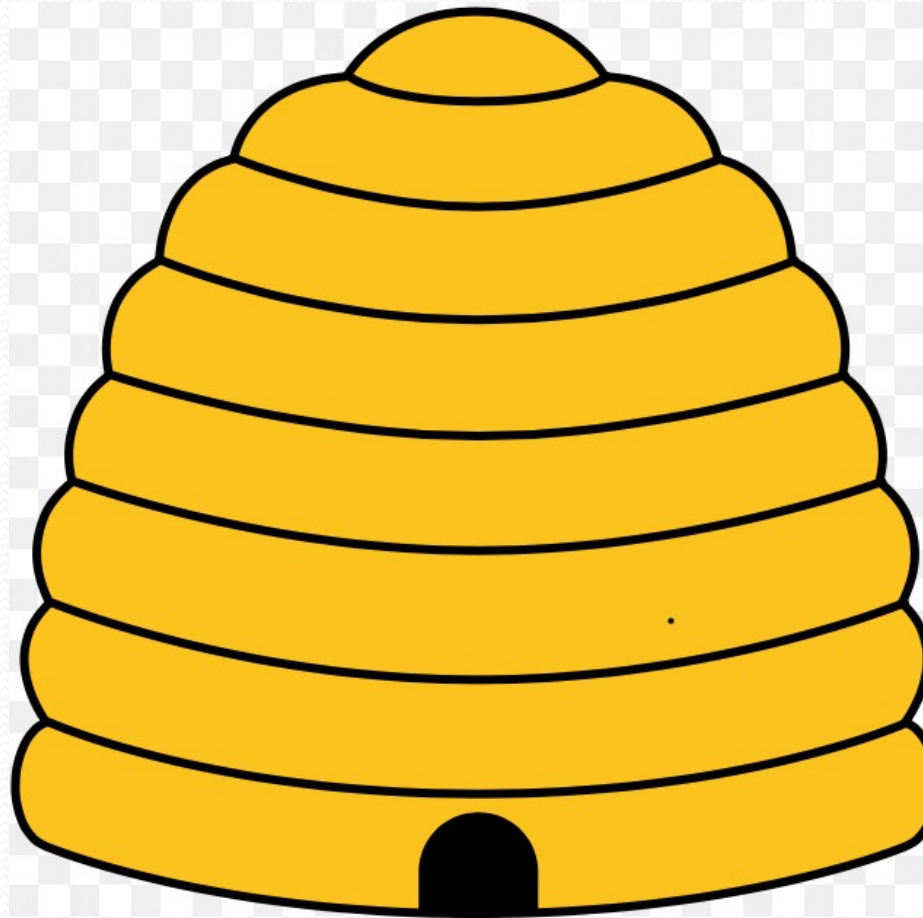
- Avoid frustration
- Keep calm
- Remain polite
- Ask in a kind way
- Avoid conflict situations
- Maybe offer to help out yourself (???)



# Colleagues


- Be sure to greet
- Do not fake not seeing a colleague
- Do not choose stopping point during site visit or walk too close
- Be fair and flexible when standing in line, do not bypass
- Reply to mail, sms, call when asked for help

# Bee hive



# Guide him- or herself

- Take no risks (walking backwards, climbing benches, running too quickly, crossing street)
- Do not accept dubious assignment
- Do go to the restroom when you need to
- Make sure you eat during a whole-day assignment
- Do not take on too much work
- Enjoy every assignment!
- Plan and prepare in advance
- Limit the content of your tour

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- Make time to relax
  - Make time to reflect
  - Use adequate footwear
  - Use backpack

# Respect and consideration make interaction and communication easier

REMEMBER THIS EVERY DAY:

When meeting your guest

When entering a museum or site

When working with a driver, captain, public transport

When interacting with an agency/employer

When interacting with restaurant/store staff

When meeting a colleague

When fulfilling your role as a professional guide

# Best way to finish

