# Tour Guiding and Visitor Care Training Course

14 – 18 February 2027
Johannesburg

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Training Center

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**Ref:** 1609_218820 **Date:** 14 – 18 February 2027 **Location:** Johannesburg **Fees:** 4500 Euro

## Overview

Tour Guiding and Visitor Care Training Course is a one-week professional course for tour guides, destination guides, attraction guides, visitor service teams, guide supervisors, and tourism experience coordinators. Participants build a Tour Guiding and Visitor Care Field Pack connecting research, tour briefing, heritage interpretation, storytelling, group leadership, inclusive service, itinerary control, safety, incident response, service recovery, and feedback. Agile Leaders Training Center develops practical tour guiding capability.

## Who Should Attend

- Tourist guides and destination guides
- Museum, attraction, heritage-site, and nature guides
- Visitor service and guest relations teams
- Guide supervisors and tour operations coordinators
- Tourism experience and itinerary coordinators

The course assumes participants already communicate with visitors or support guided experiences, and leaves out licensing advice, specialist first-aid certification, transport operation, and site-specific historical qualification.

## Departments and Industries

The course supports guided visitor experiences across tourism, heritage, culture, attractions, nature, events, and destination services.

- Tour operations and destination management
- Museums, heritage sites, and cultural attractions
- Nature reserves, parks, and outdoor experiences
- Visitor services, guest relations, and customer care
- Events, excursions, and community tourism

## Learning Objectives

By the end of this course, participants will be able to:

- Build a reliable tour research and briefing file
- Apply heritage interpretation and storytelling techniques
- Manage visitor groups, movement, time, and communication
- Adapt tour guiding for accessibility and cultural sensitivity
- Use tour safety and incident response controls
- Evaluate visitor feedback and service recovery actions

## Course Agenda

### Day 1: Guide Preparation and Tour Design

- Visitor Profile and Tour Purpose Brief
- Source Reliability and Fact-Checking Log
- Route, Stop, Timing, and Logistics Plan
- Site Access and Operational Constraint Checklist
- Pre-Tour Guide Readiness File

### Day 2: Interpretation and Visitor Communication

- Heritage Interpretation Theme Framework
- Story Arc and Evidence Card Method
- Plain-Language Explanation and Question Technique
- Cross-Cultural Communication and Neutrality Guide
- Visitor Engagement and Participation Plan

### Day 3: Group Leadership and Inclusive Care

- Group Formation and Headcount Control Method
- Movement, Pace, Time, and Meeting-Point Plan
- Difficult Behavior and Boundary Response Guide
- ISO 21902:2021 Accessibility Review Checklist
- Inclusive Visitor Assistance and Dignity Protocol

### Day 4: Safety, Incidents and Service Recovery

- Tour Hazard and Dynamic Risk Assessment
- Safety Briefing and Emergency Contact Card
- Lost Visitor, Illness, and Disruption Response Flow
- Incident Record and Escalation Protocol
- Visitor Complaint and Service Recovery Map

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## Day 5: Guided Tour Practice and Improvement

- Exercise: Pre-Tour Brief and Route Readiness Review
- Exercise: Heritage Interpretation and Storytelling Delivery
- Exercise: Group Movement and Accessible Assistance Simulation
- Exercise: Incident Response and Service Recovery Simulation
- Capstone: Tour Guiding and Visitor Care Field Pack

## Practical Exercises

The course uses suggested activities to convert guiding responsibilities into repeatable field practice.

- Suggested activity: verify source material and prepare a concise visitor briefing
- Suggested activity: deliver an interpretive stop for visitors with different backgrounds
- Suggested activity: lead a group through a timing, accessibility, or disruption scenario
- Suggested activity: present the Tour Guiding and Visitor Care Field Pack

## FAQs

### Who suits tour guiding and visitor care training?

Tour guides, attraction guides, visitor service teams, supervisors, and tourism coordinators suit the course when they already communicate with visitors or support guided experiences.

### How is tour guiding and visitor care different from destination management training?

Tour guiding and visitor care focuses on live visitor interaction, interpretation, group leadership, safety, and service recovery; destination management addresses wider destination strategy, stakeholders, products, and governance.

### What does heritage interpretation for tour guides involve?

Heritage interpretation connects verified facts, themes, stories, places, objects, and visitor questions in a clear structure while distinguishing evidence, opinion, tradition, and uncertainty.

### How does accessible tour guiding support visitors?

Accessible tour guiding reviews information, routes, pace, communication, assistance, dignity, choice, and contingency arrangements so that more visitors can participate safely and meaningfully.

### What should a tour safety and incident response plan contain?

A tour safety and incident response plan records hazards, controls, briefings, contacts, headcounts, meeting points, communication routes, escalation steps, incident evidence, and recovery actions.

## Conclusion

Participants take back a Tour Guiding and Visitor Care Field Pack. It organizes preparation, interpretation, group leadership, inclusive care, logistics, safety, incident response, service recovery, and feedback into one working system. The pack supports consistent decisions before, during, and after a guided experience.