

Alyn Ghauri

Tour Guide

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☎ (922) 330-2301
📍 123 Maple Street, Milwaukee, WI 53202

EDUCATION

Diploma in Tourism and Guiding Services at University of Wisconsin-Stout, Menomonie, WI
Sep 2018 - May 2022

Relevant Coursework: Tourism Industry Overview, Destination Management, Tour Guiding Techniques, Travel and Accommodation Services, Heritage and Cultural Tourism, Sustainable Tourism Development, Marketing and Promotion Strategies, Customer Service, and Event Planning.

LINKS

[linkedin.com/in/alyngghauri](https://www.linkedin.com/in/alyngghauri)

SKILLS

- Storytelling
- Time-management
- Route-planning
- Multilingualism
- Cultural-awareness
- Conflict-resolution
- First-aid

LANGUAGES

- English
- Hindi

HOBBIES

PROFILE

Dedicated Tour Guide with 1 year of experience in providing exceptional and engaging tours to diverse groups of visitors. Proficient in creating enjoyable, memorable, and informative experiences, while prioritizing client satisfaction and safety. Expertise in leading tours in various settings, adapting to clients' needs, and showcasing local culture and history. Adept at building rapport with guests and providing top-notch customer service to enhance their overall experience.

EMPLOYMENT HISTORY

● Tour Guide at Fox Cities Convention & Visitors Bureau, WI

Feb 2023 - Present

- Successfully led over 300 guided tours for diverse groups of visitors, including students, families, and international guests, resulting in a 95% satisfaction rating based on post-tour feedback surveys.
- Increased repeat bookings by 20% within one year by creating personalized and engaging tour experiences that highlighted the unique attractions and history of the Fox Cities area, leading to positive word-of-mouth referrals.
- Developed and implemented a new training program for incoming tour guides that improved the onboarding process, reducing the average training time by 50% while ensuring consistent quality across all tours.
- Collaborated with local businesses and attractions to establish partnerships and create exclusive tour packages, resulting in a 30% increase in tour revenue for the Fox Cities Convention & Visitors Bureau.

● Assistant Tour Guide at Discover Wisconsin Tours, WI

Jul 2022 - Dec 2022

- Successfully led 150+ guided tours throughout Wisconsin, resulting in a 95% overall satisfaction rating from tour participants.
- Increased tour group bookings by 20% within one year through effective marketing efforts and strong partnerships with local businesses and attractions.
- Developed and implemented a new training program for incoming tour guides, reducing onboarding time by 30% and increasing overall tour guide proficiency.
- Streamlined tour booking and scheduling processes, leading to a 15% reduction in administrative time and a 10% increase in overall tour capacity.

CERTIFICATES

Certified Tour Professional (CTP)

Feb 2022

World Federation of Tourist Guide Associations (WFTGA) Accredited Trainer

Aug 2020