



ATG OXFORD LTD

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www.atg-oxford.com

WORKING WITH ATG OXFORD

Thank you for your interest in working with ATG.

We would be grateful if you could complete this application form and, first detaching this page, return it to us as soon as possible.

Before completing the form, you may like to know a little more about the company.

ATG Oxford, founded in 1979, operates in the highest echelons of the travel industry. The company has a world-wide reputation. Over 95% of bookings come from those who travel regularly with ATG and from those who have booked following personal recommendations. Over 99% of clients, who each year come from over 50 different countries world-wide, consistently rate the overall enjoyment of their holidays as excellent or good. Much of the enjoyment of a holiday depends on the degree to which expectancy relates to reality. With so many people returning year after year, and recommending ATG to their friends, clients expect from ATG the very high standards of friendliness, professionalism, commitment and ceaseless attention to detail that they experienced in previous years. Our Leaders and Managers have a reputation of being among the very best in the world. Whilst clients' expectations of our Tour Consultants are immensely high, award-winning training ensures that everyone can accomplish excellent assessments from their first trip.

To achieve and maintain these high standards the company has, pragmatically, evolved what are seen to be 'state-of-the-art' systems of management. These include a highly developed training culture, continuous assessment, empowerment and upward appraisal. Our Training Programme received a National Training Award in 1988 and a further Commendation in 1990. In 1991 **ATG Oxford** was one of the first companies in Britain to receive the prestigious Investors in People Award for training and business practice, and ATG was the first, and is still possibly the only, travel company with an accredited Environmental Management System (EMS) – ISO 14001.

Brief History: In 1976 Founder and Managing Director Christopher Whinney conceived the idea for a programme of holidays, whilst walking across Europe from London to Rome to write a commissioned book. In 1979 the original company was founded, offering what was then a new concept and style of travel: **Journeys** on foot through the most beautiful and interesting parts of Europe, with comfortable, characteristic accommodation, good food and wine, a wide spectrum of interests, luggage transported en route, a tour support vehicle so that people could walk as much or as little as they liked, and the company of elite trained leaders and managers.

In 1985 a programme of independent trips with luggage transported en route was introduced, and developed into **Footloose** (walking) and **Freewheeling** (cycling), providing independent walking and cycling holidays to suit every budget. This was followed by the relatively gentle **Discovering** (3 or 4 hours walking each day), a programme in which each trip explores the most beautiful and interesting parts of the world on foot, and often has a particular focus - flowers, art, wilderness areas, gardens etc... **ATG Oxford** funds the administration for the ATG environmental Trust (Ad Terrae Gloriam) which undertakes conservation projects with local communities in the areas ATG visits.

Working with ATG Oxford is stimulating, very interesting, varied and well paid. Remuneration is amongst the highest in the Travel Industry. You will have the privilege of escorting clients who are well-read and interesting, distinguished and entertaining, through the most beautiful and interesting parts of the world. For those who genuinely enjoy travel and the challenge of constantly working to the very highest standards, the job can also become a very pleasant way of life.

Escorted Trips – Tour Leaders and Managers: The jobs of Tour Manager and Tour Leader are of equal importance to the success of a trip. The same pay scales apply to each job and advancement depends on performance (a high-performing Tour Manager, for example, may be earning more than a Tour Leader).

All Tour Leaders begin as Tour Managers, as it is essential that each person has first-hand experience of every aspect of operating a trip, so that they can work together as a harmonious team.

The job of **Tour Manager**, as the title suggests, involves the management of a tour. The work requires physical toughness, thoroughness and a meticulous attention to detail, as well as good people skills and the ability to socialise with a wide variety of different nationalities. It also requires a desire to acquire a thorough knowledge of the local cuisine and wines of an area, and enthusiasm for sharing this knowledge with clients, together with a flair for food presentation and design. They must be highly organised, willing to work under pressure and to tight schedules.

The **Tour Leader** must know the route, act as a guide, and provide a wide spectrum of background information ranging from the flora, to the history, art and architecture, from knowledge of the local school system, economy, and how people vote, to what they eat for lunch!

As a Tour Manager:

You will be responsible for delivery of each particular ATG itinerary ensuring that this exceeds clients' expectations. This involves carrying out a series of relatively simple tasks to a high standard of proficiency – how to accomplish this is all covered by ATG Training. These tasks include:

- Meeting clients at airports
- Transferring clients in the minibus to and from the airport, sometimes with sightseeing en route
- Sorting out problems of lost baggage
- Purchasing food and wine and preparing gourmet picnic lunches;
- Arranging food with meticulous attention to its attractive and imaginative display
- Meeting the group at a pre-arranged rendezvous for lunch
- Confirming/re-confirming hotel and restaurant bookings
- Arrange menus at restaurants and choose wines to go with dinner
- Check, sign (and sometimes pay) hotel and restaurant bills
- Carry and be responsible for sums of cash
- Keep careful account of all expenditure
- Transport luggage from one inn/hotel etc. to the next overnight stop
- Put luggage in clients' rooms to await their arrival
- Ensure that clients receive a fair balance of good/less good rooms
- Welcome clients on arrival and direct them to their rooms
- Wash up picnic plates and cutlery
- Attend to clients' problems...! (e.g. blisters)
- Read and learn trip notes
- Have a thorough knowledge of foods and wines of the area
- Make presentations on food and wine
- At dinner sit at one end of the table and act as host/hostess
- Be very friendly and tactful at all times to both clients and, (certainly every bit as important), to hotel managers, proprietors and staff
- Work in close co-operation at all times with the Tour Leader
- Share a hotel room with a colleague of the same sex
- Restrain your preferences for individuals within the group
- Be on duty 24 hours a day

You may sometimes have to:

- Work for two or three weeks without a day off
- Lead the group, on occasions, having been shown the route
- Prepare excellent and varied barbeque/'camp-cooked' meals
- Drive a thousand miles or more between trips

As a Tour Leader you will be expected to:

- Work in close co-operation with the Tour Manager
- Have a thorough knowledge and experience of every aspect of the Tour Manager's job, many features of which are common to both positions, including being on duty 24 hours a day

In addition:

- Have a thorough knowledge of the route, its salient features, the countryside and way of life of the people

- Lead groups across hilly/mountainous country (cumulatively at least 1,000 miles each year)
- Supply background information to clients on every aspect of the walk from history, art and architecture, to names of flowers and local anecdotes
- Sometimes buy and make picnic lunches

Independent trips – Route Managers: An ATG Route Manager is responsible for ATG independent walkers and cyclists in a specific area. Route Managers are based locally and are constantly available to assist clients, provide them with excellent local information and ensure that their Footloose or Freewheeling experience is a successful one. A company vehicle, such as a Citroen Berlingo, is provided for company use.

As a Route Manager you will be expected to:

- Ensure that the client receives a written welcome note on arrival at the first hotel on the route
- Provide the client with your contact telephone numbers for the duration of their trip and be available to receive calls 24 hours a day
- Brief the clients at a pre-arranged time and place at the start of their route to check reservation information, answer any queries that the clients have regarding the route, terrain, weather, local festivals, restaurant recommendations, markets, ongoing travel information and any other aspect of their trip
- Check client luggage (number of items) and deliver all luggage safely to the clients room in the following hotel
- Communicate with clients while on the route and carry out any special requests such as restaurant reservations and taxi bookings
- Check the walking and/or cycling route plus local information at the start of the season and identify problem areas by regularly re-checking, and acting on client feedback
- Send this feedback to the ATG office for incorporation into the route booklets
- For Freewheeling clients, ensure that full information on client cycle sizes is received from the office
- Collect and check bikes hired for client use, and deliver them to the clients at the time of briefing
- Be capable of repairing punctures and applying basic cycle maintenance (training provided!)
- Establish good and professional relations with all suppliers (hotels, restaurants, cycle suppliers, etc.) on the route
- Keep a careful account of all expenditure

You may sometimes have to:

- During high season, be available and in the area 7 days a week 24 hours a day
- Assist clients in bad weather and provide 'rescue' assistance if required
- Act as translator in case of medical or other emergency
- Transfer to another route or to a trip at short notice

We would like to thank you for applying to work with ATG Oxford and for filling in this form. We can assure you that your application will be very carefully considered by the Managing Director and if we would like you to come for interview we will contact you as soon as possible. If your application is not successful at this stage, we will retain it on file, so that we may contact you should a subsequent vacancy arise.

If asked to come to interview, please note that we do not pay travelling expenses.

In order to apply to work as a tour consultant you are required to have a valid full driving licence and passport. Please enclose a photocopy of each with your application.

Please retain these two pages for your reference.

For further information about ATG and our programme of trips please visit our website: www.atg-oxford.com



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Application to work with ATG

(to be completed in your own handwriting)

WBI2

ATG Oxford is an Equal Opportunities Organisation

Personal Details

Surname: _____

Other names: _____

Home Address: _____

Tel no: _____

Mobile no: _____

Email Address: _____

Work Address: _____

Tel no.: _____

Address in case you cannot be contacted, or in an emergency:

Tel no.: _____

Dietary Predilections: Omnivore: Vegetarian: Vegan: Other: _____

Do you consider yourself physically capable to do the job as described on pages 1 & 2? Yes No

Please list any medical conditions (diseases/disorders/allergies) and any medication you are taking _____

Do you have any family/other personal commitments that would prevent you from working abroad for up to 6 months of the year or more?

Yes No If Yes, please give details: _____

Have you ever been convicted of any driving or other offence? Yes No If Yes, please give details: _____

Please attach recent photograph

OFFICE USE ONLY
Date of interview:
Time:
Interviewed by:
Invited to Training Course?
Accepted?
Pending?

Are you over 22? Yes No
(minimum age for ATG vehicle insurance)

Nationality: _____

Type of Passport: _____

Passport no.: _____

Expiry Date: _____

Please enclose a photocopy of your passport

Occupation: _____

Which Languages do you Speak?

	Fluent	Conversational	Basic	Few Words	None
English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Italian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Portuguese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greek	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General Education

Please give details of full-time schooling from age 11.

Name and type of school

Examinations taken and grades

Further Education and Training

Name of college/university

Subject/s studied

Qualification/s obtained

Year obtained

Name of college/university	Subject/s studied	Qualification/s obtained	Year obtained
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Activities and Interests

Please include any certificates obtained, details of membership of any clubs and societies, and how you spend your leisure time now.

Which newspapers/magazines do you read regularly? _____

Who are your favourite authors? _____

What sort of music do you prefer? (state composers, etc.) _____

Who are your favourite painters/sculptors, etc.? _____

Which are your 'top five' films? _____

What would you do ?

Please consider these situations very carefully. Answer **briefly** (15-20 words) on **this** sheet of paper, explaining your reasons where appropriate:

1. You arrange to meet a group of clients at 9.00 am. Due to a misunderstanding two clients fail to arrive until 10.00 am, keeping everyone waiting. How could a misunderstanding have been avoided?

2. As you and members of the group are leaving an hotel in the Dordogne the proprietors hand you a 500g. tin of Pâté de Foie Gras. Bearing in mind people's views on the production of foie gras, and that acceptance could be seen as an 'inducement', do you accept this generous gift? What do you do/say?

3. After two nights at a very comfortable hotel the following night is to be spent somewhere that the brochure describes as 'simple'. What do you tell clients to prepare them for this?

4. You arrive at the hotel with a group of tired, cold, wet and muddy clients at the end of a long day's walk, to discover a cold, dark hotel and an apologetic proprietor. A fire in the boiler room has destroyed the electricity supply. A cryptic note from the Tour Manager says that s/he is trying to find alternative accommodation. What do you do/say?

5. You get a parking ticket whilst on company business. Who pays?

6. A client whom you like very much suggests that it would be enjoyable if you spent the next 'free day' together. What do you say?

7. After two days of a trip one client in an escorted group is consistently late for meals and the beginning of each day's walk. What criteria influence your decision on what to do?

8. You are working with someone who dazzles clients with their professionalism and standards of excellence in everything they do. You are worried that clients may consider you inept. What do you do/say?

9. The food at a restaurant is below its usual excellent standard. However, the clients do not seem dissatisfied, perhaps because of the restaurant's lively atmosphere and personal attentions of the proprietor, who is very friendly to you. Would it be in the interest of the proprietor not to mention this, perhaps momentary, lapse in your trip report?

10. At dinner one evening one of the group asks you a personal question about your religious beliefs or your parents' occupation or your personal relationships. What do you do/say?

The following topics arise in general conversation with the group. Do you:

1. Join in and try to stimulate conversation because you think the topic is interesting and entertaining?
2. Join in because members of the group may be interested, but make only a non-committal contribution?
3. Say nothing?
4. Try to steer the conversation onto another topic?

- The hand that rocks the cradle rules the world
- Private lives and scandals of the British royalty
- Other holidays clients have taken
- Nationalisation of land to allow walkers free access everywhere
- You, your experiences, family and friends
- 'From each according to his abilities; to each according to his needs'
- Compost and mulch
- The ethics of eating veal
- Cars as status symbols
- Alternative medicine
- Nationalistic jokes
- Local gossip en route during the trip
- Importance of narrowing the gap between rich and poor
- TV soap operas
- A romance in the group
- Blisters
- 'We are set on Earth a little space that we may learn to bear the beams of love'
- Nude game shows on foreign TV
- ATG tour consultant training
- 'Today's terrorist is tomorrow's international statesman'
- 'A dog looks up to you, a cat looks down on you, but a pig treats you as an equal'
- Talking to plants
- Abolishing blood sports is an infringement of civil liberty
- Terrorism and natural disasters as a deterrent to travel
- Second marriages
- 'Religion is the opium of the people'
- Aids, BSE and dangers of blood transfusions
- Luggage: packing for all eventualities
- The genius of Piero della Francesca
- Tourism destroys its own resource: the environment
- No gain without pain
- Whether or not a trip is good value for money

What do you think are the three most popular subjects people talk about whilst on holiday? _____

Working for ATG Oxford

Why would you like to work for ATG Oxford? _____

Are you applying for other jobs? Yes No If yes, in what fields? _____

How do you think the job would fit in with your interests, aspirations and 'life-style'? _____

What do you think will be the most difficult/least enjoyable aspects of the work? _____

What are your interests and experience that would enable you to derive the most enjoyment from the job? Please include any qualifications, experience in history of art, food and wine, art and architecture, botany, etc. and interest in people/cultures...

Working with ATG Oxford will allow you, if you would like this, several months off each year. How would you spend this time?

Where do you see yourself in five years' time?

What are your ultimate ambitions?

Please assess your strengths and weaknesses, and explain why you would be good at the job:

Dates when not available for interview: _____

Our Training Course is held in March. (If, as occasionally happens, we need more staff mid-season we hold another training session in August and applicants will be selected from details held on file.)

If selected: I will be available to attend the Training Course in March August

I will be available to work throughout the year (this might include Christmas time)

I will be available to work peak periods only (April - June, September - October)

If offered work with ATG Oxford, in which countries would you prefer to work? (Whilst we always try to take preferences into account, please note that we have to give priority to the needs of the company.)

Where did you hear about this job?

Please supply any additional information you would like us to take into account when considering your application:

Please supply the names, addresses and telephone numbers of two referees, both of whom should know you in a work environment (former employer, tutor, teacher, etc.)

1. Name: _____ 2. Name: _____

Address: _____ Address: _____

_____ Tel No.: _____ _____ Tel No.: _____

Position: _____ Position: _____

I have read the job description on pages 1 and 2, and the details I have supplied in this application form are, to the best of my knowledge, true and complete.

Signed: _____

Date: _____