

WORKING WITH ATG AS A TOUR CONSULTANT

FREQUENTLY ASKED QUESTIONS

What sort of job is this?

If you are not already working for yourself, you will be joining the fastest growing sector of the world's workforce - with over 4,300,000 people in Britain alone running their own businesses, with just one employee – themselves!

What would be my relationship with ATG?

Following successful completion of the ATG Conference, ATG will contract with you to offer you work – that you can accept or refuse.

What sort of people work with ATG?

People who genuinely want to be 'the best'. ATG works at the very top of the travel industry offering World Class Quality, Value and Service.

How can I acquire the skills to be 'that good'?

You will attend an (award winning) Conference which will provide guidance on how to run trips to an excellent standard and ATG clients provide feedback that you can access 24/7 on-line – so you can continually see 'how you are doing' and improve - if necessary.

Why are two languages required?

Most work in the Travel Industry is seasonal, as differences in climate and altitude result in areas and countries having different 'best times to visit'. The flexibility to work in a variety of different countries ensures you will be offered the maximum of work available. If you speak English and Italian, you may not require a third language as many of our trips operate in Italy.

Do I really need a driving licence?

Yes! Driving experience is essential. You need to have held a full driving license for 2 years so that you are eligible to hire vehicles if the need arises. ATG has your driving ability professionally assessed before you work on any ATG trips. If your driving is not up to an acceptable standard you may be required to have

additional tuition or driving experience before being accepted to work as a Tour Consultant. Please note that all ATG vehicles have a manual transmission and right-hand side steering wheel.

Do I need a vehicle?

If you work as a Route Manager on one of our independent routes you must have access to a roadworthy, reliable and presentable vehicle that is suitable for not only moving clients' luggage but may also be used for transporting clients if they wish to shorten their walks or if they get into difficulty.

Why must I be over 22?

You must be 22 or older so that you can be included on ATG company vehicle insurance.

What happens after I send in my application form?

If your application is successful you will be asked to come to Oxford for an interview - normally in February/early March. If you are successful at the interview stage, you will be offered a place at a week-long, award-winning, Tour Consultants Conference, which will be held in mid-March. The Conference lasts from Monday-Sunday, and you will have opportunities to meet and socialise with ATG Tour Consultants who are currently not working on trips.

Modules include:

- Customer Service
- Delivery of Excellence
- Environment – Sustainable Development and the ATG Trust
- Delivery of Environmental Best Practice
- presentation skills – presenting a trip
- food, wine and restaurant management
- food & wine presentation
- the ATG Picnic (practical)

- group dynamics
- practical ethics in tourism
- recognising and resolving problems
- non-confrontational management
- negotiation skills - theory and practice
- time management and logistics
- accounts
- on-line information
- vehicle management & maintenance
- First Aid (official course and qualification)
- food hygiene
- guest presenters
- Managing Director's address 'The Year Ahead'

Award-winning Tour Consultant Conference: There is a non-refundable charge of £275 to attend the week-long Tour Consultant Conference, which is compulsory if you are to be offered work. This charge, payable in advance of the Conference, is inclusive of all modules, books, First Aid qualification and certificate, lunches and five dinners. Those not living in Oxford will also be provided with accommodation (bed & breakfast) as guests of ATG.

When will I start working?

The date you start working will depend on the programme on which you will be working. On Independent routes you can expect to start working almost immediately after the Conference (late March-early April) to familiarise yourself with the area and the walks before the arrival of your first clients. Most of our Escorted Tour Consultants start in April or May.

How much of my time each year will be spent working on trips/ independent routes?

The ATG programmes contain over 100 different trips in Europe and world-wide.

Escorted tour leaders and managers: If you work on escorted tours the amount of time you spend working depends on you. As a free-lance worker you will have the opportunity to advise us when and where you would like to work. The more availability you offer the more work you will get. If working on Escorted trips, you can expect to work abroad during our main seasons between April and June and September and October.

Most Footloose & Freewheeling (independent) routes are open between April and late October – with a break in mid-Summer.

During July, August and the winter months we run a reduced programme and you may opt to work at these times depending on your languages and, in the case of our long haul trips, your previous experience of, or enthusiasm for, working in these countries.

As with any free-lance work – once you have committed to your availability to accept work, if you subsequently renege on your commitment, this will impact on opportunities for future offers of work.

Is the job nine-to-five?

The needs of those on holiday do not start at nine, end at five or terminate at week-ends. Working as a Tour Consultant involves delivery of the published itinerary, and service offered. On Escorted trips ATG Tour Managers and Leaders take all meals with clients and there are no 'free' days/evenings. The maximum number of Escorted back-to-back trips (trips without a break) that you might be scheduled is three. Time off between trips is important – for you to 're-charge your batteries'. Footloose Route Managers usually finish work in the mid/late afternoon depending on the number of clients on the route at any one time, and are on call 24 hours a day in case of emergency. Route Managers work every day of the week when there are clients on the route, although some days may be busier / quieter than others. There also may be periods when you have no clients. Some Independent routes are open from April right through October, whilst others are open for April-June and September-October.

Can I work for ATG throughout the year?

Work in the highest levels of the Tourism Industry is demanding, stimulating and well-paid, and work from which people get a unique 'buzz'. It has the potential to be 'life-style' work, as to remain fresh and enthusiastic, and not get 'burnt-out', time off is important. You will have earned it! Some Tour Consultants fit in work for ATG with other work commitments; others relax or go travelling outside of ATG's main seasons, or take on work or qualifications unrelated to tourism. Some escort ATG 'Discovering World-wide' trips ; or work with ATG doing research or other project work such as updating trip information, route notes etc., or working on ATG (environmental) Trust Charity Saturday walks or marketing events.

How much will I get paid?

Earnings depend on your availability and performance. ATG Tour Consultants are paid on a performance-related basis. Continual assessment by clients enables everyone to continually improve their performance. This results in everyone achieving very high standards of performance, and consequently a high level of earnings.

The average earnings on Escorted trips are over £200 (max £250) per night whilst on a trip, or £1400 per week-long trip. Most Escorted tour leaders and managers work on 10-20 trips per year.

Footloose remuneration is based on the number of clients on the route. Route Managers who are performing well can expect to earn between £10,000-£25,000 per season (April-October), depending on how busy their route (s) is (are).

Fee claims are settled monthly.

What expenses will I have when I am abroad?

On Escorted trips Tour Consultants duties extend to taking all meals with clients and usually stay in the same hotels. Outside trips you are responsible for your own living expenses, transportation costs etc. If you are working on a Footloose route, you are based in one area and are responsible for your own living expenses and transportation costs.

What is my employment status?

ATG Tour Consultants are self-employed and are therefore responsible for their own tax liability and national insurance contributions. During the Tour Consultant's Conference ATG will provide information on this.

Does it matter where I live?

No. You can be based anywhere. Some of our Tour Consultants have a base in the UK; others live in the country where they frequently work. If you are working as a Route Manager you will need to live on the route whilst the route is open.

What does attendance of the new TC Conference involve?

ATG's selection and briefing process is continually updated and adapted to anticipate clients' needs. It prepares the Tour Consultant to run ATG trips to an excellent standard from the outset. Following the Conference there will be the opportunity to meet everyone who works with ATG (both office staff and self-employed Tour Consultants) at a two-day meeting (Saturday and Sunday) where we include further group discussion relevant to the needs of those working in the field.

Does ATG reimburse interview expenses?

We regret that we do not pay travelling expenses to come to interview, but if you are subsequently offered work as a Tour Consultant by ATG, and work for the Company, you will be eligible for a (retrospective) fee of £100 for attendance at the Conference, towards the cost of your travel expenses.

What are the chances of being offered work after the Tour Consultant Conference?

High. Places at the Conference are in great demand. We would not invite you to attend if we did not think you were not someone whose company would delight ATG clients.

Why do people want to work with ATG?

Work as a Tour Consultant is stimulating, varied and well paid. ATG offers the opportunity to work in some of the most beautiful and interesting areas of Europe, and world-wide. ATG, the Company, comprises a team of about 50

like-minded individuals of different nationalities – people who enjoy working to the highest standards and who enjoy a challenge! Those who wish to work with ATG as a Tour Consultant are required to attend the Conference and many current Tour Consultants have been working with the company for years – some for decades! For those who enjoy travel, working as a Tour Consultant offers a very pleasant and enviable way of life.

If you have any further questions about working with ATG please do not hesitate to get in touch with us and for further information about the company and our programme of trips please visit our website: www.atg-oxford.com