



IS CURRENTLY SEEKING EXCEPTIONAL DRIVER GUIDE CONTRACTORS

Overview:

Anderson Vacations is the One Stop Canada and South Pacific Travel Solution! With advanced integrated on-line booking technology and six major product lines, Anderson is one of the fastest growing travel companies in Canada!

The back bone of the company continues to be their Fully Escorted Touring program in and around North America. With itineraries stretching from Western Canada to Atlantic Canada, Grand Canyon to the Oregon Coast, Anderson in partnership with their coach operator – Golden Arrow Bus Lines, are currently recruiting contract workers for their 2012 Driver – Guide Team.

Under this contract process, the hired contractor will be responsible for delivering the service standards, commentary and guiding principles of an Anderson Guide, while also meeting the safety, driving and service requirements of a Golden Arrow driver.

Description:

Reporting to the Escorted and Group Managers of Anderson Vacations and the Operations Manager of Golden Arrow the Driver Guide is responsible for managing and delivering an exceptional on-road experience to all passengers traveling on an Anderson Vacations escorted tour. It requires good leadership, good management and good human relations. In addition, one should have extensive knowledge of the touring area, be resourceful in decision-making and creative in planning for recreational activities. The Driver Guide serves as the eyes and ears of Anderson Vacations in approving or recommending alternate or future hotels, restaurants and attractions. Often they are the only personal contact that the passengers have with Anderson Vacations. It is a position of trust. The Driver Guide is responsible for executing and supervising all arrangements, which have been made by the office, while at the same time maintaining all requirements issued for vehicle maintenance, safety and security by Golden Arrow buses.

Main Responsibilities:

- Deliver relevant, accurate commentary on different destinations while driving and ensuring passenger safety and comfort
- Lead the tour group at all included tour attractions
- Manage the Check-in process at each hotel for all passengers
- Prior to Tour review the passenger lists, noting any special needs, special occasions, and special concerns. Note the times of the departures and how many passengers are getting on at each stop. Review the itinerary in detail. Check the timing of the coffee, lunch and attractions. Review which meals are included and which are not. Go over the routing of the tour.
- In some situations responsible for Tour Cash and Cheques for supplier payment while on tour.
- Ensure that all supplier receipts are kept and recorded and forwarded back to relevant manager on return from the tour.
- Complete daily Tour reports at the end of each day
- Maintain a clean and presentable condition of the coach

- Deliver detailed feedback to Managers on the tour within a week of returning from the trip, including reconciled accounting reports.
- Complete driver logs following regulations set by Transport Canada
- Ability to perform a vehicle inspection and complete pre-trip book reporting any defects
- Ability to lift up to 50 lbs unassisted

Skills/Knowledge:

- Alberta Class 2 commercial operator's license with air brakes
- Experience in the Tourism industry may be an advantage, but is not essential.
- Enthusiastic, hard working, trustworthy and goal oriented.
- Strong organizational, time management and multi-tasking skills required.
- Minimum 2 years motor coach driving experience
- Clear 3 year commercial driver's abstract
- Clear criminal record check
- Able to pass mandatory drug/alcohol testing

Check yourself and your tour personality to make sure that you are the right person for this job.

1. Are you friendly and outgoing in your attitude and actions?
2. Do you feel at ease with strangers, able to initiate conversation?
3. Do you enjoy making new friends? Can you adapt to different types of personalities and backgrounds?
4. Do you sound off on personal biases? Politics? Religion? Social issues?
5. When a person complains about things, do you think of him/her as a person to avoid? Or someone to help?
6. How well can you make decisions?
7. How well can you accept criticism or prompting?
8. Can you laugh at yourself or laugh off a mistake?
9. Are you a good listener or do you find yourself more often telling people about yourself?
10. Are you calm and steady under stress?

RESUMES being accepted

Submissions may be made to Corey Marshall,
CEO/President
cmarshall@andersonvacations.ca

OR fax: 403-245-6210

We thank everyone who applies however only those considered for the position will be contacted.