

ROBERT SMITH

Tour Operator

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To obtain an executive Tour Operator position within a growth oriented progressive organization. I want to apply my business development skills to an environment where they will make a significant impact on the bottom line. The ideal atmosphere would be entrepreneurial and one in which new ideas are welcome and decision making is required.

EXPERIENCE

Tour Operator

ABC Corporation - MAY 1997 - JUNE 1998

- In charged of all ground services for charters from Hungary and Austria - twice a week to both Sharm el Sheikh & Hurghada.
- In charged of classic programs Cairo & Upper Egypt.
- In charged of creating programs and providing the most convenient option for tourists to stay, visit, as well as leave from the city.
- Gave advice on sightseeing and shopping activities, evaluate services rendered on tours, and resolve any problem with accommodations, itineraries, or service.
- Handled tasks such as preparing marketing brochures, updating website content, and making on-site visits to hotels and other destinations to verify its suitability for inclusion in a tour package.
- Collected, evaluated, and responded (as appropriate) to customer feedback.
- Interacted with clients via phone and E-mail.

Tour Operator

Delta Corporation - 1994 - 1997

- Leader of humanitarian, ecologically-minded, and sustainability-focused adventure tours in Ecuador, raising awareness about Indigenous cultures.
- Immunizations, CPR, and blood-borne pathogen awareness training are provided to villagers and local authorities.
- Medical supplies and objects of basic need are distributed to people living in poverty.
- Use operations management skills Use sales and marketing skills Manage human resources Develop products Use financial management skills.
- Managing logistics and services for international group travel Collaborating with vendors overseas to ensure all clients wishes are met Developing.
- Have worked as a tour operator such as research meals, arrange transportation, and tour guide for tourists.
- Operated 24-passenger Ford Starcraft Required to create a 90-minute

narration Averaged long work-hours.

EDUCATION

- MS

SKILLS

Customer Service, Passengers Services Agent.