Design Document: New Tour Guide Training

Business Purpose	The goal of this training is to have 90% of guests report a smooth registration experience, as well as an easy start to their tour, on their follow-up survey. Stellar Tours is a walking tour company located in Brooklyn, NY. New tour guides often start tours late, with groups that are incomplete or with the wrong clients in them. This is because they do not know the check-in and communication protocols of the company. This results in some clients reporting a very chaotic and negative experience at the start of their tour.
Target Audience	Tour guides who are new to this walking tour company. They range in age from approximately 25-65 and have varied experience in tour guiding. They have the same minimum content knowledge about the particular tour(s) they will be giving, assessed through a separate process of learning written information and shadowing current guides.
Training Time	Estimated seat time is 22 minutes.
Training Recommendation	**Delivery Method:** • E-learning Course developed in Rise 360 • Tour guides can go through the course before they start working, and use the accompanying Job Aid as a refresher if needed. **Approach:** • Use of interactive blocks divided into three main content sections • One section to include a mock-up of Stellar Tour's proprietary app • After each section, a review of the information using flip cards and/or card sorts • Two scenario-based knowledge check questions which place learner at key decision points of the tour start process • 1 Final Performance-based Assessment
Deliverables	• Rise e-Learning Course • Published SCORM Files • Job Aid

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Learning Objectives	After this course, a tour guide will be able to: 1. Articulate orientation material to client groups. 2. Quickly take accurate attendance. 3. Resolve attendance discrepancies quickly and respectfully.
Training Outline	Welcome and Introduction - Complete preliminary introductions - Briefly say your name - Get name and number in party from guests who may speak multiple languages - Use translator app on phone and/ or basic vocab chart - Recognize role of Main Desk - Troubleshoot attendance issues - Process payments - Final say on when a group is full - Responsible for knowing location of each guide and guest - Provide immediate assistance via digital tools so that tours can start on time - Communicate efficiently with the Main Desk - Use Notes box in shared Google doc - Text (backup system) using Google Voice #; Main Desk will see it immediately - Describe the route - Trace tour route on map - State 3-4 highlights of the tour, already marked on map - Locate the Google doc quickly - Mark attendance on the Google doc - Note in the Notes box any guests who are not there ("no-shows") - Manage issues in a timely manner - Recognize that tour orientation starts 10 min prior to departure - Recognize that tours should not leave more than 5 mins after scheduled departure - Follow procedures - If guest says "I'm on the wrong tour!" - Search for guest by name - Identify which group they belong to

	▪ Direct them to the group
	      ▪ Send message to that tour guide via chat box
	   o If guest says "I paid!" but they're not on your list
	     ▪ Recognize why this is a problem (insurance)
	     ▪ Search for guest by name to see if they were registered in a different group
	     ▪ Write a message in the Notes box
	     ▪ Send them to the Main Desk
	       o If guest says "I haven't paid yet but I want to go on this tour"
	         ▪ Send them to the Main Desk
	         ▪ Write this in the Notes box
	  • Make sure all issues are resolved before departing
	     o Look for RESOLVED box to be checked on all issues before departing
	     o If not, text the Main Desk immediately
	     o Keep phone on at all times to stay connected

Assessment Plan	**Level 2 Assessment:**
	
	• Knowledge Checks (ungraded) at the end of each section to allow learner to review the new information
	
	• Scenario-based Knowledge Check (2 questions) where learner will apply the new knowledge in a realistic situation
	
	• Scenario-based, five question quiz at the end with 80% correct answers needed to pass. Learners have unlimited attempts and the chance to review their answers before retaking.
	
	• These five questions will place learners at important decision points related to the busy time at the start of tours.
	
	Level 3 Assessment:
	
	• After three months, an analysis of post-tour guest surveys
	
	     o Responses to survey questions about a smooth start of the tour (90% or higher), along with anecdotal evidence from staff, will demonstrate the impact of this training
	
	     o Excellent reviews from guests as well as increased sales can be seen as an indirect result of this training