



Job Title: Tour Guide

Company: Builder Travel

Location: Mohandseen - Giza

About Us: Builder Travel is a leading tourism company dedicated to providing unforgettable travel experiences to our clients. With a passion for exploration and a commitment to excellence, we offer a wide range of travel services, including guided tours, adventure trips, and customized itineraries.

Our mission: Customer satisfaction and exceeding their expectations, and providing them with most of the desired destinations, because we believe that the service quality always comes first.

Our Values: 1-Excellent customer service
2- Exerting our best to give our internal stakeholders the privilege to achieve their ambitions and to obtain a decent life.

Job Overview: The tour guide is responsible for leading and guiding travelers on Haj, Umrah, and tourism trips, providing them with valuable insights into historical, cultural, and religious landmarks. They must ensure the safety, comfort, and satisfaction of all participants throughout the journey.

Key Responsibilities:

1. **Destination Knowledge:**

- Possess in-depth knowledge about the holy sites of Haj and Umrah, as well as other prominent landmarks and attractions in the destinations visited.
- Provide detailed explanations about the significance, history, and rituals associated with each site visited.

2. **Logistics Management:**

- Organize and manage the logistics of the trip, including transportation, accommodation, meals, and scheduling of activities.
- Coordinate with local vendors, hotels, and transportation services to ensure seamless execution of the itinerary.

3. **Cultural Sensitivity:**

- Demonstrate sensitivity to the religious and cultural customs of travelers, offering guidance on appropriate behavior and attire.
- Facilitate interactions between travelers and local communities, promoting cultural exchange and understanding.

4. **Customer Service:**

- Provide exceptional customer service by addressing the needs and concerns of travelers promptly and courteously.
- Offer assistance and support to travelers throughout the journey, ensuring their comfort and well-being.

• **5. Safety and Security:**

- Prioritize the safety and security of travelers at all times, adhering to safety protocols and guidelines.
- Remain vigilant and proactive in identifying and mitigating potential risks or hazards during the trip.

6. Communication Skills:

- Communicate effectively with travelers, delivering information clearly and engagingly.
- Foster a welcoming and inclusive atmosphere within the travel group, encouraging participation and interaction among travelers.

7. Crisis Management:

- a. Be prepared to handle unexpected situations or emergencies, providing leadership and guidance to travelers as needed.

- b. Maintain composure and professionalism during challenging circumstances, ensuring the safety and well-being of all participants.

Qualifications:

- Proven experience as a tour guide, preferably with expertise in Haj, Umrah, and tourism.
- Excellent communication and interpersonal skills.
- Strong organizational and time management abilities.
- Cultural sensitivity and awareness.
- First aid and CPR certification (preferred).
- Fluency in relevant languages (e.g., Arabic, English) and German is preferred .
- Knowledge of local customs, regulations, and emergency procedures.

Education: A bachelor's degree in tourism, hospitality, history, or a related field is preferred but not always required. Relevant certifications and training in tour guiding may also be advantageous.

Working Conditions: The job may require irregular hours, including evenings, weekends, and holidays, depending on the travel itinerary. Travel guides must be prepared to work in various environments, including outdoor settings and religious sites.

Benefits:

- Competitive salary and performance-based incentives.
- Comprehensive benefits package, including health insurance, and paid time off.
- Opportunities for professional development and career advancement.
- Travel perks and discounts on company tours and services.
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Application Process: If you are a dynamic tour guide with a passion for travel and a track record of driving results, we invite you to join our team at Builder Travel company. Please submit your resume, along with a cover letter outlining your qualifications and why you are interested in this position, to [**info@buildertravel.com**](mailto:info@buildertravel.com)

Builder Travel is an equal opportunity employer committed to diversity and inclusion in the workplace. We celebrate individual differences and encourage people of all backgrounds to apply.