



HOW TO APPLY: TOUR GUIDE/GHOST TOUR GUIDE

Address the following selection criteria by writing between **half to one page** for each criterion. To assist you in doing this we have listed some questions under each criterion. You don't have to use them but they may help in guiding your response. When writing a response to these questions, the best strategy is to use examples from your past work, schooling, sports, volunteer activities or life.

Criterion 1: Good communication and interpersonal skills including the ability to easily initiate contact with new customers

Write about a time that you demonstrated good communication skills. Describe the situation, what you did and what the outcome was.

How have you, or would you go about initiating contact with new customers?

What do you consider the most important aspect of good customer service?

Criterion 2: Ability to work under supervision, take instruction and undertake training and assessment

Describe a time when you have worked under supervision

How do you respond to being given direction?

Detail any training and assessment that you have undertaken in the past.

Criterion 3: Ability to work as part of a team and provide assistance to other team members

Have you worked as part of a team before?

Under what circumstances?

How was teamwork helpful to the situation?

How did you help assist your team members to achieve a positive outcome?

Criterion 4: Good organisational skills with the ability to increase workflow to meet the demands of peak periods whilst continuing to deliver exceptional customer service

Write about a time when you needed to be organised.

What did you do in order to make the situation work?

In past situations how have you increased your workflow to meet the demands of increased work pressure?

What can you do to make sure you maintain exceptional customer service when under pressure?

Criterion 5: Understanding of, or the ability to acquire, communication and presentation skills using the thematic interpretation technique to deliver guided tours to visitors

Describe what your understanding of thematic interpretation is. How have you used it in the past?

What was the benefit of using thematic interpretation rather than another method?

If you have not used it, how would you go about gaining this skill?

Criterion 6: Awareness of Work Health and Safety issues

Explain what you think is meant by Work Health and Safety

How have you practiced this in the past?

How is it relevant to the job you are currently applying for?