

WORKING IN A TOURIST OFFICE:

Good morning, my name is Iria and I'm going to talk you about how is the work in a tourist office.

- WHAT'S A TOURIST OFFICE?

If you search a definition of this term or you ask someone, the most common response is that a tourism office is an office that gives tourist information to tourists in an area.

This it's true, but it's only one of the functions of these offices, then I'll try to explain all this functions:

- A NORMAL DAY IN A TOURIST OFFICE

The first task before opening the office it's the replacement of all information material available and read the mail box the request of information from individuals and others offices. The office opens at 10 am, from this moment the request of information from tourists and residents are answered. In high season the number of visitors is around 300 per day (depending on the office).

So, FUNCTIONS OF THE OFFICE ARE:

- Attention, advice and information to tourist and visitors
- Information for residents of sporting and cultural activities as well as events in the region.
- Sending information to individuals, tourist offices, town halls and tourist fairs by mail, e-mail and fax.
- Attention of the telephone consultations.
- Preparation and updating of brochures, street-map, routes and guide of services.
- Guide tours in the city.
- And collaboration and participation in projects of Tourism.

But at the end the information requested is varied, in a tourist office you can ask all:

General information like: city map, routes, timetable, parties or celebrations, What do you see?, What do you do?, restaurants, accommodation, history of a building or monument...

Or singular questions like: capacity of a restaurant, water temperature, climate, location of a singular restaurant or anything..

So, in conclusion, What do you need to work in a tourist office?

In defect of what everyone thinks, the languages and information about the city and it's history it's no enough, to work in a Tourist Office is essential:

- Organization
- Responsibility
- Capacity to respond
- Problem-solving ability
- Decision-making capacity
- Sympathy and empathy
- And a lot of Patience!!

Thanks!