



Guide Boot Camp – June 2019 *(in conjunction with Tourism Boot Camp)*

Background & about us: Tourism Boot Camp is the brainchild of Pieter Geldenhuys, owner of PG Tops tours and Luxury Safaris. Pieter identified the lack of skilled tour consultants and the simultaneous problem of massive unemployment of youth in South Africa, and decided to try to address the problem by offering practical training to unemployed young people to get them ready for employment in the tourism industry.

Earthstompers was involved with Tourism Boot Camp from the early stages with Chrissy Human (owner of Earthstompers) helping the students with training in tour pricing and Excel. In 2018 Pieter asked Hendrik Human (owner of Earthstompers) to become trustee of Tourism Boot Camp, and this is when the Earthstompers team together with Pieter came up with the idea to start “Guide Boot Camp”.

What does this involve? Guide Boot Camp is an “unofficial” 4 week introduction to the real world of tour guiding. Guide Boot Camp will give trainees 21 days of actual touring with experienced tour guides and a week of theory with experienced travel professionals. Guide Boot Camp will give trainees the opportunity to experience activities and destinations first hand, and most importantly will give them the opportunity to interact with paying foreign travelers from all over the world. Guide Boot Camp is not formal guide training, but is rather intended for those who have completed their guiding course, and need some practical experience.

Why do we do this? Education is one of the most powerful tools for a greater South Africa. Using our time, resources, experience and knowledge, we hope to have a positive impact on the lives of our young people, especially those who have had limited opportunity and exposure to the Garden Route. This could open some doors for them into this amazing growth sector.

One of the biggest challenges in our industry is employing good, diverse, experienced guides. When we employ guides, they need to have experience in the destinations we travel to, they need to be travel savvy, they need to be able to handle a tour vehicle and they need experience in interacting and communicating with foreign travellers. We get many CV's but what is always lacking is experience! We do not just want to send them all away and tell them to go get more experience. We want to offer inexperienced guides the opportunity to travel and experience these destinations and activities first hand. We want to give them the opportunity to learn from experienced tour guides and travel professionals and most importantly interact and communicate with foreign guests.

Who should apply? **Registered tour guides with valid PDP** (please do your official guiding course before you apply) with little to no experience in guiding, wishing to gain experience and confidence. For once, less experience is what we are looking for in candidates.

When: 3 – 29 June 2019

Cost: No charge, all we need is your full attention, commitment and your time.

Earthstompers Adventures • Hendrik & Chrissy Human
19 Swalle Street, Somerset West, 7130 South Africa
+27 (0)82 443 1354 info@earthstompers.com www.earthstompers.com



EARTHSTOMPERS ADVENTURE TRAVEL



GARDEN ROUTE & ADDO NATIONAL PARK SAFARIS - SOUTH AFRICA

Activity Level & Valuation: We are giving you our time, experience and resources for your benefit at no cost. We expect nothing less than 100% commitment from your side, we expect you to be punctual and when on tour to behave in a manner as to positively represent our company, and keep up our reputation with guests and service providers. If any guide fails to do this we have the right to remove guide from the programme with immediate effect. We will evaluate participants weekly and you will be asked to leave the programme if we feel you are not bringing your side.

Disclaimer: Earthstompers Adventures and Tourism boot camp is not an official training facility or institution. Few of the persons involved in this programme are qualified educators or trainers. In no way do we undermine work done by official guide training establishments. Completing a formal guiding course and having a valid Professional Driving Permit (PDP) are prerequisites for Guide Boot Camp. Our efforts in offering Guide Boot Camp are voluntary, and our way of giving back and sharing what we've learned over many years in the tourism industry.

Schedule:

Week 1:

3 – 7 June 2019: Theory and day tours:

3 June 2019: Full day in Earthstompers offices in Somerset West (08:00 – 17:00)

4 June 2019: Full day in Earthstompers offices in Somerset West (08:00 – 17:00)

5 June 2019: Full day Cape Winelands educational tour

6 June 2019: City Cape Town foodie tour and introduction

7 June 2019: Full day Cape Peninsula tour

9 June: Get to know your vehicle (08:00-13:00)

Get vehicle ready for tour. You will join a member of Earthstompers staff to get the tour vehicle ready for a week on the road.

- Take vehicle to car wash
- Do vehicle safety checks
- Get tour folders and tour crate ready for guide
- Drive tour vehicle and get used to handling vehicle
- Hook and reverse the trailer
- Learn how to change a tyre
- Learn how to jump start a vehicle

Week 2:

10-15 June 2019: 6 Day Garden Route and Addo Adventure

Sit back with a note book and enjoy your time traveling along the Garden Route, watch the guide in action, ask plenty of questions and learn! Most importantly, interact and communicate with your fellow guests from all over the world and participate in all the activities on offer.

Sunday 16 June 2019: Get to know your vehicle: (08:00-13:00)

Get vehicle ready for tour. You will join a member of Earthstompers staff to get the tour vehicle ready for a week on the road.

- Take vehicle to car wash

Earthstompers Adventures • Hendrik & Chrissy Human

19 Swalle Street, Somerset West, 7130 South Africa

+27 (0)82 443 1354 info@earthstompers.com www.earthstompers.com



- Do vehicle safety checks
- Get tour folders and tour crate ready for guide
- Drive tour vehicle and get used to handling vehicle
- Hook and reverse the trailer

Week 3:

17-22 June 2019: 6 Day Garden Route and Addo Adventure

Get more involved on your second week on tour:

- Help guide with vehicle check and cleaning vehicle in the mornings
- Help guide to pack and unpack luggage
- Help guide to phone and reconfirm bookings for accommodation, activities and meals
- Choose an area that you feel comfortable in, take the microphone and guide in a specific area
- Drive small sections. (This will only be allowed with managers and guide permission – when you are ready.)
- Ask questions!

Sunday 23 June 2019:

Get to know your vehicle: (08:00-13:00)

Get vehicle ready for tour. You will join a member of Earthstompers staff to get the tour vehicle ready for a week on the road.

- Take vehicle to car wash
- Do vehicle safety checks
- Get tour folders and tour crate ready for guide
- Drive tour vehicle and get used to handling vehicle
- Hook and reverse the trailer

Assessment: (13:00-16:00)

You will sit down with Earthstompers management for a Q&A and discuss if you have any questions or concerns.

- Management will check your progress and if you are ready for week 4 by asking a few general tour questions and general knowledge questions.
- You will take management on a short tour showing of your guiding and driving skills.

Week 4:

24-29 June 2019: 6 Day Garden Route and Addo Adventure

Get even more involved in your final training tour:

- This week you will be in charge and the guide will be overseeing and assisting your every move. (Subject to management and guide discretion and if you are ready.)
- You will do more driving. (Subject to management and guide discretion and if you are ready.)



Theory daily schedule:

3 June 2019: Full day in Earthstompers offices in Somerset West (08:00 – 17:00)		
Time	What	Who
08:00 – 09:00	Welcome. Meet the team and orientation, company history and ethics and what to expect from us over next 4 weeks and what we expect from you over next 4 weeks.	Hendrik and Chrissy Human – Owners, Cindy Schalkwyk – Manager
09:00 – 11:00	Overview of Garden Route and Addo Tour: What we do, where we go, accommodation options, activity options, timing on tour, pre departure documents: tour sheet, indemnity, tour briefing, pre tour vehicle check, post tour documents: feedback, post tour vehicle check and cash up.	Cindy Schalkwyk - Manager
11:00- 11:15	Tea break	Sponsored by Earthstompers – Meet the whole office team
11:15 – 13:00	Destinations specific to your Garden Route tour: We will give you an overview of the route we will travel. Point out interesting facts guides should acknowledge and know along the way, including history, geography, agriculture, wildlife etc.	Nicolene Vermeulen, Earthstompers Adventures senior tour consultant and former Tourism Destination lecturer.
13:00 – 14:00	Lunch	Own account, please bring along
14:00 – 15:30	A brief overview of history, politics, economy and demographics of South Africa. An introduction to what all guides should know. We will handle a general overview, but also give you advice on how to handle those challenging history and political questions.	Nicole Van Heerden, Freelance tour guide
15:30 – 15:45	Tea Break	We have tea, coffee and a water fountain in the office
16:00 – 17:00	Helderberg Nature Reserve hike: Safety when being out and about with your guests, geography of the Helderberg, all about fynbos and staying active and fit as a guide.	Stuart Coffee, Owner Wild Things Outdoor and mountain guide

4 June 2019: Full day in Earthstompers offices in Somerset West (08:00 – 17:00)		
Time	What	Who



EARTHSTOMPERS ADVENTURE TRAVEL



GARDEN ROUTE & ADDO NATIONAL PARK SAFARIS - SOUTH AFRICA

08:00 – 10:00	Safety management: Guide insurance, vehicle insurance, passenger liability insurance, public liability insurance, operating licence, tour safety briefing, indemnity forms, emergency contact list, emergency management procedure, incident report form, pre tour vehicle check, post tour vehicle check, safety equipment in tour vehicles - where to find and how to use.	Hendrik Human, former guide and owner of Earthstompers Adventures
10:00-10:15	Tea break	We have tea, coffee and a water fountain in the office
10:15 – 12:00	Destinations continued	Nicolene Vermeulen, Earthstompers Adventures senior tour consultant and former Tourism Destination lecturer.
12:00 – 13:00	Lunch	Own account, please bring along
13:00 – 15:00	Service, ethics and diversity training: How to present yourself as a guide, guide ethics, how to handle difficult situations, how to handle difficult questions, sensitive subjects: cultures, religion, politics, and race.	Nicole Van Heerden, freelance tour guide
15:00 - 15:30	Tea Break	We have tea, coffee and a water fountain in the office
15:30 – 16:30	Sustainability and how to be a responsible traveller and guide: You can make a difference as a guide and you can educate your guests to do the same	Cindy Schalkwyk - Manager and Hendrik Human -owner
16:30 – 17:00	Last questions and overview before you go on the road	Hendrik and Chrissy Human – Owners, Cindy Schalkwyk – Manager

Earthstompers Adventures • Hendrik & Chrissy Human

19 Swalle Street, Somerset West, 7130 South Africa

+27 (0)82 443 1354 info@earthstompers.com www.earthstompers.com