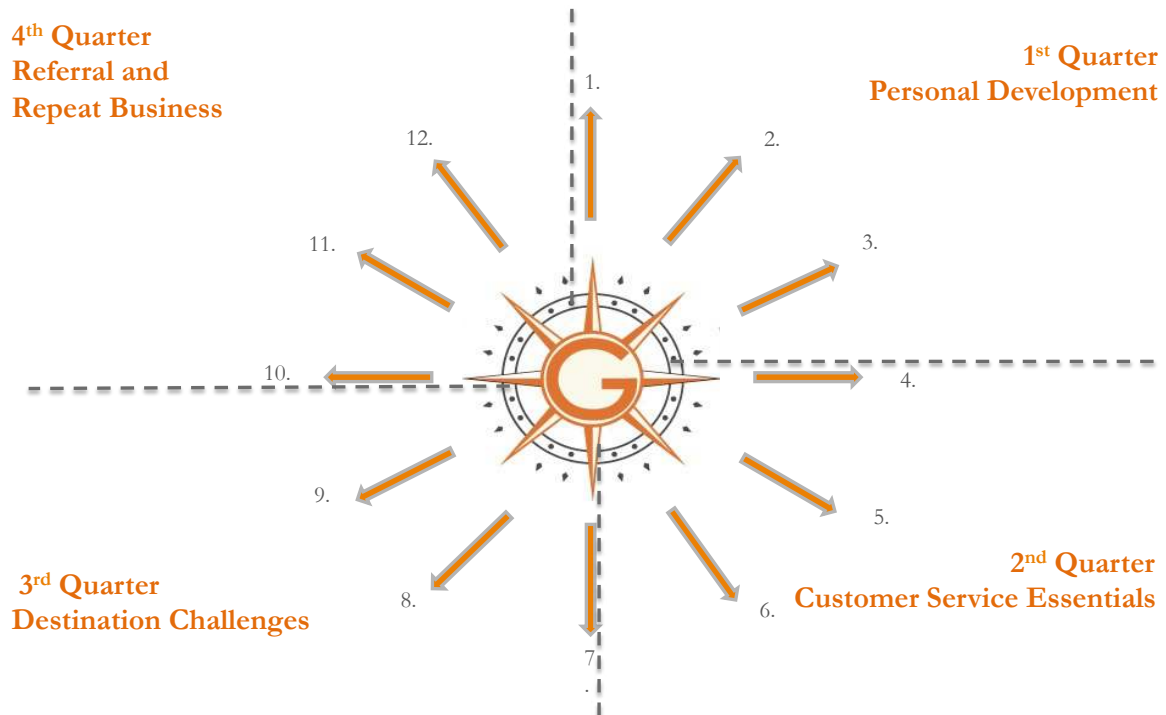


## TRAINING QUARTERS



### Topics include:

- Personal Development
- Public Speaking ("Packaging A Tour")
- Tourism roles and today's markets
- Rights of guides and guests
- Social Media Dos and Don'ts
- Western insights on bridging cultural gaps
- Mapping the entire customer journey
- Tour Development
- Cultural Understanding - Linking to Guest Culture
- Understanding High and Low Context in Communication
- Business Mindset
- "From Page to the Stage"
- Capacity Building
- Departure Training
- Sensitivity Training
- Sustainable Tourism
- Field Training - Turning Theory into Practice
- Quality Assurance to ensure excellent feedback, referrals and repeat business
- And more...