

# CERTIFICATE

*In*

## ON-TOUR MANAGEMENT

*This is to certify that*

**John Boyle**

*Has completed the*

**WORLDWIDE TRAVEL TRAINING LTD Training Course**

*covering the following sectors:*

- Industry Background
- TM Basic Duties
- Long & Short-haul Tours
- Pre-tour preparation
- Customer Care
- Coach Management
- Ferry & Shuttle
- Rail Travel
- Cruise work
- Speciality Tours
- Airport Check-ins
- Working with Guides/Agents
- On-tour Flights
- Hotel Management
- Health & Safety
- Welcome Sessions
- Optional Excursions selling
- Accidents & Emergencies
- Complaints Management
- Post-tour Duties

**Course comprised of lectures, role-play, syndicate exercises,  
providing in-depth knowledge and experience of the role**

Signed by :



Janet Goodwin  
Director, Worldwide Travel Training Ltd

21<sup>st</sup> November 2005

**WORLDWIDE TRAVEL TRAINING LTD**  
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