

Tourist Guide Seminar and Workshop **Innsbruck, 2-3 November, 2009**

Dear Colleagues,

You are cordially invited to attend the first Austrian **Training Event for Tourist Guides**, which is jointly organized by **WFTGA**, the World Federation of Tourist Guide Organizations and **FEG**, the European Federation of Tourist Guide Associations. The training will take place immediately before the 21st National TG Congress in Innsbruck.

International trainers will hold seminars and workshops on key areas of TG training: communication, group management and itinerary planning (all in English, 8 hours in total).

If you would like to participate in this event, an **early registration is much appreciated** (as we have to book the international trainers). You will find more detailed information and a registration form in the attached document.

If you have any questions, please do not hesitate to contact us.

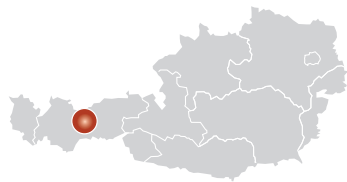
Looking forward to hearing from you,
Kind regards,

Felicitas Wressnig, Vice-President WFTGA

Mag. Lisa Zeiler, FEG Representative for Austria

Vienna, April 2009





Tourist Guide Seminar and Workshop **Innsbruck, 2-3 November, 2009**

Innsbruck November 2 (afternoon) – 3 (midday), 2009

Sponsored by the Tyrol and Vienna Chamber of Commerce

Aims:

Update your communication skills in a group of colleagues with international trainers from WFTGA and FEG.

Learn to reflect and control your personal air, enhance your presentation skills in order to make better use of your individuality and thus fascinate your guests.

Working Sessions:

Communication

Use body language to perfection; strengthen your voice with steady breathing; exercise rapport.

Group management

Questions that we like and dislike, their use for a better comprehension; selection of subjects appropriate for your group; find the best vocabulary and mix of facts and humor.

Itinerary

Research and choose variety to promote your profession; maintain your timing to synchronize with your partners; market your specialties.

Location:

Innsbruck, Chamber of Commerce. A certificate will be provided.

Date:

November 2nd, 2009 15:00 – 19:00

November 3rd, 2009 08:30 – 12:30

Fee:

110 (materials and coffee breaks included)

For early birds until August 31: 100,-, deadline October 1, from then on cancellation 100%.

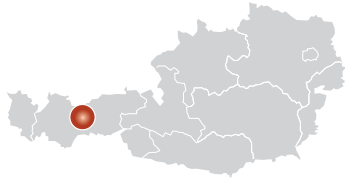
The workshop will be in English. The minimum number of participants is 12 tourist guides. In case of fewer applicants, one single trainer will be provided.

The special rates at the Innsbruck Congress Hotels will also apply for the extra night of November 2 - 3, 2009.

Contact and Information:

Felicitas Wressnig, guide-felicitas@chello.at

Lisa Zeiler, lisa.zeiler@gmx.at



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REGISTRATION FORM – Please return to Fax No. (01) 504 52 39

Mr / Mrs

Address:
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Tel./ Fax

Email

Tourist guide since Issued by

Languages:

For early birds to make a reservation please transfer 50% by August 31 to our bank account, remaining 50% upon arrival.

Bank details: BA 51428 986 001, BLZ 12000; Payment Reference: Training Innsbruck

Registration open until October 1, 2009.

Signed by

Place/ Date:

