

Dear Ms/Mr,

There is less than a week left to take advantage of the early bird registration for the \*14<sup>th</sup>\*WFTGA Convention 2011\* in Tallinn, Estonia, 29<sup>th</sup> January–4<sup>th</sup> February, 2011!

Start your registration here: <http://wftga2011.konverents.eu>

If for any reason your credit card payment does not go through at once you will still only be charged at the early bird rate.

Don't forget to book the pre- and post-tours when you register – a greeting from the St. Petersburg guides is attached to this letter.

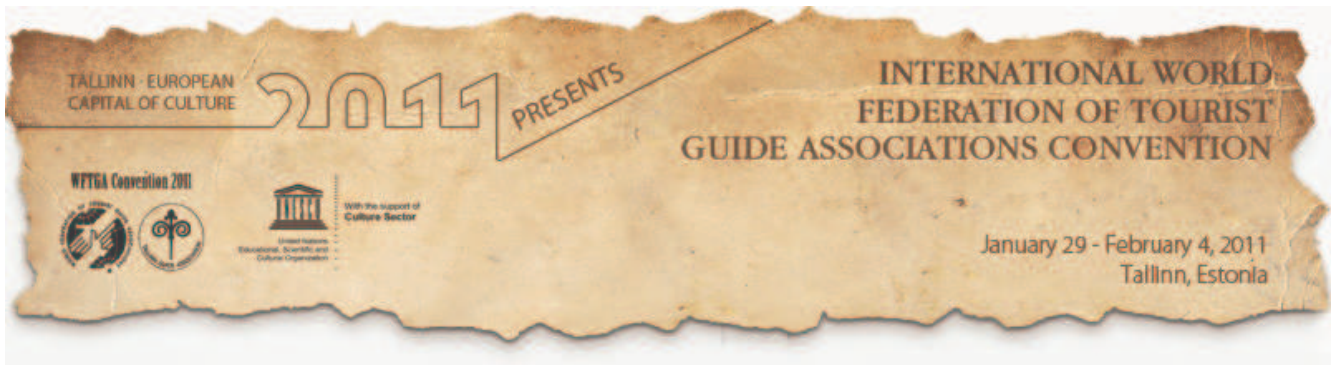
We are also proud to offer you the opportunity to participate in the Cruise Guide Training Day on January 30<sup>th</sup> in Tallinn. The programme and information about registering is attached to this mail. The Cruise Guide Training course is run by Progress International in synergy with the WFTGA.

If you have any questions, please do not hesitate to ask. Our partner, the professional conference organiser Frens Conference Services [conference@frens.ee](mailto:conference@frens.ee), is happy to help you with all your questions.

We are looking forward to seeing you here in Tallinn, where we are sure that you will  
Be ESTonished!

Tallinn Guide Association

Organising Committee of the WFTGA Convention 2011



*Dear friends and colleagues!*

*Receive our most cordial greeting, and welcome to St. Petersburg!*

*We are honored to be your receiving party, and we are committed to giving you the best insights on what today's St. Petersburg is about.*

*The City of St. Petersburg was founded in 1703 as the meeting point for the European and Russian civilizations and since then has served as a liaison for the cultural and economical interaction between the East, the West, the North and the South of Europe.*

*The other name for St. Petersburg, "The Cultural Capital of Russia", embodies our city's versatile and genial "personality" evident in our people, beautiful architecture, and heritage, first and over all as a center for the nationwide development of such areas as education, science, arts and theatre.*

*We – the St. Petersburg tour guides - are passionately retaining our home city atmosphere and history, while helping visitors from all round the world to be acquainted with our national treasures, past and present.*

*Being just your hosts at the moment, we would love to contribute to your proficient experience with a little bit of our own, and we hope you'll find it handy.*

*It will be a great pleasure to see you in St. Petersburg, to discuss with you our common professional goals, as through our work, through the expertise we share our World become more open, friendly and hospitable to any and all.*

*So, be our guests, come to St. Petersburg and enjoy our hospitality!*

*Saint Petersburg Association of Professional Tour Guides & Interpreters*

Vienna, October 4th, 2010.

**The Cruise Guide Training Day on January 30<sup>th</sup> 2011 in Tallinn  
9am to 6pm, coffee breaks included**

The **Purpose of the Cruise Guide Training** course created by Progress International in synergy with the WFTGA is to further and develop understanding and consensus amongst Tourist Guides of the Cruise Industry as a whole, to ensure internationally recognized quality practices and to give Tourist Guides a voice for the key role they play in executing Cruise Excursions, which carry significant revenue responsibility for Cruise Lines.

The **Topics of the Cruise Guide Training** will include:

Cruise Ship Industry in General  
Life on Board  
Cruise Guest Profiles  
Cruise Line Products  
Partners of the Value Chain  
Guiding Operations  
Dispatch (including Tender)  
Interpreting Skills  
Promotional Skills of the Host Destination  
Importance of Next Port.

The **COST** of this ONE DAY TRAINING (8hrs) will be **EURO 100**.

You have the **Choice of GERMAN or ENGLISH** lecturers, please sign up giving your preferred language plus background of your tourist guide license in order to ensure your seat asap.

Registration with  
[guide-felicitas@chello.at](mailto:guide-felicitas@chello.at)

You will be sent an invoice for internet money transfer to be paid in advance. Participation according chronological order.

Cancellation within four weeks prior to workshop is possible with a payment of € 20 for handling.

This workshop is sponsored by WFTGA



**World Federation of  
Tourist Guides  
Associations**

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**The Global Forum for  
Tourist Guides**