



Dear Applicant,

Thank you for applying for the position of Contiki Tour Manager USA (Summer 2012).

The process of applying to become a Contiki Tour Manager involves various steps. To begin, one must complete the attached application in legible handwriting. Along with the application, a resume, two letters of reference and a photo journal are requested. All items should be mailed to the address on page 2.

Once your application has been received, an appointment will be made for a preliminary interview by phone. Following the phone interview, applicants are then considered for an invitation to a two-day interview in Anaheim, CA. Interviews consist of a group interview, in which a short talk is required on an assigned topic. Included in the group interview, is an information session by a recruiter detailing all aspects of tour managing, including topics such as wages, scheduling and a detailed description of the job. Following the presentation, a one-on-one interview is scheduled with a recruiter for the following day. All interviews will be conducted regularly in Anaheim beginning November 2011 and will conclude January 2012. All applicants are responsible for their transportation to and from the interview. This will be the only opportunity to apply, as Tour Manager Recruitment only takes place once a year.

Applicants that successfully interview will be offered a spot in Tour Manager Training School (TMTS). TMTS is an accredited training school that requires tuition of \$500, and entails in-class instruction as well as over-the-road training. Contiki USA will only hire Tour Managers from TMTS. During TMTS, all applicants will learn such skills as public speaking, organizational methods and technical information. The majority of TMTS will be spent training over-the-road visiting brochured destinations and learning historical and socio-economic facts. TMTS is difficult and demanding, therefore we encourage all applicants to prepare in advance. A tour manager position is only offered at the conclusion of TMTS to applicants that have successfully completed the program. TMTS will begin February 2011 and will last approximately 5 weeks. Please see the Tour Manager Recruitment timeline below:

Applications Accepted & Phone Interviews Conducted	October '11—January '12
In-Person Interviews held in Anaheim	November '11—February '11
Tour Manager Training School	February '11—March '11
First Tour Assignment	May '12—June '11

Due to the high response levels, no correspondence will be entered into prior to your complete application being received. In general, correspondence from Contiki will be via e-mail, so please ensure your email address is valid and checked regularly. If your application is successful, we will contact you and invite you to participate in a phone interview.

Thank you for your interest in Contiki and we wish you every success with your application.

Kind Regards,

Claudia Brooks
Contiki Tour Manager
Recruitment Department

To be considered for the role of Tour Manager with Contiki Holidays, all applicants should meet the following criteria:

- Have a university degree and 2 years work experience or its equivalent
- Be a US citizen or have a valid work visa
- Be able to interact on a professional and social level with Contiki clients
- Have experience dealing with people from different countries and cultures
- Have the ability to deal with any issues/problems that may occur on tour. For example, assisting with lost passports, client injuries and hospital visits, conflict of personalities, etc.
- Have the ability to make “on the spot” decisions that will benefit the operation of the tour
- Be team oriented
- Commit to an intense multi-week Tour Manager Training School program, which includes in-house and over-the-road training
- Looking for a 2 year commitment for full USA summer seasons. Peak summer season is June and ending in October, however, some winter work is available
- Be able to adapt to an intense work schedule
- Be sensitive to client needs
- Be accountable for company funds
- Posses a good understanding of American history, politics and culture as well as have knowledge of international current events
- Have the ability and desire to learn
- Be able to deal with and work under pressure
- Be adaptable and flexible in their approach to the role of Tour Manager
- Have leadership qualities
- Have time management and organizational skills
- Have some experience in sales
- Be able to interact closely with the tour driver on all aspects of the tour
- Be able to walk frequently and long distances, sit for long periods of time
- Have a smart phone, laptop with Microsoft programs (Word and Excel) and an MP3player/iPod that can be used while on tour
- Have proficiency in Microsoft Word, Excel, Adobe, Internet research

To complete your application, please include the following:

- Current resume and two letters of reference.
- Photo Journal. This photo journal is an open format so that you can show us your creativity. The photo journal should portray you and a favorite travel memory. Journals may be presented on paper or other forms of media. Please limit the media presentations to 5 minutes. Photo journals will not be returned.

Please ensure that your application is complete and legible. Any applications that are incomplete will not be reviewed.

Mail to: Contiki Holidays
Attn: Contiki Tour Manager
Recruitment Department
801 E Katella Ave
Anaheim, CA 92805



Application for Employment

SECTION 1: PERSONAL/CONTACT DETAILS

First Name:		Last Name:		Name Commonly Known as:	
Home Address:			Address for correspondence (if different from home address)		
Phone Number:		Social Security Number:			
Do you currently possess a valid Drivers License? <input type="checkbox"/> Yes <input type="checkbox"/> No		State:	License number:	Expiration:	
E-mail address: Please print clearly					

SECTION 2: EDUCATION

1. Highest level of education completed <input type="checkbox"/> High School <input type="checkbox"/> 2 yr Associate <input type="checkbox"/> 4 yr University Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> Trade Qualifications				
2. Detail the institutions you attended, beginning with High School:				
Institute Name	Location	Major	Degree Received	Year Graduated
3. Do you speak any foreign languages?		<input type="checkbox"/> No <input type="checkbox"/> Yes (if yes, specify)		
4. Have you studied US History?		<input type="checkbox"/> No <input type="checkbox"/> Yes (if yes, specify)		
5. Have you studied US Government?		<input type="checkbox"/> No <input type="checkbox"/> Yes (if yes, specify)		
6. Are you confident in your knowledge of the world's geography?		<input type="checkbox"/> No <input type="checkbox"/> Yes (if yes, specify)		
7. Have you had experience working with the general public?		<input type="checkbox"/> No <input type="checkbox"/> Yes (if yes, specify)		

SECTION 3: WORK EXPERIENCE

Company:	Nature of Business:	Position Held:
Start Date:	End Date:	Salary Range:
Responsibilities:		
Company:	Nature of Business:	Position Held:
Start Date:	End Date:	Salary Range:
Responsibilities:		
Company:	Nature of Business:	Position Held:
Start Date:	End Date:	Salary Range:
Responsibilities:		

Work Related References

Name:	Company:	Position Held:
Address:	Phone:	Email:
Relationship:		
Name:	Company:	Position Held:
Address:	Phone:	Email:
Relationship:		

NB. Please ensure you attach written references and your resume to this application

SECTION 4: TRAVEL EXPERIENCE

1. Have you been on a Contiki tour? No Yes
 If yes, provide tour name and duration, year, and the name of your Tour Manager and Tour Driver:
 Tour Name: _____ TM: _____ Driver: _____

2. Have you been on a tour with another tour company? No Yes
 If yes, what operator, describe the type of tour, duration, year:

3. Briefly detail your travel experience to date:

Country & Cities Visited	Days Visited	Purpose of visit	Most memorable experience

SECTION 5: GENERAL

1. How would you rate your skills as a public speaker?
 Poor Average Fair Could be good w/practice Confident

2. Have you ever attended any high stress training sessions?

3. Briefly outline your experience in leading groups.

4. Briefly outline your knowledge of Contiki Holidays.

SECTION 5: GENERAL cont.

5. What do you think are the responsibilities of a Tour Manager?	
6. Why do you want to be a Contiki Tour Manager?	
7. Why would you be a good Tour Manager?	
8. How did you find out about this employment opportunity? <input type="checkbox"/> Contiki Website <input type="checkbox"/> Contiki Staff (name) <input type="checkbox"/> Friend <input type="checkbox"/> Facebook <input type="checkbox"/> Other (please state):	
9. Have you ever been convicted of any offenses that would prohibit you from being bonded? <input type="checkbox"/> No <input type="checkbox"/> Yes If yes please describe offenses including dates:	
10. Can you meet the requirements of the job with or without reasonable accommodation? <input type="checkbox"/> Yes <input type="checkbox"/> No	

SECTION 6: CHECKLIST

Please read and tick the boxes for each point to show you meet the requirement and have successfully filled out this application:

<input type="checkbox"/> I am a mature and responsible individual
<input type="checkbox"/> I have included a current resume, 2 reference letters & a photo journal <i>(these will not be returned)</i>
<input type="checkbox"/> I have completed sections 1- 5
<input type="checkbox"/> I agree to attend a group interview in Anaheim, CA at my own expense
<input type="checkbox"/> I understand that Contiki USA only hires from the TMTS Tour Manager Training School
<input type="checkbox"/> I understand that this is a part-time seasonal position

I have read the above and all the information within this application is true and correct

Signature of Applicant: _____

Date: _____

Print Name: _____