As we approach our 15th WFTGA Convention in Macau it seems worthwhile to reflect on the past two years in the history of WFTGA. I was very excited when I was watching the Opening Ceremony for the Olympic Games in London that 69 of the countries taking part have tourist guides associations that are members of WFTGA! We are truly a world organisation.

We are all working very hard to make this a very successful Convention. It is not too late to register on www.wftga2013.org — register by 15th December to avoid penalties!

We are delighted that Mr. Márcio Favilla Lucca de Paula, Executive Director, Competitiveness, External Relations & Partnerships UNWTO, has agreed to make the keynote speech and also to lead a workshop to help tourist guides benefit from the increased numbers of visitors from the BRICS countries (Brazil, Russia, India, China and South Africa).

Our hosts have been able to arrange a very special post tour to Xian in China, when there will be an exclusive dinner hosted by the Xian Government and also a private visit to see some of the newly excavated sites of the famous Terracotta Warriors. This site is not normally open to the public. Our alternative post tour will include special visits in Hong Kong and Schenzan, and during the Main Convention we will all have the opportunity to visit mainland China.

I hope that we will see many of you at this Convention, which will allow us to experience two very different cultures – Chinese and Portuguese – as well as visit three different administrative regions.

Rosalind Newlands
WFTGA President

Guidelines Internetion@l is produced by WFTGA two to four times a year.

The deadline for the next issue is 28 February 2013.

Please send words and pictures (ideally 300 ppi) to: wftgaguidelines@gmail.com

For the next issue, we particularly welcome reports and photos from International Tourist Guide Day.

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Editor: Tina Engström

Cover photo: ©Lo Chong Kun
Photos from Macau

Ros and Govind are guided round Macau by Maria Eugenia Lam.

Ros and Govind with Maria Eugenia Lam at AhMa Temple Gate.

Macau Old Town.

Skyline of Macau from the Convention Hotel.

Photos: ©Philip Newlands.
Guiding Awards

A. Srinu from Hyderabad, has won the Best Guide Award for 2011-2012, which was presented to him by Shri Vatti Vasanth Kumar, Minister for Tourism and Culture, at a formal government function held in relation to the World Tourism Day at Hyderabad in the presence of other dignitaries: Smt. Chandana Khan, Special Chief Secretary to Government of Andhra Pradesh and Secretary to Ministry of Tourism and Culture, Mr. Kanthilal Dandy, Director Tourism, Mr. Kavithabandi Prasad, Director Culture and Mrs Gayathri Devi, Director Archealogy and covered by the leading local daily of the state.

Priya S Lakshmi

FEG Award

“Reykjavik to the Rescue” – A tour conducted by a qualified Icelandic Tourist Guide, also working as a volunteer for ICE-SAR (Icelandic Association for Search and Rescue) – has been awarded the 2012 Best Fair Deal Tour by European Federation of Tourist Guide Associations (FEG). The tour is operated by Iceland Travel via their cruise services as a shore excursion and offers both an adventurous tour of a spectacular landscape and a unique insight into the work of ICE-SAR. The approach of Iceland Travel – who works only with licensed suppliers, thereby ensuring the delivery of quality services – is what makes this tour not only a fair deal to everyone involved and thus a sustainable tour, but also clearly a definite commercial success.

To celebrate their 10th anniversary, the Institute of Tourist Guiding in England presented an achievement award at their AGM to the member who had made the greatest contribution to tourist guiding in recent years. The winner was London Blue Badge Tourist Guide Sally Empson, who was presented with the award by James Berresford, CEO of Visit England and Isabel Moore, President of the Institute. One of Sally’s many achievements was setting up the 2012 Venues course that ran for six years and resulted in something like 400 guides having up-to-the-minute information about the Olympics, which also led to an enormous amount of work for tourist guides.

Tina Engström
WFTGA Convention 2015

The bidding countries for the 16th WFTGA Convention 2015 are the Czech Republic, Serbia and South Africa. More information is available from the associations of the bidding countries:

Czech Republic
voleman@voleman.cz

Serbia
ivanac64@gmail.com

South Africa
info@ctga.org.za

Prague, Czech Republic.

Table Mountain, South Africa.

Novi Sad, Serbia.
In the past 6 years as the President of the World Federation of Tourist Guide Associations, I have had the pleasure and privilege of travelling to meet members around the world. It is always exciting to arrive at an airport and to be greeted by smiling friendly faces, ready to extend the WFTGA hands of friendship and guidance to their colleagues across the world.

This has not only been on official visits, usually funded by tourism authorities, but also when I have been travelling on holiday with my husband. In the past two years, I have met members and friends in Austria, Azerbaijan, Costa Rica, India, Serbia, Madeira, Malaysia, Qatar and Singapore and even had a phone call with the President of the Panama Tourist Guides Associations as we were sailing through the Panama Canal on the Queen Victoria, while he waved from the shore!

The past two months have been particularly exciting: attending a Silk Road Conference in Azerbaijan, meeting colleagues in Novi Sad, Serbia and finally heading for Kuala Lumpur and Sabah in Malaysia. Amongst the highlights of the visit to Malaysia I was able to present awards to outstanding tourist guides in Sabah but also to meet a baby Orangutan at close quarters!

Through our membership of UNWTO, WFTGA has been able to extend its role in the promotion of tourism as a force for peace and friendship. Last December, I took part in a forum in Doha Qatar organised by the United Nations Alliance of Civilisations, whose theme was to answer the following questions:

- How does cultural diversity matter in development?
- How can we promote trust and tolerance to advance development goals?
- How can we develop strategies for intercultural dialogue, understanding and co-operation?
In particular, I took part in the breakout session entitled Tourism Industry and Travel – Celebrating diversity, linking cultures and promoting dialogue between civilizations, which allowed me to explore the role of the tourist guide as an ambassador and as someone who influences visitor behaviour and attitudes. Tourist guides, the real ambassadors, play a huge part in linking cultures and promoting dialogue between civilizations.

WFTGA is also part of the Silk Road Task Force which is being coordinated by UNWTO and UNESCO and which aims to create visitor experiences and links along the ancient trade routes from China to Turkey. The Silk Road (which had many tracks) joined together the ancient empires of China, India, Persia and Rome over 12,000 kilometers. The contact between the peoples of these great empires inspired exchange of dialogue, art, religion, ideas and technology as well as the goods themselves. The countries involved in the Task Force today are: Albania, Armenia, Azerbaijan, Bulgaria, China, Croatia, DPR Korea, Rep. Korea, Egypt, Georgia, Greece, Iran, Iraq, Israel, Italy, Japan, Kazakhstan, Kyrgyzstan, Mongolia, Pakistan, Russia, Saudi Arabia, Syria, Tajikistan, Turkey, Turkmenistan, Ukraine and Uzbekistan. WFTGA has members in 19 of the 28 countries represented and it is our members who will have the opportunity to guide visitors who wish to follow in the footsteps of the great explorers like Marco Polo and Alexander the Great to create the “golden memories” that will make their visits special.

With members now in more than 70 countries worldwide, we are truly able to extend our hands of friendship and guidance across our world, and through our ability to interpret and promote peace by encouraging understanding of cultures and diversity.

Rosalind Newlands
WFTGA President
The Cape Tourist Guides Association (CTGA) of Cape Town, South Africa, conducts regular educational field trips for its members either for free or for a very minimal fee. These educational work as refreshers for experienced guides where there have been recent changes, and also for reinforcing the knowledge and experience of new guides.

Recently the CTGA have committed to extending their benefit services to non member, legally registered, guides. South Africa is still challenged with many social imbalances and at every opportunity the people of South Africa strive to equalise and balance our different societies which make up our Rainbow Nation.

Recently, there was a visit to Cape Town Stadium for an update on the services and facilities as well as a visit to their recently completed eco garden that boasts a wide array of indigenous vegetation which has been catalogued with facts on display for visitors. Some of these are also in braille. This stadium was one of five that were totally rebuilt or constructed for hosting the 2010 FIFA World Cup. In total there were 10 stadiums used in South Africa for this event and they were all modified and revamped to meet the stringent FIFA standards at massive expense. The Cape Town Stadium is part of the legacy to the citizens of the City of Cape Town from the World Cup, as it is not only used for sports events but is a venue for music concerts, religious gatherings, movies have been made here, and a host of other society benefits are now coming from this new shape on the City skyline.

Another visit was organised to the Table Mountain Aerial Cableway, which is continually upgrading its systems, services and facilities and therefore it is necessary for guides to be kept up to date. Registered South African Tourist Guides have free access to the Cableway. Privileges such as this are as a result of good working relationships between CTGA and the CEO of the Table Mountain Aerial Cableway Company, Sabine Lehmann, who used to be a tourist guide. Sabine has also implemented an online booking system which alleviates congestion for the Cableway and allows guides to have tickets in advance for their guests.

The Cableway started operating in 1929 and is now an integral part of South Africa’s iconic tourist attractions. The upper cable station on Table Mountain is 1067 metres above sea level and the view over Cape Town with a back drop of ocean and mountains leaves visitors with lifelong memories and an understanding of why Table Mountain recently was honoured as one of the Seven Natural Wonders of the World.

CTGA guides visiting Table Mountain.

CTGA guides visiting the Cape Town Stadium earlier this year.

CTGA Educational Visits
Viennese Tourist Guides visit Balkan States

During the last week of March, more than 50 tourist guides and members of the Association of licensed Guides of Vienna arranged an excursion to some of the Balkan states: Bosnia, Croatia, Montenegro and Albania. The trip was under the auspices of Johann Szegő, who was very much appreciated in his role as tour guide.

From Vienna we flew to Sarajevo, where a coach already awaited us and we were later dropped off in the old town. During the walking tour we passed by a corner, which played an important part in history, in 1914, when Austria was the Habsburg Monarchy. The next day we drove to Mostar. The weather allowed an outdoor lunch on a terrace, from where we had a gorgeous view of the new bridge. In the early afternoon we arrived in Dubrovnik, where we had an evening at leisure. Most of us went to the medieval centre, and we arranged to go back there during the next day’s city tour. In the early evening we arrived in Montenegro and we had enough time to walk through Budva.

After a walking tour in the morning through the capital city Cetinje, we enjoyed an impressive ride through the Lovcen National Park where we finally could enjoy a ham-tasting. The next stop was a quick but breathtaking photo stop at the bay of Kotor, which is the only fjord in Southern Europe. That was followed by a city tour in Kotor and a boat trip to the cloister island.

We spent the last three days in Albania, where we visited fortresses, an antique theatre, excavations in Apolonia and the cities Vlora and Berat, which is a UNESCO world cultural site and known as “The City of a Thousand Windows”. We also went to the capital city Tirana, where the National Museum is located.

This eight day long tour was filled with breathtaking landscapes, culture, history and hospitality, and we are happy to say that we were guided by fantastic local tour guide colleagues with excellent language skills!

Hope to see all some time in Vienna!

Martina A. Schümschek

More than 50 tourist guides from Vienna took part in an excursion to the Balkan States earlier this year.
The Chinese Embassy threw open its doors last month and gave dozens of U.S. tour guides a guided tour of the sumptuous premises, hoping to convince them to travel to Macau next year for the 15th annual convention of the World Federation of Tour Guide Association (WFTGA).

“We hope to encourage more U.S. guides to visit China for the convention,” said Maricar Donato, a Certified Master Guide of the Guild of Professional Tour Guides of Washington, D.C., and International Trainer for the WFTGA.

Donato organized the event at the Chinese Embassy, which kicked off with a tour led by a young woman named Zhu, who read notes from her iPhone as she took the professional guides past a roped-off reception room decorated with a wall-size embroidered tableau of a bamboo thicket; another featuring a painting of a polo match; through a hallway festooned with gigantic rice-paper paintings of Chinese mountains; and past the “candle fountain” at the bottom of a stairwell and outsize mobile called the “Cloud of Fortune,” hanging above a red-carpeted spiral staircase.

The embassy building itself is something of a work of art, designed by renowned Chinese-American architect I.M. Pei and built by Chinese artisans. Diplomatic staff moved into the building near Van Ness Metro in 2009.

Following the tour – which did not take in the entire 39,900 square
U.S. Tour Guides Get Guided Tour of Chinese Embassy

meters (429,480 square feet) of the embassy – the guides watched a documentary about Macau, designed to entice them to visit next January for the tour guides’ convention.

The opening frames told the story of a young woman who, as a child, sang Macau’s hymn in a television broadcast. The lyrics lament how the territory was “away from the motherland” for too long, while interviews with locals that followed the musical interlude confirmed that residents of Macau, a special administrative region of China, were delighted to be back in the embrace of Mother China. Like Hong Kong, Macau returned to Chinese sovereignty in 1999.

“I’m surprised that the video didn’t mention anything about Macau’s Portuguese history,” one of the guides, who visited Macau several years ago, told the Diplomatic Pouch. “It felt like propaganda,” she added, asking not to be named.

After the film, the guides were addressed by Zhang Tibin, First Secretary of Culture at the Embassy of China, who was instrumental in organizing the embassy tour. Zhang spoke of the large number of Chinese tourists who visit the U.S. capital – they make up 36 percent of tourist traffic to D.C. but don’t tend to stay in the city for too long – and counseled the guides on books to read about China.

He suggested that they visit Beijing, the capital, and Xi’an, China’s first historic capital and the starting point for a visit to the Terracotta warriors. But he also recommended that visitors to China leave the beaten path to experience other facets of Chinese culture and see how “living standards have improved more than I dreamed possible 30 years ago.”

Then, in a question-and-answer session characterized by an openness that contrasted sharply with the promotional film about Macau, Zhang spoke about the problems that China is grappling with as its economy grows.

“We need more electricity,” he said. “Most of the electricity in China comes from coal-burning. You depend on it, but you also suffer from it. We need to look for green alternatives and cut our emissions from coal.”

But, he added, China – which is investing heavily in wind power and other energy alternatives – has “made some environmental protection progress” in part because the Chinese people “realize we have to do more to protect the environment.”

Zhang noted that Americans don’t need visas to visit Macau, but do need them to enter mainland China. Tourist visas for China can be obtained in the United States for $140, plus $30 for same-day delivery.

The Macau convention runs from Jan. 13 to 19 next year and offers tours to the mainland before and after the WFTGA event.

For more information, visit http://wftga.org.

Karin Zeitvogel
World Tourism Day, India

The World Tourism Day Celebrations organised by the Tourist Guides’ Federation of South India went off very successfully at all destinations across the South of India as planned – Mamallapuram, Kochi, Somnathpur and Hyderabad, along with our partners in the industry – Ministry of Tourism, Archaeological Survey of India, United Nations, World Federation of Tourist Guides Associations and the National Federation. It was a great show of team work and coordination that led to the grand achievement.

A press release was sent to leading dailies who published the celebration information the previous day. Those schools and other organizations interested in bringing their children and others on this day to the mentioned monuments, were requested to call us at the given contact numbers for confirmation of exclusive group guided tours.

India Tourism Regional Director, Mr. Shoeb Samad, inaugurated the “Free guiding program” at Mamallapuram. Our Guides gave detailed explanations about the World Heritage Monuments to our Regional Director and to many other tourists who had visited here. The whole program was covered and telecast by the media, particularly by Doordarshan TV, our national broadcaster. Our Regional Director had promised to initiate various welfare measures for the Regional Level Approved Guides and conduct foreign language courses. A meeting involving all guides in South would be organized by India Tourism office to discuss various issues.

World Tourism Day celebrations in Andhra Pradesh state were held at Chowmahalla Palace, Hyderabad in collaboration with the Department of Tourism, Government of Andhra Pradesh. All the professional guides from the location participated in the celebrations. Impressed by our service and dedication towards the tourism industry, India Tourism Assistant Director, Ms. Susheela Tigga invited us for lunch at the Government office.

Priya S Lakshmi
Hon. Secretary, TGFSI
Above: World Tourism Day celebrations in Andrah Pradesh.

Below: Somnatphur.

Below and facing page: Mamallapuram.
The International Tourist Guide Day is celebrated all over the world on or around 21 February, the date of the foundation of WFTGA in 1985.

International Tourist Guide Day first took place in 1990 with 15 countries participating and this year it was celebrated by tourist guides in more than 60 countries.

Many of our member associations are already busy planning events for 2013, but if you need some inspiration, these are just some of the celebrations that took place earlier in 2012 across the world:

**Colombia**

The Association of Professional Tourist Guides of Santander (ASDEGUIAS), celebrated International Tourist Guide Day in the hall of the Universidad Autonoma de Bucaramanga, Santander Province, Colombia. The event was a conference named “Ethics in Tourist Guiding”. Members of ASDEGUIAS, students of SENA (National Technical School) Technology in Tourist Guiding, heritage watchers and culture managers took part.

**Costa Rica**

The Costa Rican Association of Tourist Guides, ACOGUITUR, celebrated the event in partnership with the National Museum and the Legislative Assembly. The event was a conference named “Ethics in Tourist Guiding”. Members of ASDEGUIAS, students of SENA (National Technical School) Technology in Tourist Guiding, heritage watchers and culture managers took part.

**Cyprus**

On 21 February, the Cyprus Tourist Guides Association celebrated the International Tourist Guide Day by organizing a seminar in Nicosia, for all its members, with a lot of interesting lectures. The seminar was opened by the acting Director General of the Cyprus Tourism Organization (CTO), Mr. Lefkos Fylaktides, who in his speech stressed the important role of the licensed Tourist Guide in Cyprus.

The “Get to Know Cyprus Week” (12-20 March) was inaugurated by the Minister of Commerce, Industry and Tourism, Mrs. Praxoula Antoniadou, during the opening ceremony which was attended by tourist guides from all over Cyprus. This year’s “Get to Know Cyprus Week” was devoted to the ancient City-Kingdoms of Cyprus. Throughout the week, the CTGA organized tours, open to the public.

**Serbia**

The Tourist Guides Association of Serbia (UTVS) organized 10 Guided City Walking Tours for citizens and foreigners residents of Belgrade in order to mark the International Tourist Guide Day.

Members of the Board participated in broadcasts on several TV-stations in order to promote ITGD 2012 to the general public of Serbia. More than 20 members of UTVS took part in the organization of activities, while over 350 citizens of Belgrade enjoyed taking part.

**Singapore**

International Tourist Guide Day was celebrated on 24 March by offering free guided walking tours to the public at Dhoby Ghaut Green. This was a community service project organised by the Society of Tourist Guides (Singapore), with support from the Singapore Tourism Board (STB), the National Parks Board (NParks), Nature Society of Singapore and Tourism Management Institute of Singapore (TMIS). Volunteers for ITGD also got a chance to bond during training sessions, which included learning all about butterflies for the Butterflies in Orchard Road tour.

**United Kingdom**

Glasgow is getting ready to host the 20th Commonwealth Games in July 2014. To celebrate ITGD, the Glasgow branch of the Scottish Tourist Guides Association (STGA) launched the Commonwealth Games coach tour of Glasgow and invited a group of students studying tourism at The City of Glasgow College to join them.

The feedback from the lecturers accompanying the students was that not only did the tour open the
students eyes to the history, layout, sporting connections and changes unfolding in Glasgow, but also what it means to be a professional tourist guide. Hopefully, some of the students have been inspired to consider training to become a tourist guide in the future.

People across Scotland are also being encouraged to wear their trainers on Commonwealth Day, 14 March, and support the Glasgow 2014 Commonwealth Games. “Sport Your Trainers” will be held annually on Commonwealth Day for the next three years.

USA

In New York, 17 guides from the Guides Association of New York City volunteered to conduct free one-hour walking tours. A variety of destinations were offered to tourists and over 100 people responded. Promotion for the event included media advisory releases sent to local newspapers, magazines, television and radio station as well as several blogs and websites. Many of the tourists who participated in the tours said this event is a great idea and were not aware of the need to have a licensed professional guide to conduct tours in New York City.
Training in Azerbaijan

Azerbaijan is an emerging destination which develops all aspects of tourism, including tourist guides. As part of it, Azerbaijan Tourism Institute (ATI) has initiated a Hands on Training (HOT) course for tourist guides who already have some experience. This HOT, held 24-30 April 2012, with Ivana Ćuruvija appointed as WFTGA Lead International Trainer, was the first one in Azerbaijan. It was fully sponsored by ATI, with support of the German Agency for International Cooperation (GIZ) which is planning to support the next HOT and also the Train the Trainers course later in 2012.

Current tourist guide training and education in Azerbaijan does not include much on the practicalities of professional tourist guiding skills. ATI was convinced that this kind of training is crucial for tourist guides, so they invited WFTGA to deliver it. They were also responsible for the final selection of participants, inviting tourist guides with licenses and students from last year who are guiding in English.

During the training we covered the most important aspects of guiding skills through the communication seminar, different modules about guiding and of course through practical sessions in the town walk, in the Carpet Museum of Azerbaijan and the coach tour.

Overall, 12 participants started the first day, although only 11 finished the week-long course and took the WFTGA practical and written exam. All participants were from Baku. This was a mixed group of experienced tourist guides and students, who became very motivated and engaged as the course progressed. They all worked very well together and helped one another with feedback and information.

The overall feedback was more than positive – experienced guides refreshed their skills and the new ones learned from the beginning. But the most important thing was the fact that they had a great time learning in a new way, sharing ideas and knowledge, and of course gaining new friends!

Ivana Ćuruvija
WFTGA Lead International Trainer

From left to right: Kamala Agayeva, Xanim Babayeva, Rəvanə Rəsulova, Nəliya Məmmədova, Ivana Ćuruvija, Nətəvan Səyidova, Rəfaəl Badalov And Jale Akhundova
Mary Kemp Clarke, WFTGA Lead International Trainer, was in Baku, Azerbaijan, by the Caspian Sea, 8-20 October 2012, where she ran two courses for 10 participants each, First a Hands on Training (HOT) and then a Train the Trainer (TtT). The idea is that skills can be cascaded so that local trainers can deliver Professional Skills of International Standard. Both courses were supported by the German Agency for International Cooperation (GIZ) and sponsored by the Ministry of Culture and Tourism of the Republic of Azerbaijan.

On the Caspian Sea, in the Caucasus region, pinning East and West, Azerbaijan’s nascent 21st Century tourism industry is at a crucial developmental stage. Baku, its ancient capital, is also a shining new destination attracting major international events such as The Eurovision Song Contest, The FIFA U-17 Women’s World Cup and the Formula 1 City Challenge, all in 2012.

The Old Walled Town with its Maiden Tower and Shirvanshah’s Palace is listed as a UNESCO Cultural World Heritage Site together with the magnificent ancient Gobustan Rock Art cavernous hills just south of the city. And of course, the region is integral to the old Silk Route linking Asia, Africa and Europe.

Since gaining independence in 1991, and attracting investment, the oil and gas industries in particular have brought wealth to the Republic. The growing tourism sector, with new hotels, tour companies and tours, private and state initiatives are bringing more work to tourist guides too.

Specific guiding skills training to international standards has been ongoing for a few years, and these two courses were a continuation of this process.

Mary Kemp Clarke
WFTGA Lead International Trainer
WFTGA certified national trainers of Greece Kapi Panou, Chrysa Karageorgi, Smaro Touloupa, Efi Kalamboukidou and Michalis Sardelis organised a new WFTGA accredited training course on practical guiding skills in spring 2012, with a duration of 5 full days (42.5 hours).

It took place in the site of ancient Agora in Athens, Greece. The course was offered in the Greek language to 28 new tourist guides, divided into four groups, all of them graduates of 2011 state Greek Schools of tourist guides. Results of all courses were moderated by Titina Loizidou and Maria Aristidou, both WFTGA Lead International Trainers, while Deborah Androus, being in Athens as a Lead International Trainer, was in charge of accrediting the new “Agora site training course” on behalf of the WFTGA.

This was the first time ever such a WFTGA course for practical guiding skills was offered in Greece by the newly trained Greek team of WFTGA trainers and evaluation was generally very enthusiastic. The trainees all found the course extremely useful for every guide, while on the “Agora site” trainers’ side, results, progress and evaluation were most encouraging making them eager to continue this effort with more tourist guides in Athens and elsewhere.

Efi Kalamboukidou, WFTGA National Tourist Guide Trainer

From left to right: Kapi Panou, Daphni Theodorou, Danae Kousouri, Georgia Samara, Georgios Malissos, Katerina Papamichelaki, Nikoletta Alifranghi, Efi Kalamboukidou.
Training in Cyprus

It is always a great pleasure to go to the WFTGA International Training Centre in Nicosia, Cyprus. The welcome is warm, the hospitality generous and on this occasion the weather was perfect.

One of the great advantages of training in Cyprus is that the participants come from all over the world and are able to share their experiences and learn from each other. This year the participants were a truly international group.

The Train the Trainer Course was led by Demetra Gabriel, WFTGA International Trainer. This course is the first step on the road to becoming a WFTGA trainer and successful candidates qualify as National Trainers and can train in their own countries. Participants came from Australia, Austria, Mauritius, Saudi Arabia and the United Arab Emirates. The trainees worked very hard to improve their guiding skills, to learn how to conduct practical training sessions on a coach, a walk and in a museum. They also attended a number of lectures delivered by professors from the University of Cyprus. They were examined both as practical trainers and by written examinations set by both the University and WFTGA.

The International Train the Trainer Course was led by Jenny Oulton MFTG, WFTGA Lead International Trainer. This advanced course is open to National Trainers who have trained for a minimum of 100 hours in their own countries. Successful candidates qualify as WFTGA International Trainers and will be asked to train for the WFTGA around the world. Participants must produce a portfolio showing their training. They are asked to conduct a 45 minute workshop of their own devising, to plan a detailed training programme for a walk and for a museum, to evaluate lectures, to give feedback to students and to practise the delivery of a Communications Seminar. They also learn to create a full training programme for tourist guides which fulfils both WFTGA and EU criteria. They are continuously assessed throughout the course and they have a written examination at the end. This year the participants came from Australia, Cyprus, Greece, Netherlands, Singapore and Ukraine.

The excellent administrator for both courses was Georgia Constantia, and Titina Loizides and Maria Aristidou (together with Felicitas Wressnig for the Training Committee) were responsible for the initial work in setting up the courses and with offering help to both trainers.

The courses could not have been run without the generous sponsorship of CTO, AG Levenitis Foundations, Ioannou and Paraskevaides, Cyprus Antiquities Department, Nicosia Municipality and WFTGA (which gave a scholarship to one participant). Other sponsors were CTGA, University of Cyprus, Debenhams. The wonderful dinners enjoyed by all were given by the sponsors and in addition by Koula Vassiliou and Titina Loizides.

Jenny Oulton
WFTGA Lead International Trainer
Welcome to Macau & China

To Our Dear Colleagues,

Enjoyable Life comes from Enjoyable Travelling Time.

More than 200,000 individual tourist guides from more than 70 countries who are members of WFTGA work together to improve the quality and reputation of the profession of tourist guides worldwide by making travel enjoyable for their guests.

As I have the honour of being the Chair of Macau Tourist Guide Association and the host of the 15th WFTGA Convention, I hereby sincerely invite all of you – the professional tourist guides from every corner of the world to join us at the Galaxy Resort in Macau SAR of China.

I have the pleasure of being a citizen of this fantastic city full of Western-Eastern cultural crossover. With the exclusive post-tour to Xian in China and the pre- or post-tours to Hong Kong, you will experience the uniqueness of three systems in one country during your short stay in our region – Macau, Hong Kong and China.

This Convention will bring you a combination of intensive Chinese culture tempered with western colonial flavour.

The WFTGA General Assembly and the pre-tour to Hong Kong start on 11 January, and the Main Convention starts on 13 January, 2013. The post-tours to Hong Kong and Xian start on 18 January.

We look forward to meeting you and having some memorable moments together very soon.

Yours sincerely,

Angelina Wu
Chair of the 15th WFTGA Convention Organising Committee
Chair of Macau Tourist Guide Association

P.S. Don’t forget to have your multiple entries visa to China ready before your arrival if you are going on the post-tour to Xian, as you will go to China for a workshop on Day 2. Macau and Hong Kong are special regions in China and have independent policies for visitors. Some visitors may need visas to Hong Kong, and Macau as well as China.