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Published by the World Federation of Tourist Guide Associations

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Welcome to the new issue of the Guidelines Internetion@l

10th WFTGA Convention on Sustainable Tourism in Scotland named a new executive board to WFTGA. Since then, new WFTGA web site and an international forum for tourist guides were launched.

Exited with my new responsibility, I tried my best to produce a more ‘colourful’ Guidelines Internetion@l. Within this perspective, I particularly searched for real life experiences of my colleagues and how we deal with our problems. Another core target was to address sustainable tourism in parallel with the objectives of WFTGA.

This issue of Guidelines starts with the tourist guide’s world travel review. In alphabetical order, the review goes through the areas defined by WFTGA. Some member associations sent a copy of their local newsletters and press bulletins to the WFTGA. However, for the majority, the review had to rely on extensive and tiresome web researches along with WTO’s World Travel Barometer as well as a number of online travel newsletters. Therefore, you might find some news irrelevant or less important compared to your local agenda, which you know very well.

The Board realized that we could only achieve very few of our initial targets. Yet, our ambition towards building a better communication network grew stronger. I know from my experiences in Turkey that the Internet forum is a marvellous idea. It helps instantly sharing ideas, news and feelings. Should any tourist guide has a problem or an inquiry – anywhere and anytime - thousands can respond in a matter of seconds.

A selection of upcoming events is provided in a separate section. This issue comes with a new section: The Interview. In every issue, we want to introduce a distinguished tourist guide with unique characteristics to our global community.

Reader’s digest and a little humour are placed before WFTGA announcements at the end.

Starting from the next issue, every Guidelines Internetion@l will bring you a featured topic. For the next issue, we already started to prepare a file on unqualified guiding. So, please send us your local experiences about unqualified guiding.

2003 was no doubt a cumbersome year for global travel industry. Most destinations were at historical lows. Yet, as you can follow through the present issue, Tourist Guide Associations worldwide kept walking on their way.

Yossi Grau’s death was probably the deepest sorrow for global tourist guides community. WFTGA President Ruby Roy prepared a brief condolences letter included below in the Israel section of the review.

I am based in Istanbul, working together with a team of professionals including two content advisors and one page designer. I need your help, particularly from the area reps, each and every member associations.

Waiting for your precious comments and support through all communication channels.

Serif Yenen, WFTGA Board Member
Editor in Chief, Guidelines Internetion@l
Monday November 23, 2003 Montego Bay, Jamaica

Dear Colleagues and Industry Partners,

The World Federation Tourist Guide Associations' Executive Board would like to thank our colleague, Serif Yenen and his team for this first issue of the New Guidelines Internetional.

For those long time members of the WFTGA, will know that we started Guidelines in the mid 1980's. At the time, Rune Lemon our colleague and board member from Sweden started the project. It was later taken over by Elisabeth Schroder our past president who was involved with the WFTGA for over 16 years. She almost single handedly produced different version of Guidelines Internetional.

With a new board, comes the New Guidelines. A fresh new look, new format. Our challenge in publishing it was getting updated information from our member associations. However, we are sure that after this first issue our members and industry partners will want to be more involved.

We hope you will enjoy reading this new issue and that you will also enjoy our newly updated website full of useful information. We would like to hear your comments and receive your news for the next issue. Please address your articles to Mr. Serif Yenen, Editor of Guidelines and our Webmaster at info@wftga.org

With best wishes from the WFTGA EXBO,

Ruby Roy, President
World Federation of Tourist Guide Associations

World Tourist guides started 2003 with a brilliant organization. Scotland Tourist Guide Association (STGA) hosted the 10th WFTGA Convention with the theme being Sustainable Tourism in Dunblane, Scotland.

Guiding in natural environment, interpreting landscape, cultural awareness and sensitive guiding were among the major points of discussion.

To purchase a value-for-money copy of the lectures & workshops please refer to STGA web site http://stga.co.uk/index2.shtml

New convention brought us a new executive board

Back row right to left: Serif Yenen (Turkey), Anne Lawrence (South Africa), Tom Hopper (United Kingdom), Marta Cooper (USA), Johnny Lee Treasurer (China)
Front row right to left: Jerry Flavin (Australia), Elisabeth Schroder (Austria), Koula Vassiliou (Cyprus), Ruby Roy (Canada), Jenny Oulton (United Kingdom). For a full list of the members and area representatives along with a summary of the priorities & core targets of the new board please refer to WFTGA web site at www.wftga.org
AFRICA IN BURDEN

Mass Tourism struck destinations on the north dropped their prices to the bottom end. As American travellers preferred to stay out of the Mediterranean and SARS blocked Far East, indeed North African tourism professionals could not enjoy first half of 2003.

EGYPT

El Ahram weekly May 1 -7 said ‘Today tourist guides are lucky to find someone to talk to’ General Tourist Guide Syndicate of Egypt took a timely decision and initiated an unemployment insurance fund. The syndicate includes 7,500 tourist guides. Each participant of the fund is supposed to pay (not compulsory for all members) LE50 to LE500 per year. Companies like Vodafone and MobiNil also support the fund by publishing their ads on the syndicates periodical. The fund aims to pay a good amount between LE10,000 up to LE30,000 to the participants in times of crisis.

PLAY REVIVED USING MUMMY EXTRACTS

A Greek play believed lost when the Library of Alexandria is said to have burnt down in 48 BC is to be revived after fragments of text were found in an Egyptian mummy.

Papyrus inscribed with excerpts of Aeschylus’s Trojan War trilogy Achilles were found by archaeologists. Cyprus’s national theatre company, Thoc, is planning the world première in Cyprus and Greece next summer. Although historians questions the existence of the Alexandria library, the play is very real. The plays have been reworked using the original extracts and drawing on references in texts like Homer’s Iliad. The story revolves around Achilles, the supposedly invincible warrior who was killed by Paris with a poisoned arrow at his only vulnerable spot, the heel. Achilles recounts the warrior’s many brushes with death and the slaying of Hector, son of Priam, the King of Troy. A Greek author, Elias Malandris, worked on the project for a decade. “We do think it is a faithful adaptation to a large extent, but nobody can say 100%,” said Thoc director Andy Bargilly. Described as the Father of Tragedy, Aeschylus is said to have written 90 plays, although only a handful survive. (Reuters)

Tour guides seem to become more organized in Gambia, Kenya and Uganda. With true birding destinations and breathtaking safaris, guiding in Africa is not at all in a peaceful museum. But perhaps more peaceful than one can ever imagine. See details below.

GAMBIA

Gambia information web sites warn tourists against bumbsters (people follow tourist, try to start a conversation and ask money for their poor parents), scams and conmen (these people start with friendly hassles but prefer a longer relationship, always friendly, gain your confidence but in the end they are after your money). The sites suggest taking a professional tourist guide! This is another common phenomenon for many underdeveloped countries. Thanks to Gambia National Tourist Guide association involved in making things better along the TGA – Tourism Development Areas. For more information visit Gambian NTGA web site at http://www.gambia.fslife.co.uk/.
KENYA GOLDEN SAFARI – KPSGA

Kenya Professional Safari Guides Association (www.safariguides.org) announced that their first Gold Level examination will take place in 2004. The association assesses 3 levels; Bronze, Silver and Gold. There are no Gold members yet. Interested? Take the sample exam on their web site. Better to taste it at humour first!

UGANDA TOURIST GUIDES SEEKING FOR A UNION

You may remember Herbert Byaruhanga from our previous issue. Also being the president of Uganda Bird Guides Club, Byaruhanga was instrumental in the Uganda Safari Guides Association’s joining WFTGA. However, tourism professionals still have to go through a long way not only in Uganda but also throughout the whole continent. There are a number of associations/companies claiming to address some parts of Africa; i.e. APTG – African Professional Guides Association (www.safariguides.com), and KPSGA – Kenya Professional Safari Guides Association (www.safariguides.org).

SOUTH AFRICA STANDS UP

South African Guides were among the most active members. Tourist Guides SA Gauteng (www.guidessa.org) held its general meeting in July. On August 5th, SA Gauteng launched its first branch in Soweto. While inviting other tourist guides to join, SA Gauteng complains about unqualified guiding, mostly by foreigners coming to South Africa, discrimination against black tourist guides and the SA government’s ‘unfair’ tax policy. Thanks to Vernon Mathysen, the president, for his consultative and constructive approach.

WSSD – Johannesburg 2002

South Africa has seen quite a boom in tourism over the last year. The World Summit for Sustainable Development was held in Johannesburg during August 2002 and a large number of people – between 48 000 and 55 000 – attended the event. Many stayed on for tours, both local and overland.

SARS

Fortunately for us, South Africa was not struck by the SARS virus and, in fact, benefited as South Africa was considered a safe destination. Many tourists decided to visit South Africa rather than cancel their vacation resulting in improved tourism arrival figures – and more work for tourist guides!

WCC

The World Cricket Cup was held in South Africa in February and March 2003 with the opening ceremony in Cape Town seeing the new Airbus 340 fly over
the stadium. Although the majority of the cricket fans were here for the cricket, most enjoyed at least some local touring and a large number combined the cricket with a longer tour.

GTGA – existing member of WFTGA

South African guides have been very active. In October 2002 Gauteng Tourist Guides Association (the only South African member of WFTGA) alongside the Gauteng Tourism Authority, supported an initiative to create a new body as the first step in the formation of a national federation of all guiding associations. The new association, Tourist Guides SA – Gauteng, held its first general meeting in July and in August launched its first branch in Soweto. It was agreed that the Gauteng Tourist Guides Association would not hold its usual monthly meetings in order not to clash with the new body and any meetings they would arrange. Contact Jenny Briscoe: Jenny.Briscoe@goldreefguides.co.za

www.goldreefguides.co.za/index.htm
Anne Lawrance: anne@sakabula.com www.guidewise.co.za
or visit www.guidessa.org.

THETA

The Tourism Act (originally promulgated in 1979) has been amended and all existing guides need to go through a process of Recognition of Prior Learning. All trainers have to be accredited with THETA (Tourism, Hospitality and Sport Education and Training Authority) in line with South African Qualifications Authority standards. THETA is actively involved in improving potential skills and abilities of existing and future members of the tourism, travel and hospitality industry in South Africa. Visit http://www.theta.org.za.

DEAT – Tourist Guide of the Year Award

The Department of Environmental Affairs and Tourism announced the Tourist Guide of the Year Award. Each province will select their own Tourist Guide of the Year in different categories and the National Winner will be chosen from them. It is planned to announce the winner on International Tourist Guide Day – 21 February 2004. The prize for the overall winner will include sponsorship to attend the WFTGA conference in Melbourne!

NON MEMBER ASSOCIATIONS

CTGA

Cape Tourist Guides Association organizes regular monthly meetings for their members. Together with Gauteng Tourist Guides Association, they are actively involved in the formation of the new federation in South Africa.

The office of the provincial registrar (Western Cape) has moved to 148 Long Street. Their new reception numbers are +27.21.483.2960, fax:+21.483.2957.

The Cableway (Table Mountain) has asked tourist guides to assist in informing tourist of the non-smoking policy instituted by the Cableway on 15 December 2002. It was found that visitors often smoked irresponsibly, often dropping cigarette stubs on the pathways. This is not only considered unsightly, but also a fire hazard.
FGASA

Field Guides Association of South Africa represent guides who lead tours and guides people in the natural environment. Although they set the standards for Field Guide qualifications, previously issued FGASA licences are no longer valid and guides need to align themselves with the new SAQA qualifications set down through THETA.


SAMGA

South African Mountain Guides Association’s web site is still unavailable due to a server error caused by lightning. Hopefully it will be available again shortly. Visit: http://www.zulu.org.za/kzn/plan/129.xml

NEW ASSOCIATIONS

New associations are being formed in all the provinces. The provincial associations will be represented on the envisaged national federation.

ZIMBABWE

Zimoza Transfrontier Park to Be Opened Soon

From Agencia de Informacao de Mocambique (Maputo), July 31, 2003

A transfrontier tourism project, involving Zimbabwe, Mozambique, and Zambia, is in an advanced stage of preparation before its effective implementation, said Luis Namanhe, Tourism director in the western Mozambican province of Tete.

The project, known by the achronim ZIMOMA, is to cover some areas of Tete, of northern Zimbabwe, and of eastern Zambia, and is aiming at establishing a common management, between the three countries, of the forest and wildlife resources, and promote tourism in those areas.
UNITED STATES

San Diego Tourist Guides’ Passion For America’s Finest City. San Diego Professional Tour Guide Association has this ad on New York City tour Guides’ official web site. Below is a no strings attached exceptional quotation.

www.geocities.com/sdtourguides

"Come and let us show you why we love it here..." says SDPTGA. "America's Finest City" offers great year-round weather plus the historic downtown Gaslamp Quarter. The Embarcadero features the Maritime Museum and the "Star of India," oldest iron hull merchant ship still afloat. Other attractions include Balboa Park, home of the World Famous San Diego Zoo, Old Town, birthplace of California, offering a taste of shopping in Mexico, Coronado Island, across "the big bay", offering one of the best beaches in the U. S., restaurants, shopping, walking tours and the historic “Hotel Del Coronado” which opened in 1888. Sea World a marine-life amusement park on Mission Bay is home to the killer whale "Shamu" show. And more.

WORLD TOURIST GUIDE DAY in Washington, DC

Colleagues in Washington DC celebrated World Tourist Guides Day with several public tours. Free tours were organized on Saturday, February 22. American Bus Association provided free transportation for the tour to cover historic location of the city. The tour title was 200 years of Black History in the US Capital. The Guild of Professional Tour Guides of Washington, DC also organised walking tours on the given date. The events were sponsored in conjunction with the American Bus Association, the National Building Museum, the Washington DC Convention and Tourism Corporation, the DC Chamber of Commerce, and the World Federation of Tourist Guide Associations.

AREA REVIEW

According to the WTO's barometer, United States has obviously been preoccupied with the Iraq conflict, fear of terrorism and the rather uncertain economic situation. The United States, Canada, and Mexico suffered two-digit decreases in March. Many other destinations in the region also saw declines in March, but far less pronounced. The report mentioned the Caribbean’s clear signs of resurgence, although this is not yet shared equally by all its destinations. With the significant improvement of the economic prospects in the Mercosur countries, particularly Argentina and Brazil, travel in the region is seemingly picking up. Prospects are evaluated positively by the sector, due to the fact that the length of the war was less than expected and signs of a gradual recovery of the economic situation in the United States are emerging.

Another news from AP was noteworthy. August 7, Sara Thorson of Associated Pres reported via New Jersey Online a brief account of American Indian tribes attempt balance between tourism and exploitation. And that sharing your indigenous culture is not just standing in front of people with your local dress and telling them what’s what. More than 350 tribal officials and tourism executives attended the fifth annual American Indian Tourism Conference in July. Many focused on the difficulties in developing lucrative, but respectful cultural tourism.

CANADA IS NOT SO COOL AND RELAXED

Yet, the government was fast to handle SARS cases, successfully eliminating potential risks. Another sad issue was the big fires destroying vast forestry areas. Meanwhile, tour guides kept walking on their way, i.e. colleagues from British Colombia enjoyed several meetings, festivals and walking tours. Details at CTGA of BC web site http://www.ctgaofbc.com/news.html

CTGA of Toronto was more busy on the bureaucratical side; sent one delegate to the WFTGA Convention in Dunblane. Below is a picture from International Tourist Day 2002.

Montreal colleagues in newly designed uniforms.
ASIA AT HISTORICAL LOWS

As also indicated in WTO’s Barometer, SARS was the main determinant for the tourism in Asia. American aggression against Northern Korea nuclear program did not help either. On the top of it came a series of terrorist attacks/bombings in Indonesia (Bali) and India (Bangkok). “No jobs, simply the worst situation ever in our tourism history”, reported WFTGA area rep Kandia.

Things were better towards South Asia and Oceania, but still not very bright. While the rest of the world was missing Japanese tourists, JFG – Japan Federation of Licensed Tourist Guides organized a couple of events. Recently, for instance, in July, JFG organised a study tour to a beer manufacturer. For details please visit http://www.jfg.to/ (Altavista translation is recommended, for a convenience translation).
ECOTOURISM IN AUSTRALIA

Australian colleagues continued focusing on Ecotourism. GOA, (not a town in India) Guiding Organizations Australia is on its way. Russell Boswell has been elected the chairperson of GOA. Boswell is also the president of Savannah Guides, a prestigious network of tourist guides in Northern Australia. Check the newsletter at [www.savannah-guides.com.au](http://www.savannah-guides.com.au) for more information.


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GET TO KNOW CYPRUS

CTGA (Cyprus Tourist Guides Association) is organizing the week “Get to Know Cyprus” since 1978. This gives the Cypriot Guides the opportunity to make their job better known and make the public understand how much a tourist guide offers. This year CTGA dedicated the week to late Constantine Leventis who was the Chairman of A.G. Leventis Foundation. A.G. Leventis Foundation supports educational cultural, artistic and philanthropic causes in Cyprus and worldwide.

As you all know the International Tourist Guide Day was decided during the 3rd International Conference of the Federation in Cyprus based on the week “Get to Know Cyprus”. Since 1990 the year Cypriot guides celebrated for the first time the ITGD, people here are more aware of the World Federation of Tourist Guide Associations and how much it can offer in the domain of tourism. CTGA for years has included the 21st February in the program of the week “Get to Know Cyprus”, however this year it was celebrated separately.

Aphrodite’s island firmly continued its charming walk towards the EU. While unrest on the Eastern Mediterranean cut into the cruise lines, Northern Cyprus changed its visa regime against the South.

MALTA UNDER RENOVATION
Malta Tourism Authority (MTA) and Malta Tourist Guides Association warns all travellers and professionals against changing museum hours and/or temporarily unavailable visits. For best performance, please check twice in advance. Guido, an illustration drawn by Ivan Sciberras will guide you through their web magazine. Please refer to http://www.tourism.org.mt/index.pl/tourist_guides

The July’03 issue of MTA Tourist Guides Newsletter announced the results of a recent training survey. Over 247 guides filled in the survey forms. Check above web site for more information about MTA training modules (i.e. Archaeology, Culture, Religion, Human Relation Skills, First Aid, etc.) and guides’ interests.

TURKEY ON THE CROSSROADS

Yet again, Turkey enjoyed and suffered for being located at among world’s most dynamic areas. Next to war in Iraq, incoming tourist statistics from Western countries could partly recover in July. While on the other hand Russians did not seem to bother themselves G-stringing up the country's southern coast. Arabic countries reportedly approved Turkey's Iraq policy since their numbers apparently tripled. Improving relationships between Greece, Cyprus and Balkan countries also showed.

Turkish tourist guides mostly complained about mass tourism, in particular, the all-inclusive exploitation of major regions. “No cultural tours at all, no job for tourist guides,” said Cigdem Ozdemir, General Secretary of TUREB, Federation of Turkish Tourist Guides Associations.

TUREB strengthened its fight against unqualified guiding, cooperating with local authorities and museum directors.

Tourist Guides Day was lively celebrated by all member associations of TUREB. Thousands of guests enjoyed TUREB’s free tours. Above is a picture of Istanbul volunteer guides from February 21st. For more pictures please visit http://www.tureb.org.tr/iroetkinlikleri.asp.

BILINGUAL TRAVEL MAGAZINE FROM TOURIST GUIDES

TUREB published first issue of Crossroads, a bilingual travel magazine by Tourist Guides. Crossroads magazine was introduced to an audience of journalists, tourism professionals, businesspersons, local administration and politicians by a cocktail pro-lounge in the Archaeology Museum. TUREB sent a complimentary copy to each WFTGA member organization. For a free adobe acrobat copy of the magazine, please refer to TUREB web site www.tureb.org.tr
SAVE A SCHOOL

Sevda Kali and a couple of Tourist Guides from Istanbul initiated a happy campaign. The project aimed to “enlighten the dark image” of museums in the pupils minds. A poor suburban school was chosen for the pilot study. In addition to tourist guides psychologists, paediatricians, archaeologists and art historians attended the three-staged process; introduction, familiarization and museum visiting. Thankfully, a number of companies sponsored the event in terms of transportation, food, chocolates and milk for the kids.

UNVEILING IRAN

The International Council of Tourism Partners (ICTP) organized 2nd Middle East Travel Market (METM 2003) in Shiraz, Iran. The event aimed to improve dialogue between civilizations. Iran, undoubtfully one of the most fascinating
countries in the world, continues to strengthen its efforts towards integrating
with the outer world. The Mullah regime had already initiated a series of re-
forms. Though many Iranians, particularly the youth, are not at all satisfied;
transformation is clearly underway.

ISRAEL WITHOUT YOSSI

Yossi Grau, founder and first president of WFTGA, died in Israel. Read Ruby
Roy’s message for more about Yossi’s unmatched personality. Indeed, there
is no relieving news from Israel. Un-
rest blasts, conflicts shatter, peace at
no near horizon. Too bad for Eastern
Mediterranean cruise routes and holly
travel alternatives.

A letter from Paul Luskin

Yossi Grau, the birth parent, organizer
of Israel’s Tourist Guides and first pres-
ident of the World Federation of Tourist
Guide Associations, departed this earth
on July 26. By taking Yossi, God had
decided to meet his match. Although
I have met Yossi and have never met
God, I would classify their match as "even money." Anyone who single "heart-
edly" could envisage an organization comprised of world tourist guides, united
under one umbrella organization and speaking with one voice had to have
been a bit mishugah (Yid. crazy). But to have the audacity of turning the vision
into reality was nothing short of God-like. Never being accused of false mod-
esty, Yossi would have been the first person to agree with my comparison.

He was loud, obstreperous, pushy and demanding. He was a big man with a
rough voice. Yossi Grau defined macher (Yid., a maker, a mover, a doer). He
demanded all around him to be "machers." He expected nothing less of others
than he did of himself. He was passionate about guiding and quality in tour
guiding. It is no small wonder why Israeli tourist guides are considered among
the best trained in the world.

Had Yossi lived, he would have been furious at GANYC. No self-respecting
tour guide ever washes his/her "knickers" for public scrutiny. But that is ex-
actly what several members chose to do. For Yossi, such conduct would have
been intolerable. By their actions, more than a quarter century of work and
struggle will be permanently laid to rest. The one voice so desperately needed
will emerge as a cacophony of shrill with no side as victor. And for what? Will
someone please tell me which side won?

Yossi was a child in Germany when Adolf Hitler came to power. His family
was one of the lucky ones. They got out. But in their flight to freedom, Yossi
emerged stronger, resolute, determined. It is far superior to create and build
than tear apart and destroy. To quote from a play by Lillian Hellman, "Take
us the foxes, the little foxes, that spoil the vines, for our vines have tender
leaves." Yossi was forever aware of the little foxes.

To you, Yossi Grau, "L’Chayim."
HOT EUROPE

Europe was abnormally hot this summer, unfortunately causing thousands – mostly elderly – to die. Forest fires reached to threatening extend in Portugal and France. On the top of it, uninvited algae specie (texafolia) blasted an enduring invasion of the whole Mediterranean coast.

While political dynamics of Europe were busy with articulating EU’s expansion policies, procedures and processes, European travellers sought for new destinations. Rise of Prag and Budapest continued, besides Dalmatian coast, Bulgaria and Romania were the new highlights.

BLUE BADGE MARKS ITGD

Blue Badge Guides most lively celebrated the ITGD (International Tourist Guide Day). The Guild organized various tours, walks and talks – all free of charge – in a couple of languages including Italian, Spanish and Japanese. The events were launched by Steve Norris on the February 16th cutting the ribbon to start a cycling tour at the Albert Memorial.

MAJESTIC RENAME

On 10 June 2003, Her Majesty Queen Elizabeth II renamed the Britain and London Visitor Centre on Regent Street, London, where she met representatives of the tourism industry. Blue Badge guides were invited including past and present Chairmen of the Association of Professional Tourist Guides.

APTG AT WHITEHALL COLLEGE

APTG (Association of Professional Tourist Guides) enjoyed its fifth consecutive visit to Whitehall College (the Amicus-MSF residential college at Bishops Stortford) in January 2003. The successful formula of lectures, visits and relaxation was a good start to the year. 44 members enjoyed a diverse selection of speakers on varying topics, from the Channel Tunnel Rail Link to Art Deco at Eltham Palace. A high proportion of recently qualified Blue Badge guides enjoyed meeting their colleagues.
PLANT IDENTIFICATION WORKSHOP IN IRELAND

Figi, Association of Approved Tourist Guides of Ireland organized a workshop on plant identification. The workshop was facilitated by DR. Donal SYNNOTT, Director of National Botanic Gardens. For other events and organisations by Figi please refer to http://www.tourguides.ie/

"WATER" THEME LURES 13,000 VISITORS

Federation of Tourist Guide Associations of Germany (BVGD) which incorporates some 40 member associations rallied International Tourist Guide Day with over 13,000 visitors. The Federation chose "water" as this year's theme. The whole organization was a fantastic success at all levels and the total figure represented by far a world record.

SERBIA WALKS IN RAIN OR SHINE

So was the advertisement on Belgrade Sightseeing web site (http://solair.eunet.yu/~rabotic/itgd2003.htm).

Tourist guides of Serbia showed their art of perfect guiding on February 21st. Belgrade marked ITGD for the first time. Foreigners reside in Belgrade showed particular interest to the walks. The program started with a press conference on the 16th. Later on February 18th, volunteer guides agreed on some final details in front of the map. Finally on 21st, early on a freezing morning, the motor-coach tours started. The day continued with city walks. Most importantly, the events were conducted not necessarily in Serbian but also in 9 foreign languages including English.

SCOTLAND HOSTS WFTGA Convention 2003

Great fun, very friendly atmosphere and a new executive board. As mentioned above, details available on Scottish Tourist Guides Association website http://stga.co.uk/index2.shtml.
The Extended Board Meeting of the WFTGA convened in London on 14-16 November. Present at the meeting were Ruby Roy (President), Marta Cooper (Vice-President), Jenny Oulton (Secretary), Johnny Lee (Treasurer), and the board members Tom Hooper, Anne Lawrance, Serif Yenen, and Co-opted member Aladdin Khalifa, Administrator Ruth Turanicz as well as an area representative Phillip Cokson (for a short period). One of the agenda items was the trainers’ training to be conducted in Cyprus. It was discussed during the meeting that there was no sufficient interest in the training, which aimed to contribute to establishment of global standards for the training of tour guides. The board also pointed out that it was difficult to continue the studies because each country had its own regulations with respect to standards, and that it was not possible to implement a stereotype training program worldwide, however the WFTGA could formulate common standards gathered from the training materials currently in use among the member countries. Other agenda items included improvement of the ongoing Cultour Card and Hospitality programs, area representation, membership fees, the scholarship granted in the name of Jane Orde who was a cofounder of WFTGA, and the stands to be allocated during the 2004 congress for each country to exhibit and sell its authentic local gifts. The new website and the new edition of the Guidelines International prepared by Serif Yenen were approved by the board. The member associations of the WFTGA will continue to share the tourist guides’ discussions and experiences at touristguides@list.WFTGA.org

REPORT FROM SWEDEN

SveGuide celebrated in October 2003 its 20th anniversary in connection to its yearly meeting which took place in western Sweden. There were several seminars and workshops held within the same opportunity.
SveGuide has 28 guide-associations with approx. 1,300 members all over Sweden. SveGuide also has a smaller number of individual members in Sweden in places where there are no associations. SveGuide has also opened up the federation for guides who are not yet authorized with the exam stipulated by SveGuide. It can be guides from museums, nature-guides, guides who work in official buildings etc. In this way SveGuide has a number of suited persons who can continue their studies and become authorized guides.

Some of the main goals for the coming year are:

- to continue to work for a constitutional law, so that only tourist guides authorized in their profession in Sweden, will have the permission to work as guides in Sweden

- to work for a lower percentage of VAT on tourist guide services. Today there is 25% on top of the gross salary. This means that for our services we keep one third of what we cost the employer. This is also a task for the Swedish Tourism Association

- to finish our work for a national authorization. i.e. our exams after the education to become a tourist guide should be the same all over our country

- to work for the guides security in buses and other vehicles. To develop this important matter SveGuide acts together with the National Bus Association in Sweden. Lists of important safety rules will be presented at the Swedish International Travel & Tourism Trade Fair in March 2004.

- to work for a fee, which is in line with our education and education.

SveGuide publishes a magazine "SveGuiden" two times a year, which is also available on internet. It reaches some 2,000 people and organizations. SveGuide is a member of the Inter-Nordic Guide’s Club with which organization we also share the above mentioned goals. SveGuide stimulate its members to work for the International Guides Day and we feel that our connection to WFTGA is of a great importance.

The National Federation for Authorized Guides in Sweden
November 15th 2003
Gunilla Åström Jansson, President
Top 50 Cities With Best Quality of Life

by Cathryn Conroy

The best place to live in the world is Zurich, Switzerland, according to a quality-of-life survey conducted by Mercer Human Resource Consulting.

Zurich was crowned No. 1 based on 39 criteria that included a variety of political, social, and economic factors such as the quality of health, education, and transportation services. Just behind Zurich are Vienna, Vancouver, Sydney, and Geneva. The only U.S. city to make the top 20 is San Francisco at No. 18.

The 50 cities with the best quality of life (ties are listed with the same number):

1. Zurich
2. Vienna and Vancouver
4. Sydney and Geneva
6. Frankfurt, Auckland, Copenhagen, and Helsinki
10. Bern and Munich
12. Amsterdam, Melbourne, and Stockholm
15. Oslo, Dusseldorf, and Brussels
18. Luxembourg, Toronto, San Francisco, and Perth
22. Honolulu, Wellington, Berlin
25. Montreal, Nurnberg, Hamburg, Ottawa, Tokyo, and Brisbane
31. Paris, Seattle, Yokohama, and Calgary
35. Los Angeles, Dublin, Adelaide, Kobe, and Singapore
40. Lyon
48. Lexington, Pittsburgh, Osaka

On the other end of the scale is Baghdad, which ranked 213 out of 215, as it braces for what could be a massive U.S. assault. And where is it worse than Baghdad? According to the Mercer survey, that distinction goes to two impoverished African cities, Congo’s Brazzaville (214) and Bangui in the Central African Republic (215).

“The gap between cities at the top and bottom of the table is still large,” Slagin Parakatil, a senior researcher at Mercer, said in the news release announcing the survey results. "Economic and political unrest in Africa and Latin America has pushed many cities down in the rankings this year. It will take time for many of those African cities to recover from such prolonged periods of political and economic turmoil and to re-establish stable, law-enforcing democracies."

In a separate survey, Mercer ranked cities worldwide for personal safety based on crime levels, law enforcement, and internal stability. Some fun facts:

Luxembourg scored the highest for personal safety. the Central African Republic’s Bangui scored the lowest; since a coup in 2001, the environment there has been highly volatile and dangerous.

Milan, Athens, and Rome are the least safe cities in Western Europe, while Washington, D.C., ranked at the bottom in the United States.

Canadian cities are the safest in North America, due to strict law enforcement and low crime rates.
Caner Gurellier

Caner Gurellier, a tourist guide and also an archaeologist, distributed some thousands of blue eye beads and Turkish flags in Japan

2003 was set as ‘Year of Turkey’ in Japan. Despite a series of ‘serious’ organisations by the government and/or by the NGOs, yet, a Turkish tourist guide had a dream. Caner Gurellier, a tourist guide and also an archaeologist was interviewed by Ulfet Tayli from TUREB Media Relations, and below is a convenience translation of their interesting talk into English.

Caner’s plan was to start from Southern most corner of Japan and climb up to the Northern most point by his bicycle. Tosun 2 was the name he chose for his bike. Tosun 1 was his first bike when he was just an 11 year old kid. Ignoring sarcastic critics and all sorts of other un-encouraging comments, Caner led his way to ‘Empire of the Sun’, where people know two particular things about Turkey; the elongating ice cream of Maras; and Ilhan Mansiz, Turkish football star in the World Cup.

TMR – Did it worth all your efforts?

Caner – Yes, absolutely yes. The attention of our Japanese friends was very much as I expected. They returned my little blue eye bead gift with some fruit juice, or an apple or a little napkin to dry my perspiration. I was the first Turk in everyplace I stopped or spent the night. They were always amazed for how could I realize such a journey. A volunteer, cycling so far away from his home… I was in most of the Japanese newspapers, which easily reached to 5-6 million readers.

TMR – How to they think about Turks?

Caner – The Japanese are in fact know Turkey from an ice cream brand name in the super markets; ‘the elongating Turkish ice cream’. Naturally, our footballers in the world cup performed the most powerful marketing. Turkey or Besiktas club must arrange a private match with Japan. There is a great public interest to Ilhan Mansiz. One more thing they say repeatedly they want to taste Turkish food, about which they have heard a lot.

TMR – Most commonly asked questions?

Caner – Our success in football, the style Ilhan ties his hair, can a Turk marry four women, which language are we speaking, Maras Ice Cream, as well as war in Iraq, safety concerns in Turkey, etc. In the past, brothels in Japan were called ‘Torukobura’ – Turkish Bath. This very name has not been used for a very long time, it was banned. Surprisingly, some Japanese asked me such a definition was used. Thus, most of them remember Turkey from there.

TMR – I suppose you had certain feelings, ideas and judgements about the Japanese, did any change occur?

Caner – Before my venture, I had met lots of Japanese and my overall impres-
sions were highly positive. I would say my impressions became even stronger. I was fascinated with their working disciplines. They are very respectful. And always with a smile on their face. I admire their passion for nature. Majority of the houses in the country are made of timber. But, their forests are still there. Because they protect the natural life. They have a saying like ‘customer is our Lord’. On the other hand, generation gap is evident. Japan youth in big cities dress differently, even talk differently. And such things disturb old generation.

TMR – Your most noteworthy memories?

Caner – I won’t forget my visit to the Ertugrul Monument in Kushimoto - the southern most point of Osaka. This monument was for the memory of Ertugrul naval school ship which sank there some 100 years ago killing young fellows. They say whenever a Turk visits the site, it rains. And the locals believe the rain is the tears of those young sailors. As you might expect, I could not help myself but cried. One more thing I could not forget is my long cycling along the Japan Sea on the western shores of Honshu. Dried fish, octopus, kalamari, breathtaking scenes and little Japan fishing villages…

TMR – Thanks for your time.

Note: For more, please refer to Caner’s website http://www.binboncukbinbayrak.com
Upcoming Events

2004

NFTGA Biennial Conference, Boston

Since spring 2003, the US guide organizations who are members of the NFTGA-USA (www.tourguidesofamerica.com) have been talking about an educational conference that will take place at the end of this month--January 2004!

Recently, it’s occurred to us that perhaps we had not sufficiently publicized this event to guides who are not NFTGA members or that live in Canada, our Neighbor to the North. So please send an email blast and help us pass the word to members of your organization who may be interested to attend!

National Federation of Tourist Guide Assns.-USA (NFTGA)
Biennial Conference - Boston, Massachusetts,
January 31-February 3, 2004

The conference scheduled to take place in Boston, Massachusetts, January 31 (evening reception) through February 3 (midday closing), 2004. The conference venue is the Fairmont Copley Plaza Hotel, located in Boston’s Back Bay area.

There will be plenary sessions about topics of interest, seven excellent workshops, social evenings and pre- and post-conference tours.

This conference is being organized and hosted by the Greater Boston Tour Guide Assn. and sponsored by the National Federation of Tourist Guide Assns.-USA (NFTGA).

I encourage all guides to consider attending the conference. Since 9/11 the economy has not been kind to people working in tourism. But perhaps now more than ever, we all need to learn new skills, improve our strengths, become more creative, recharge our batteries and refocus. The conference will be an excellent opportunity to do all these things as well as network with guide peers from other parts of the U.S. and the world! (A guide from Nepal is coming!)

The complete Boston conference packet--registration information and registration form--is posted on the NFTGA website: www.tourguidesofamerica.com

Please take time to look over the conference materials. If you have any questions, please contact Julie Ross, the Boston Conference Committee Chair: julieross583@earthlink.net

Donna Marie Primas
Website / Administration, NFTGA Board Member
President, Chicago Tour-Guide Professionals Assn. (CTPA)
Phone: 630/717-9004
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Guide of the Year South Africa

South Africa to choose tourist guide of the year, announces Mr Moosa, Minister of Environmental Affairs and Tourism. The awards will be announced on 21st February 2004, World Tourist Guide Day.
VIth European Tourist Guide Convention

We are happy to announce that the VIth European Tourist Guide Convention will take place in February 2004 in Siracusa, Sicily hosted by ANGT, the Associazione Nazionale di Guide Turistiche, the Italian national association of tourist guides on the theme: Sicily: Past and Future Crossroads of Mediterranean Civilization.

FEG Conventions take place every second year, usually in February, hosted by a member country. These Conventions are open to all tourist guides with an interest in the profession and work of the tourist guide whether or not their national associations are members of FEG.

The cultural input in the form of lectures usually follows a theme set by the host country together with the FEG Executive. The lectures are delivered by experts in their field from throughout Europe. In addition there will be outings, visits and usually pre- and post-Convention tours.

Of particular interest to Convention delegates are the practical sessions during which matters of concern and for discussion will be raised, including the subject of training and qualification.

Conventions usually last about 4 days with approximately 120-200 delegates from as many as 20 European countries.

2004 Olympics Athens - Let The Reservations Begin

A Year from now, athletes competing for the coveted gold at the Olympics will be the dominant news. As in every Olympic, thousands are expected to flock to watch the games. That is travel agents are urging those planning to attend the 2004 Olympics to make their reservations now.

CAPE TOWN WINS BID TO HOST ICCA IN 2004

The International Congress and Convention Association (ICCA) awarded Cape Town as host venue for their annual conference in 2004. ICCA is the leading global organisation in the conference and meetings industry. Cape Town was short-listed with Montevideo, Uruguay as a possible destination for 2004.

Second NFTGA Conference: Boston in 2004

Boston, Massachusetts, will be the host city for the next NFTGA conference tentatively scheduled for arrival on January 30, with sessions and workshops on February 1-3, 2004. There will most likely be one or more pre- or post-conference tours as well.
Dearest Colleagues,

Following is a selection by TeamIstanbul for WFTGA members. All books are chosen from Amazon.com, reviews also quoted from Amazon.com website.

We are waiting for your reviews and recommendations.

Editor

The Geography of Thought: How Asians and Westerners Think Differently...and Why

by Richard Nisbett (Author)

Editorial Reviews

From Publishers Weekly

This book may mark the beginning of a new front in the science wars. Nisbett, an eminent psychologist and co-author of a seminal Psychological Review paper on how people talk about their decision making, reports on some of his latest work in cultural psychology. He contends that "[h]uman cognition is not everywhere the same"-that those brought up in Western and East Asian cultures think differently from one another in scientifically measurable ways. Such a contention pits his work squarely against evolutionary psychology (as articulated by Steven Pinker and others) and cognitive science, which assume all appreciable human characteristics are "hard wired." Initial chapters lay out the traditional differences between Aristotle and Confucius, and the social practices that produced (and have grown out of) these differing "homeostatic approaches" to the world: Westerners tend to inculcate individualism and choice (40 breakfast cereals at the supermarket), while East Asians are oriented toward group relations and obligations ("the tall poppy is cut down" remains a popular Chinese aphorism). Next, Nisbett presents his actual experiments and data, many of which measure reaction times in recalling previously shown objects. They seem to show East Asians (a term Nisbett uses as a catch-all for Chinese, Koreans, Japanese and others) measurably more holistic in their perceptions (taking in whole scenes rather than a few stand-out objects). Westerners, or those brought up in Northern European and Anglo-Saxon-descended cultures, have a "tunnel-vision perceptual style" that focuses much more on identifying what's prominent in certain scenes and remembering it. Writing dispassionately yet with engagement, Nisbett explains the differences as "an inevitable consequence of using different tools to understand the world." If his explanation turns out to be generally accepted, it means a big victory for memes in their struggle with genes.

The Encyclopedia of Stupidity

by Matthijs van Boxsel (Author)

Editorial Reviews

Book Description

Encyclopedias are no longer just the preserve of knowledge and the knowl-edgeable. In this enjoyable and witty catalog of human weakness, Matthijs van Boxsel brings together an A-Z of the stupid, the comic and the nonsensi-
cal throughout history. The author maintains that our culture is the product of a series of failed attempts to comprehend stupidity, the quality he considers the key condition for intelligence and the foundation of our civilization. Basing his analysis on fairy tales, cartoons, garden architecture, baroque ceilings, jokes, flimsy excuses, science fiction and figures from King Midas to the dumb blonde, Van Boxsel fathoms the logic of this opposite world.

Asia in the Making of Europe: A Century of Advance, Volume 3 in 4 Books

by Donald Frederick Lach, Edwin J. Van Kley

Editorial Reviews

From Book News, Inc.

This monumental achievement, the first comprehensive study of Asian influences on Western culture, was launched to acclaim in 1965 with Volume I: A Century of Discovery (2 books), which covered the 15th century (and is cited in BCL3). In 1970 the first book of Volume II: A Century of Wonder appeared, and two additional books followed eight years later (and were selected as among the best books of 1978 by the New York Times Book Review. This volume covered the 16th century. In the long-awaited Volume III: A Century of Advance, the authors extend their coverage to the 17th century, one that witnessed an explosion of materials as Europeans pushed deeper into the interior of lands that had formerly been known only on their periphery. The four books of Volume III are also available individually. Book 1: Trade, Missions, Literature reviews the preceding volumes and discusses the variety of ways information about Asia arrived in Europe. The remaining three books, focusing on writings by region, are Book 2: South Asia; Book 3: Southeast Asia; and Book 4: East Asia.

Art of the First Cities: The Third Millennium B.C. from the Mediterranean to the Indus

by Joan Aruz

Editorial Reviews

Book Description

This handsomely illustrated book highlights one of the most important and creative periods in the history of art: a time marked by the appearance of the city states of the Sumerians, the citadel of Troy, the splendid royal tombs at Ur, and the monumental cities at Mohenjodaro and Harappa. The volume examines the cultural achievements of these first urban societies, placing them in a historical context. Topics covered include the emergence of the first city states, the birth of written language, and trade and cultural interconnections between the ancient Near East and outlying areas. More than five hundred works of art, including sculpture, jewelry, vessels, weapons, cylinder seals, and tablets executed in a wide variety of materials such as stone, metal, clay, ivory, and semiprecious stones are included. The insightful texts are written by leading scholars in the field.
**Exploring Culture: Exercises, Stories, and Synthetic Cultures**  
*Geert Hofstede*

**Reviews**

**Synopsis**

A unique training book containing over 100 culture awareness exercises, dialogues, stories, incidents and simulations that bring to life Geert Hofstede's five dimensions of culture. These dimensions are: power distance, collectivism versus individualism, femininity versus masculinity, uncertainty avoidance, and long-term versus short-term orientation. Exploring Culture also contains new material on Geert Hofstede's cultural dimensions and the synthetic cultures. An excellent partner to Hofstede's popular Cultures & Organizations.

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**After The Ice: A Global Human History**

*Steve Mithen*

How did prehistoric men live? Where did they travel to? What did they do when they got there? Why did they create art? What did they believe? Did they fight wars? Where all people doing the same thing at the same time, everywhere in the world? These, and hundreds of other questions, are answered in this work. Steven Mithen draws on the latest cutting-edge research in archaeology, cognitive science, palaeontology, geology and the evolutionary sciences to create a comprehensive picture of minds, societies and landscapes of 22,000 years ago.

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**Man Walks into a Pub: A Sociable History of Beer**

**Synopsis**

A sparkling, premium strength history of beer, served with irreverence and wit by an industry insider. Told in a witty and popular style, this take on an amazing and amusing subject is stuffed full of remarkable tales and facts with which to astound your mates down the pub. It's a sozzled tale of fungi, yeast obsessed monks, an Egyptian Goddess, a bear in yellow nylon, and a Canadian bloke who changed the drinking habits of a nation. The history of British beer drinking is a social history of the nation itself, full of catastrophe (the Great Beer Flood of 1814), heroism (beer and the World War II) and an awful lot of hangovers.

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"Where is the bus for the walking tour?"

Marie-Andree Cantillon wrote a book about the instants from a Montrealer tour guide's life. Her best friend Francine Fortier-Blouin designed the book and prepared the impressive illustrations. See how Marie reflects the interaction and sharing of information between the guides and tourists, and the expectations from a guide:

"Erase the belief that every tour is the same recorded information tape regurgitated over and over. Every tour is unique because each tourist has, in his luggage, a diverse background, personality and culture. A few may challenge the tour guide's knowledge. As she provides information, tourists flip pages of a Guide Michelin or a Frommers guide. They request information well ahead of the sites they will see. More often they enrich the guide's knowledge by..."
sharing personal experiences. The guide has to be informed; she has to be a diplomat, a when everyone fights for the front seats; an entertainer in the middle of a traffic jam; and sometimes she is expected to perform magic, when a program promises too many sites for a two-hour tour. No broken expectations allowed!"
A professor stood before his Philosophy 101 class and had some items in front of him. When the class began, wordlessly, he picked up a very large and empty mayonnaise jar and proceeded to fill it with golf balls. He then asked the students if the jar was full? They agreed that it was.

So the professor then picked up a box of pebbles and poured them into the jar. He shook the jar lightly. The pebbles, of course, rolled into the open areas between the golf balls. He then asked the students again if the jar was full. They agreed it was.

The professor picked up a box of sand and poured it into the jar. Of course, the sand filled up everything else. He then asked once more if the jar was full. The students responded with a unanimous - - yes.

The professor then produced two cans of beer from under the table and proceeded to pour the entire contents into the jar, effectively filling the empty space between the sand. The students laughed.

"Now," said the professor, as the laughter subsided, "I want you to recognize that this jar represents your life. The golf balls are the important things - - your family, your partner, your health, your children, your friends, your favourite passions -- things that if everything else was lost and only they remained, your life would still be full. The pebbles are the other things that matter like your job, your house, your car. The sand is everything else -- the small stuff."

"If you put the sand into the jar first," he continued, "there is no room for the pebbles or the golf balls. The same goes for your life. If you spend all your time and energy on the small stuff, you will never have room for the things that are important to you. Pay attention to the things that are critical to your happiness. Play with your children. Take time to get medical check-ups. Take your partner out dancing. Play another 18. There will always be time to go to work, clean the house, give a dinner party and fix the disposal."

"Take care of the golf balls first -- the things that really matter. Set your priorities. The rest is just sand."

One of the students raised her hand and inquired what the beer represented.

The professor smiled. "I'm glad you asked. It just goes to show you that no matter how full your life may seem, there's always room for a couple of beers."

The Washington Post’s Style Invitational once again asked readers to take any word from the dictionary, alter it by adding, subtracting, or changing ONE letter, and supply a new definition. Here are this year’s winners:

1. Intaxication: Euphoria at getting a tax refund, which lasts until you realize it was your money to start with.

2. Reintarnation: Coming back to life as a hillbilly.

3. Bozone (n.): The substance surrounding stupid people that stops bright ideas from penetrating. (The bozone layer, unfortunately, shows little sign of breaking down in the near future.)

4. Foreploy: Any misrepresentation about yourself for the purpose of getting laid.

5. Cashtration (n.): The act of buying a house, which renders the
Humour

subject financially impotent for an indefinite period.


7. Sarchasm: The gulf between the author of sarcastic wit and the person who doesn't get it.

8. Inoculate: To take coffee intravenously when you are running late.


10. Osteoporosis: A degenerate disease. (This one got extra credit.)

11. Karmageddon: It's like, when everybody is sending off all these really bad vibes, right? And then, like, the Earth explodes and it's like, a serious bummer.

12. Decaflon (n.): The grueling event of getting through the day consuming only things that are good for you.

13. Glibido: All talk and no action.

14. Dopeler effect: The tendency of stupid ideas to seem smarter when they come at you rapidly.

15. Arachnoleptic fit (n.): The frantic dance performed just after you've accidentally walked through a spider web.

16. Beelzebug (n.): Satan in the form of a mosquito that gets into your bedroom at three in the morning and cannot be cast out.

17. Caterpallor (n.): The color you turn after finding half a grub in the fruit you're eating.

And the pick of the literature:

18. Ignoranus: A person who's both stupid and an asshole

Wish I’d thought of these:

These were actually written in GCSE exams*

1. Her face was a perfect oval, like a circle that had its two other sides gently compressed by a Thigh Master.

2. His thoughts tumbled in his head, making and breaking alliances like underpants in a tumble dryer.

3. She caught your eye like on of those pointy hook latches that used to dangle from doors and would fly up whenever you banged the door open again.

4. The little boat gently drifted across the pond exactly the way a bowling ball wouldn't.

5. McMurphy fell 12 stories, hitting the pavement like a paper bag filled with vegetable soup.
6. Her hair glistened in the rain like nose hair after a sneeze.

7. Her eyes were like two brown circles with big black dots in the centre.

8. Her vocabulary was as bad as, like, whatever.

9. He was as tall as a six-foot-three-inch tree.

10. The hailstones leaped form the pavement, just like maggots when you fry them in hot grease.

11. Long separated by cruel fate, the star-crossed lovers raced across the grassy field toward each other like two freight trains, one having left York at 6:36 p.m. travelling at 55 mph, the other from Peterborough at 4:19 p.m. at a speed of 35 mph.

12. The politician was gone but unnoticed, like the full stop after the Dr. on a Dr Pepper can.

13. John and Mary had never met. They were like two hummingbirds who has also never met.

14. The thunder was ominous sounding, much like the sound of a thin sheet of metal being shaken backstage during the storm scene in a play.

15. The red brick wall was the colour of a brick-red crayon.

16. Even in his last years, Granddad had a mind like a steel trap, only one that had been left out so long it had rusted shut.

17. The door had been forced, as forced as the dialogue during the interview portion of Family Fortunes.

18. Shots rang our, as shots are wont to do.

19. The plan was simple, like my brother Phil. But unlike Phil, this plan just might work.

20. The young fighter had a hungry look, the kind you get from not eating for a while.

21. "Oh, Jason, take me!" she panted, her breasts heaving like a student on 31-pence-a-pint night.

22. He was as lame as a duck. Not the metaphorical lame duck either, but a real duck that was actually lame. Maybe from stepping on a land mine or something.

23. Her artistic sense was exquisitely refined, like someone who can tell butter form "I Can't Believe It's Not Butter."

24. She had a deep, throaty, genuine laugh, like that sound a dog makes just before it throws up.

25. It came down the stairs looking very much like something no one had ever seen before.

26. The knife was as sharp as the tone used by Glenda Jackson MP in
her first several points of parliamentary procedure make to Robin Cook MP, Leader of the House of Commons, in the House Judiciary Committee hearings on the suspension of Keith Vaz MP.

27. The ballerina rose gracefully en pointe and extended one slender leg behind her, like a dog at a lamppost.

28. The revelation that his marriage of 30 years had disintegrated because of his wife’s infidelity came as a rude shock, like a surcharge at a formerly surcharge-fee cashpoint.

29. The dandelion swayed in the gentle breeze like an oscillating electric fan set on medium.

30. It was a working-class tradition, like fathers chasing kids around with their power tools.

31. He was deeply in love. When she spoke, he thought he heard bells, as if she were a dustcart reversing.

32. She was as easy as the Daily Star crossword.

33. She grew on him like she was a colony of E-coli and he was room temperature British beef.

34. She walked into my office like a centipede with 98 missing legs.

35. Her voice had that tense, grating quality, like a first-generation thermal paper fax machine that needed a band tightened.

36. It hurt the way your tongue hurts after you accidentally staple it to the wall.

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TOUR GUIDE TERMS and the TRANSLATION

Old world charm ............ No bath
Tropical .................. Rainy
Majestic setting ............ A long way from town
Options galore ............ Nothing is included in the itinerary
Secluded hideaway ........ Impossible to find or get to
Pre-registered rooms ...... Already occupied
Explore on your own ...... Pay for it yourself
Knowledgeable trip hosts .. They’ve flown in an airplane before
No extra fees ............... No extras
Nominal fee ................. Outrageous charge
Standard .................. Sub-standard
Deluxe ..................... Standard
Superior .................... One free shower cap
All the amenities ........ Two free shower caps
Plush ....................... Top and bottom sheets
Gentle breezes ............ Occasional Gale-force winds
Light and airy ............ No air conditioning
Picturesque ............... Theme park nearby
WFTGA Announcements

Cultour Card

The WFTGA Cultour Partner Programme is now coming into its third year. Every month new museums are joining to the program. We heard great news from many tourist guides who enjoyed free entrance to museums and sites showing the WFTGA Cultour Card together with their guide ID-card. On several occasion the tourist guides introduced the cultour card with their guide ID-card. Well, it simply worked, despite the reported museums were not officially members of our program. This also proves that we are on the right track. We sincerely thank all WFTGA Cultour Partners for their continued cooperation with WFTGA and with all professional tourist guides worldwide belonging to the World Federation.

To learn more about WFTGA Cultour Partners, their current and special exhibitions or their special offers, please look up the WFTGA Cultour Partner Guide on the WFTGA website

http://www.wftga.org and visit our Cultour Partners’ websites.

Hospitality Program

Dear Colleagues:

In addition to the already existing benefits under the WFTGA Hospitality Programme which you will find underneath (as a reminder), the former President of WFTGA, Elisabeth Schroder, was able to win the car rental company HERTZ as another Hospitality Programme partner. In order to rent a car you will have to:

(1) click at the HERTZ logotype on the WFTGA website
(2) follow the instructions to “Get a quote.... Reserve a Car”, until you'll be asked to
(3) insert the CDP number, which you'll find below according to the respective country you are in.
(4) Then you'll get the rates - in general a 10 per cent discount for WFTGA members.
(5) Upon taking over the HERTZ car, you will have to present the WFTGA Cultour Card.

Should you encounter any difficulties you might like to check out the HERTZ Central Reservation Centre in Dublin under the tel. nr. 0870 844 4844.

Members, please refer to your national association for specific CDP numbers.

As you know, the WFTGA HOSPITALITY PARTNER PROGRAMME comprises a worldwide range of hotels from 5 to 3 stars (Crowne Plaza to Holiday Express), from normal hotel to resort, and even apartments (in the US). The logos and links to our new Hospitality Partners are already on the WFTGA website.
At present, the following companies are WORLDWIDE WFTGA HOSPITALITY PARTNERS:

SIX CONTINENT HOTELS:
- Intercontinental Hotels and Resorts
- Grand Plaza Hotels and Resorts
- Holiday Inn Hotels and Resorts
- Express by Holiday Inn
- Staybridge Suites (USA)

Linked to SIX Continental Hotels is the free membership in the Priority Club offering the possibility to earn:
- frequent flyer miles
- to enjoy special offers on leisure facility/breaks or
- free weekend breaks

RADISSON SAS HOTELS AND RESORTS

MILLENIUM & COPTHORNE HOTELS PLC

MARITIME HOTELS

MERIDIEN HOTELS, CAIRO

The above listed companies offer WFTGA members very advantageous prices at approximately 4500 hotels in 96 countries worldwide! So far we also have one car-hire firm in partnership; negotiations with others are still underway:

SIXT car hire company offers WFTGA members considerable reductions worldwide when hiring a car.

The programme is strictly limited to WFTGA members and the benefits are granted through special access codes. When making a reservation, our members will have to use the access code and specify which WFTGA member association they belong to. Please contact your national association for the access codes.

Reservation for the above benefits must be made in writing (letter, fax, e-mail); a phone call will not suffice.

The direct links to our HOSPITALITY PARTNERS can be found on the WFTGA website (www.wftga.org) under the same heading.

With best regards from your WFTGA Administrator,

Ruth Turanicz
turaniczguide@utanet.at
REPORTING AN UNQUALIFIED GUIDE – MESSAGE FROM THE EDITOR OF GUIDELINES

I am planning to prepare a file about unqualified guiding. A file which I would like to publish on WFTGA web site and keep it open afterwards. This way, I hope altogether we can build a beneficial resource for this global issue. If you like the idea, please contribute. Other files to open might be shopping around the globe, museums worldwide, world food, etc. Please suggest and write to WFTGA, info@wftga.org.

The procedure, when reporting an unqualified tourist guide/tour operating activity, is important.

The following are a few points to remember when doing so:

Complaints must always be in writing. When reporting an unqualified guide the following information is vital to us to ensure a speedy follow-up:

- Write down name of the person who appears to be an unqualified tourist guide.
- Write down name of the tour operator who is using the unqualified tourist guide
- Write down time, place and registration number of vehicle

Persons lodging a complaint may remain anonymous

You may fax, post or email your complaint for the attention of the Provincial Tourist Guide Registrar. (or to the relevant authority in your city/country)

Serif Yenen
WFTGA Board Member
Editor in Chief, Guidelines Internetion@l