



## BICYCLE TOUR LEADER HIRING PROSPECTUS - EUROPE

### Leader Responsibilities

- **A leader's primary role is to ensure the guests experience the best vacation of their lives!**
- Service, service, service! Put customer needs ahead of their own **at all times**
- Use people skills and social leadership to bring guests of diverse backgrounds together
- Offer group presentations on various topics (safety, cycling skills, foreign language, daily routes, ...)
- Clean, repair and maintain bicycles while on tour.
- Demonstrate safe, efficient cycling techniques.
- Deliver guest luggage to their rooms
- Drive a standard-transmission, 9-passenger van plus trailer and/or cycle daily with guests
- Prepare picnics and translate special events such as wine tastings, walking tours, etc
- Perform administrative tasks such as record keeping and tour budget accounting
- Represent VBT well and maintain professional, balanced relationships with tour guests, our hotels, and citizens of local communities through which tours travel, as well as with VBT coworkers and staff
- Offer language translation assistance where applicable

### Leader Qualifications

- A love of people! Desire to share education, discovery and fun
- Fluent (written and oral) in English, *and* local language if different.
- Familiar with American customer service expectations
- Valid driver's license, clean driving record & ability to safely drive 9-person, standard transmission van with trailer
- Minimum 21 years old, plus minimum 1 year of driving experience
- Basic bicycle repair skill. Must pass Part 1 VBT Leaders Basic Technical Skills (*see enclosed*)
- Current Basic Red Cross First Aid & Cardiopulmonary Resuscitation (CPR) training (renewal required every third year)
- Physical abilities – cycle with guests up to 80 km. per day in all types of weather, carry heavy luggage, lift 15 kg. bicycle over head
- Able to pace oneself, physically and mentally, through very long days, full weeks, consecutive tours and an entire season
- Excellent communication and leadership skills
- Strong teamwork skills; energy, enthusiasm, positive attitude, creativity, and attention to detail.
- Knowledgeable about European and American cultures. First hand experience preferred
- Available for the full operating season – especially peak periods.
- Basic computer skills for Microsoft Excel, Word, Adobe Acrobat Reader and e-mail access with capability to download and send attachments.
- A personal cell phone to use while on tour

### The Complete Application

- An application will be reviewed once we receive **all** requested elements noted on the application form per email.
- We review applications on a continuous basis, so it is to your advantage to turn in your completed application as soon as possible.
- Only candidates who turn in **completed** applications will receive written notification of our hiring decisions.

### **Reference Information**

- Select 2 professional or academic references that we may contact, who can attest to the skills, experiences and character traits that qualify you for this position. Indicate their relationship to you.
- References must be contactable by e-mail
- References must be able to reply in English

### **Motor Vehicle Record**

- Please provide a current copy of your driving record. Examples: US -Dept. of Motor Vehicles; Canada -Ministry of Transportation; France - Casier judiciaire; Italy – punti patente; UK - all DVLA endorsements; Austria - Polizeiliches F hrungszeugnis; Spain – report of trafico; Germany – Auszug des Kraftfahrtbundesamtes; other country equivalents
- Applicants with driving records deemed unacceptable by our insurance company will not be hired

### **The Interview Process**

- Selected candidates who have submitted a complete application will be contacted for a personal interview
- All interviews are conducted in English
- Interviews will take place in selected cities. If you are selected for an interview, someone from VBT will contact you to designate a time and location

### **If you are hired**

In order for your job to be confirmed, you must provide the following documents to VBT by the date indicated in your job proposal:

- Written verification of completed or Red Cross or equivalent First Aid Training. *Renewal required every third year*
- Copy of Adult Cardiopulmonary Resuscitation (CPR) Card – from American Red Cross or American Heart Association, or equivalent. *Renewal required every third year*
- Completed and signed Mechanical Proficiency Level 1 Skill List (see enclosed checklist)
- Copy of your valid passport (non-Europeans) or European identity card

### **Who is VBT?**

- **VBT** is committed to being the world leader in international active vacations. All **VBT** tours offer exceptional quality and service.
- **VBT** is an American tour operator with over 40 years of experience.
- **VBT** offers active tours to American tourists around the world
- **VBT** groups are small, usually 14-20 guests, who come from all over North America.
- **VBT** guests combine active vacation with a desire to learn about the people, culture and history of the area through which they have chosen to travel.

### **Questions**

- If you have questions on any of the processes described in this packet, please contact our Human Resources Department in Europe by email at [vbteuro@vbt.com](mailto:vbteuro@vbt.com)

**Please consult our web site at [www.vbt.com](http://www.vbt.com) for more details on VBT**

VBT European Human Resources  
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