



Bicycling and Walking Vacations

BICYCLE TOUR LEADER HIRING PROSPECTUS NORTH AMERICA

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, daily routes, ...)
- Clean, repair and maintain bicycles while on tour
- Demonstrate safe and efficient cycling techniques
- Deliver guest luggage to their rooms
- Drive an 11-15-passenger van with trailer in tow and/or cycle daily with guests
- Prepare picnics and snacks
- 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

Leader Qualifications

- A love of people! Desire to share education, discovery and fun
- Familiar with American customer service expectations
- Valid driver's license, clean driving record & ability to safely drive 11-15-person van
- A personal cell phone to use while on tour
- Knowledge of Excel and internet usage
- Regular e-mail access with capability to download and send attachments
- Basic bicycle repair skill. Must pass Level 1 mechanical test (*see enclosed mechanical proficiency info*)
- Current Basic Red Cross First Aid & Cardiopulmonary Resuscitation (CPR) training
- Physical abilities – cycle with guests up to 50 miles per day in all types of weather, carry heavy luggage, lift 30 lb. 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
- Intimate knowledge of local culture. First-hand experience and local connection preferred
- Leaders must be available for the peak season period of March to November

The Complete Application

- An application will be reviewed once we receive **all** requested elements noted on the application form
- 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 via email, who can attest to the skills, experiences and character traits that qualify you for this position. Indicate their relationship to you.

Motor Vehicle Record

- Please provide a current & **certified** copy of your 3-yr driving record
- 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 may be contacted for a personal interview
- Interviews will take place in Bristol, VT and selected North American cities. During your interview, please be prepared for the following:
 - Give examples of when you've demonstrated skills needed by a tour leader (excellent service, teamwork, leadership, good communication, etc.).
 - Mechanical proficiency assessment to determine your current level of knowledge. You may continue to develop this skill after the interview
 - Fill in a simulated budget sheet
 - Give a group presentation
 - Participate in team activities

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:

- Copy of Adult Cardiopulmonary Resuscitation (CPR) and First Aid Certificate – from American Red Cross, American Heart Association, or equivalent.
- Copy of your Social Security Card or valid passport to verify employment eligibility
- Copy of current driver's license
- Copy of your current DOT Physical Medical Examiner's Certificate
- Completed VBT DOT Driver Application
- A copy of your current Commercial Driver's License – California Leaders Only
- Completed Background Check Disclosure & Authorization Form

Who is VBT?

- **VBT** is committed to being the world leader in international bicycling and walking adventures. All **VBT** tours offer exceptional quality and service.
- **VBT** is a North American tour operator with over 44 years of experience.
- **VBT** offers bicycle tours to North American tourists on various continents around the world
- **VBT** groups are small, usually 14-20 guests, who come from all over North America
- **VBT** guests combine cycling with a desire to learn about the people, culture and history of the area through which they have chosen to cycle
- **VBT's** 4 "pillars" of service to our guests include outstanding *value, pace, choice and discovery*

Questions

- If you have questions on any of the processes described in this packet, please contact us by email at vbtdom@vbt.com

Please consult our web site at www.vbt.com for more details on VBT

VBT North American Leader Human Resources
Email: vbtdom@vbt.com