

E-Learning Module 6. Evaluation

Make a Summary Record of Each Tour

It is recommended to make a record of your tours, documenting the experiences and skills you have gained.

After each tour, make a written summary of the tour, from start to finish, including the following points:

1. Date, location and duration of the tour
2. The clients and their specific requirements
3. Transportation and the venue(s). Record any adaptations or special arrangements that were made for the tour
4. Description of the itinerary
5. Materials prepared and techniques used on the tour
6. Remarks on the tour... including unexpected situations and measures taken to solve any difficulties
7. Feedback from customers – verbal, written, multi-media
8. Feedback from the venue management
9. Your conclusions and learning points from the tour.