



Application form:
Group Leader
PEAK DMC Japan

Create. Innovate. Deliver.
Sustainable, experience-rich travel

PEAK Destination Management Company (DMC) is the world's largest adventure travel company operating amazing journeys for Intrepid Travel, Peregrine Adventures, Gecko's, and many more. PEAK DMC will open its newest company in Kyoto, Japan in early 2017.

Part of the Intrepid Group, PEAK is a global leader in sustainable experience-rich travel. We specialize in small group adventure tours and annually carry over 250,000 visitors to more than 100 countries. The company is privately owned with headquarters in Australia and offices around the world.

POSITION PURPOSE:

Group tour leaders ensure the successful operation of each trip a with particular reference to the health, safety, and overall experience of the travellers.

To apply for this position, please email jo.crisp@peakdmc.com , answering the questions below with your CV by 10 February 2017.

PERSONAL INFORMATION:

Table with 2 columns: Field Name, Description/Notes. Fields include Name, Nationality, Current address, Contact phone number, Email address, and Skype contact.

APPLICATION QUESTIONS:

Table with 2 columns: Question Number, Question Text. Contains 3 numbered questions regarding tour guide licenses, first aid training, and work experience.

4.	Have you managed groups of people or worked in a customer service role? Give details.
5.	Have you ever had to deal with a conflict with a customer or client? Please provide an outline of the situation and how you managed it.
6.	Please list where you have travelled within Japan, and internationally.
7.	Of the places that you have visited, which has had the most impact on you and why?
8.	What do you find challenging about travelling within your country or the region?
9.	How do you usually travel (types of transport, accommodation, restaurants etc) when you travel by yourself or with friends and family?
10.	What do you think might be difficult for passengers travelling in your country? How would you help them overcome possible culture shock?
11.	If you were taking a group of friends on a trip in your country where would you take them and what would you like them to experience?
12.	List the languages that you speak and the level of skill in each language (eg. basic, conversational, fluent etc).
13.	Please rate your experience using the following computer applications: Word, Excel, Email, Web (e.g. No experience, beginner, intermediate, advanced)
14.	In your past career or private life have you been responsible for large sums of other people's money? If so, how much and in what capacity?
15.	How would you rate your current level of fitness? What is the most physical activity you have successfully completed?
16.	Our 'Responsible Travel' approach is all about traveling in a way that is respectful and positive for the local people, their culture and the environment. How would you explain this philosophy to your group?
17.	What have you done in your own travels or community that would provide good examples to your group of how to be a responsible traveller?

18.	How would you facilitate your group's interaction with local people?
19.	Imagine you are leading a group of 12 passengers on a 3-day trek in a remote area. One of the group falls and breaks their leg, and needs to be evacuated. The rest of the group needs to continue or they will miss their connecting train and flights home. None of the mobile phones in your group has reception, so you cannot call your Manager. What would you do? How do you meet all the group's needs?
20	Imagine you are taking a small group of six on a three-week trip. One of your passengers knows the region well and is constantly dominating the group with his stories and recommendations on what the group should do. By day 4, the others are either getting annoyed at his domineering behaviour or wondering who is leading the trip - you or him. How would you handle the situation?
21.	Is there anything else you would like to add to support your application?
22.	Where did you hear about this vacancy? If it is a particular person, even within our organisation, we would like to know their name.
23.	Please provide the details of 2 people who can act as professional referees (previous managers preferred, please add contact numbers and emails)

THE NEXT STEP - We will short-list and interview the top candidates.

Please note that due to the number of applications received; only those candidates short-listed will be contacted.

Being a group tour leader is not like “getting paid for being on holidays”. You will be responsible for a number of guests who have paid for a great holiday and you will be there to make it happen for them.

Sometimes a work day starts early in the morning, involves long travel hours, and finishes quite late at night. On the other side, there are moments when you will definitely see why a lot of our group leaders consider their job the best one in the world.

Applications will be assessed as they are received so don't hesitate apply today!

**There's more to work than the job you're doing**