1.1 Exhibition TOUR GUIDE

Job Title: Tour Guide
Reports to: Guide Coordinator
Based at: Dialogue in the Dark Exhibition – Inorbit Mall - Hyderabad

1.1. SUMMARY OF THE JOB DESCRIPTION

The Tour Guide is a visually impaired person (legally blind) and works in total darkness. The Tour Guide welcomes the visitors and guides them through the Dialogue in the Dark exhibition. The Tour Guide handles all of their needs while in the exhibition, assuring that visitors are comfortable, safe and secure, while providing them with an imaginative, educational and entertaining experience.

Verbal communication and interaction are an essential part of the visit. The commitment of the Tour Guide and his/her willingness to communicate and build empathy with visitors, focuses more on the ability to compensate the lack of sight than on the disability itself, by motivating the visitors to explore more in order to discover their own limits, and is central to the scenario's success.

1.2 KEY RESPONSIBILITIES AND DUTIES

- Accompany diverse groups through the exhibition and respect the individual character and behavior of every visitor. Each group might include a wide variety of ages, communication skills, and educational levels as well as a variety of physical capabilities.
• Secure comfort and safety of the visitors, by keeping them in a group during the whole tour, reacting adequately in emergency situations and supporting physically those who need it.

• Help the visitors to overcome their fear of the dark, by establishing trust, supporting psychologically those who need it and entertaining them with humour and creative suggestions.

• Raise visitors’ awareness about their other senses.

• Serve as an ambassador for the visually impaired community, openly share experiences and present positively the way of perceiving the world via the other senses while compensating for the lack of sight, as well as existing in that way and enjoying life.

• Inform the visitors about the concept, background and opportunities of the Dialogue in the Dark exhibition.

• Be able to sustain pleasant and polite two-way communication with visitors throughout each tour.

• Walk and stand for at least one and a half hour periods while conducting tours.

• Remain kind, respectful and positive while answering difficult questions, and even in the event of a stressful situation.

• Understand and maintain the tour schedule.
• Work as part of a team with good communication skills with teammates, respect and strong commitment to the job to promote professionalism, creativity and enthusiasm.

• Assist in other areas as needed, when not actively engaged in a tour

• Be appropriately dressed and maintain a well groomed appearance at all times.

• Find way easily and quickly in all areas within the work environment: exhibition spaces, break room and offices, washrooms.

1.3 WORK ENVIRONMENT

The capacity to spend time in total darkness has to be checked especially for those individuals, who have a low level of sight left. All employees are subjected to a high level of noise and physical strain throughout their working day.

Employees may be required to work evenings, weekends and holidays as needed to provide shift coverage for exhibition tours.

1.1.4 PERSONAL PROFILE

Personality
Empathic communicator, able to see things from the other person's point of view. Well presented and good-mannered. Sufficiently mobile, with a high level of acceptance of his/her blindness. Keen for a new experience and
open to learning. Reliable, punctual, able to get on with others and be a team player.

**Qualifications and requirements**

To perform this job successfully, an individual must be able to accomplish each key responsibility satisfactorily. The qualifications and requirements listed hereafter are representative of the knowledge, skill and ability required.

• Soft skills - excellent verbal communication skills, good grammar and enunciation

• Good mobility skills and capacity to get to the work place unaided, taking advantage – where possible – of public transport (Tour guides should be competent with their canes, to represent an independent and confident person)

• Education or experience in presentations, leadership, guiding large groups is helpful

• Knowledge of a foreign language (English as first choice) is appreciated

• Psychological skills, such as the knowledge of group dynamics, are a plus

• Acting skills, together with a clear and pleasant voice, are a plus