

“Salem Sights” is hiring for the 2019 Halloween season in Salem. As a key member of the Guide and customer service team, Guides interact closely with guests and tourists visiting Salem. Under the supervision of the Guest Manager, you will deliver various scripted tours of Salem, specific sites, and areas of great historical interest.

**It is important to note**, while all Guides are trained on a specific outline and key facts on Salem’s history and unique tour outlines, we encourage the development of your character, unique story-lines, key details, and rich content, all delivered in your authentic voice. In short, we want you to make the tour your own while utilizing a little bit of “Local Lore in Every Tour.”

It is imperative that the facts you present are accurate and follow an outline; however, your personality and ability to speak in an articulate, impromptu fashion, while interacting, and making guests feel comfortable, entertained, and immersed in the tour experience is paramount.

### **Responsibilities:**

- Deliver pre written scripts to the guests. (Don’t worry, we’ll train you!)
- Ensure you are current, and in good standing with the city of Salem licensing requirements for tour Guides.
- Keep your presentations and tour groups to a detailed, predetermined timeline from a starting point, to the tours end location. (usually the same spot)
- Answer questions regarding the rich history of the city, interesting sites, surrounding areas, and details about other attractions in town; all with a service oriented attitude and in a hospitable manner.
- Control your group of guests, and ensure their safety at all times relating to paying customers, other tours you may interact with, as well as respecting the considerations of the city of Salem and local residents.
- Attend pre-season training sessions for study, as well as read the operating manual which covers tour Guide requirements and historical details of each tour.
- Arrive at work, at least 30 minutes before your first tour is scheduled for the day to ensure proper setup, and group management.
- Guides must wear approved apparel, issued by “Salem Sights” (no cost to you) in an effort to maintain brand standards, recognizability in the community, and safety considerations. (This consists of a very cool and fashionable vest, and an explorer’s hat, along with your tour Guide license on display.)

### **Requirements:**

- Work in cooperation with Guest Service Manager to provide a prompt, courteous experience to all our daily guests.
- High School Diploma or related experience preferable.
- Previous experience as a Guide in Salem, “history buff”, acting, or entertainment industry work is highly desired.
- Excellent interpersonal and oral communication skills.

- Must have the ability to deal effectively and courteously with the public and other staff members.
- Must be guest focused with a passion for history and entertaining.

**\$200 Sign on Bonus** for completing training, licensing, and delivering your tenth tour in a satisfactory manner.

***Have your tour guide license for Salem?*** Additional Sign on Bonus to be discussed, commensurate with prior experience.

LearLabs, LLC., d.b.a. Salem Sights, is committed to the principle of equal employment opportunity. Under no circumstances will Salem Sights or LearLabs, LLC. discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.