BREAKOUT SESSION 1: 9:00 – 9:50am

A Day in the Life: University of Maryland’s Terp For A Day Visit Program

Track: Ambassador and Tour Guide Training

University of Maryland | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 70+ | Paid/Unpaid: Unpaid

Come learn about University of Maryland’s Terp For A Day (TFD) Visit Program. From the logistics to implementation, this session will give you insight on how TFD’s are organized to ensure that prospective students have the best possible time while visiting campus. We will cover how to make tour guides excited to host students and feel as though they can just go about their normal day. At the end of the day, a guide who is excited to host a student will give them the best experience possible, making the prospective student excited about the university as a whole!

Office Gardening: Picking Candidates in a Group Interview

Track: Ambassador and Tour Guide Training

Pepperdine University | Private Institution | Institution Size: Under 5,000
Number of Ambassadors: 10-30 | Paid/Unpaid: Paid

Before a harvest season, a proactive gardener prepares their land. If you are the gardener your admissions office is the land, how are you preparing? Pepperdine University’s Office of Admission begins each recruitment season by bringing on a new class of student workers. In order to hire a passionate, driven, and diverse team, our office has adopted a group interview round in the hiring process. Discover the pros and cons to this method as we explore the stages of our dynamic interview approach.
Add This to Your Toolbox: Professionalism
Track: Leadership and Professional Development
University of South Carolina | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 70+ | Paid/Unpaid: Unpaid

The Professional Development program within the University of South Carolina’s University Ambassador organization strives to promote continuous learning for members through innovative training techniques and creative content. Our Ambassadors who embody many diverse backgrounds and cultures can attest to the value this aspect adds to their daily responsibilities, and further – the Carolina Community. University Ambassadors teaches skills that are not only applicable for tour guides, but will benefit them in years to come.

So You Think You Can Trailblaze?
Track: Ambassador and Tour Guide Training
Coastal Carolina University | Public Institution | Institution Size: 10,000-20,000
Number of Ambassadors: 10-30 | Paid/Unpaid: Paid

This session will discuss the vitality of volunteers and their journey of becoming a Teal Trailblazer. Becoming a volunteer allows potential hires to get acclimatized to the Office of Admissions, here at Coastal Carolina University. They are partnered with a tour guide, and shadow their job responsibilities. Then we’ll discuss the recruitment, hiring and training process. What makes our program unique is that we are one of the highest paid positions on campus, and is highly sought out. In addition the environment of family that is embedded in our training through leadership and accountability is imperative for tour guide success.

The Banana Effect: Reevaluating Diversity and Inclusion Strategies in your Program
Track: Diversity and Social Justice
American University | Private Institution | Institution Size: 5,000-10,000
Number of Ambassadors: 70+ | Paid/Unpaid: Unpaid

After the racist display of bananas hanging from a tree attached by a rope noose with the letters AKA, referencing the first historically black organization our new student body president was in, the American University’s (AU) policy toward diversity and combating racism changed, so our program needed to as well. Join the AU Ambassadors as they explain what their program’s diversity and inclusion strategies were like before and after a hate crime that put their school on the national stage. Learn how your school’s program can adopt new strategies in an intensely changing political world.

5 Tricks to Unlocking You & Your Team’s Creative Genius
Track: Leadership and Professional Development
Tom Krieglstein, Founder of Swift Kick and The Student Affairs Collective

Creativity is a muscle that needs development just like any other muscle in your body. Once you know the best exercises to flex your creative muscle, you’ll be generating genius ideas on a regular basis. If you keep hearing the same ideas over and over again, come to this session and discover five tricks to unlocking you and your team’s creative genius!
Advisor Track Session: CIVSA 1.0
Rob Patterson, CIVSA President-Elect, Middle Tennessee State University
Jon Augustyn, CIVSA Annual Conference Co-Chair, Cornell University

Are you looking to get more involved with CIVSA but don't know how? Come to our session and find out all of the ways you can maximize your CIVSA membership to the fullest extent! We'll discuss the history of CIVSA, all of the various membership benefits, as well as all of the professional and volunteer opportunities that CIVSA has to offer!
BREAKOUT SESSION 2: 10:00 – 10:50am

**Advance to GO, Collect $200! Using Monopoly to Motivate Tour Guides**
Track: Leadership and Professional Development
Albion College | Private Institution | Institution Size: Under 5,000
Number of Ambassadors: 70+ | Paid/Unpaid: Paid

This session will give an overview of how we restructured our program into tour guide teams using Monopoly as our common language. Tour guide leaders conduct biweekly meetings with their team, with each session surrounded around a different monopoly theme (such as the Community Chest or Chance cards). Here we will explain how this structure creates community, accountability, and consistency within our program.

**A-List Ambassadors Become A-List Innovators**
Track: Leadership and Professional Development
Weber State University | Public Institution | Institution Size: 20,000-30,000
Number of Ambassadors: 10-30 | Paid/Unpaid: Paid

A standard is a level of “norm” until we cultivate within ourselves and teams to seek out a new standard of leadership and professional development. When we continue to live at a “norm,” we lack progression. Inspired from the 5s Lean Practice, Edgar Dale’s Cone of Experience and going beyond the basics of professional networking, this presentation will transition you from an A-List Ambassador to an A-List Innovator. These ideas apply to any team, work environment and future career path. Utilizing quotes, research and published articles we bring to light key concepts that are often overlooked.
Don't Pull the Plug: Technology’s Role in Diversifying the Campus Visit Experience
Track: Diversity and Social Justice
Lynn University | Private Institution | Institution Size: Under 5,000
Number of Ambassadors: 70+ | Paid/Unpaid: Paid

Within one of the world’s more economically unequal societies, Florida is shown to hold one of the worst imbalances across the nation. Increasingly, technological advances are attributed to the pronounced imbalances, with those on the lower levels lacking the appropriate opportunities to succeed. To combat the growing issue of distribution, Lynn provides iPads and other innovative resources to each student, embracing diversity and cultivating awareness from the outset. These iPads are implemented in our campus visit process from the moment prospective students step onto campus and throughout their tour, clearly displaying how innovation plays a key role at our university.

Five Minutes to Win it: How five minutes can change your tour game forever.
Track: Tour Skills
Utah Valley University | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 50-70 | Paid/Unpaid: Paid

Quick! What are you going to do with the first 5 minutes or your tour? How about the last? These precious seconds are the most crucial to prospective students overall experience. Let us get you started by bringing all the wild cards of a tour to the table and teaching you, the player, the strategy for turning them into a winning hand. You have 5 minutes, let’s win it. The game starts NOW!

Steering the Conversation: the Ohio State Model of Engagement
Track: Ambassador and Tour Guide Training
The Ohio State University | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 70+ | Paid/Unpaid: Paid

Messaging is the sole focus of giving tours! Come hear about how it applies both externally to guests and internally to staff. We will focus on both positive spin and storytelling, two imperative external points. Internally, the focuses will be our new hire training process and communication between our leadership and our staff. They say a chain is only as strong as its weakest link, which is why Ohio State facilitates a strong new hire program, gearing them towards success while facing difficult questions and personalizing each tour for our guests.

The Difficult Questions: How to Effectively Handle and Prevent Challenging Admissions Questions
Track: Ambassador and Tour Guide Training
Cornell University | Private Institution | Institution Size: 20,000-30,000
Number of Ambassadors: 70+ | Paid/Unpaid: Both-some are paid; others are volunteer

Questions aimed at student admissions representatives from eager visitors have grown in complexity as rapidly as the competitiveness of the institutions they represent. Student tour guides and admissions ambassadors are commonly faced with difficult, and at times, unanswerable questions from audiences of all sizes. This session provides ten actionable steps to respond effectively to challenging admissions questions, regardless if they’re asked individually or in front of hundreds on stage.
Advisor Track Session: Managing Up for Better Bosses  
Julee Mitsler, CIVSA board member

We spend so much time focusing on the people we supervise, but what about managing our own supervisors? This session will talk about managing up - what it is, why it's important, how to do it, and suggestions for easing challenges that can arise.

BREAKOUT SESSION 3: 11:00 – 11:50am

Getting the Inside Scoop  
Track: Leadership and Professional Development  
Appalachian State University | Public Institution | Institution Size: 10,000-20,000  
Number of Ambassadors: 30-50 | Paid/Unpaid: Unpaid

Email after Email. Text after text. Spreadsheet links here, Google Docs there. Managing information about your organization, to-dos, upcoming events, and signups is a job within itself. What if all this information could be simplified and put in one place? Come see how the Appalachian Student Ambassadors have created and mastered their very own website that only their members can view. This immediate avenue of information allows members to know what's happening, sign-up for shifts, and mark their calendar for upcoming events - all in one place without sifting through emails.

House Hunters: How to Turn Your Work Space into a Home  
Track: Ambassador and Tour Guide Training  
Georgia State University | Public Institution | Institution Size: 30,000+  
Number of Ambassadors: 30-50 | Paid/Unpaid: Paid

From treehouses to beachfront cabanas, and mansions to tiny houses - everyone’s home looks different. We all know it's not a house that makes a home, but the people living inside. Let us help you implement new and fresh ideas to foster long-lasting relationships with your fellow tour guides. No matter the size of your ambassador program or office structure, this presentation will inspire you to make your work space feel like a home away from home.
Incorporating Social Activism into Student Leadership

**Track: Diversity and Social Justice**

*Portland State University| Public Institution | Institution Size: 20,000-30,000*

*Number of Ambassadors: 10-30 | Paid/Unpaid: Paid*

As student leaders, it is our responsibility to create an environment where every person has the opportunity to succeed. This mission requires us to acknowledge the social and financial disparities that are present in our education system, and be active in dismantling those systems and forming meaningful connections with all students. Being a leader requires cultural competency and a dedication to representing all students, regardless of their background. It is not enough to not be racist or homophobic, we must be anti-racist and anti-homophobic and be actively taking steps to make sure that all students can thrive and be successful in their own way.

Selling My Truth through Tours

**Track: Ambassador and Tour Guide Training**

*The University of Southern Mississippi| Public Institution | Institution Size: 10,000-20,000*

*Number of Ambassadors: 70+ | Paid/Unpaid: Both-some are paid; others are volunteer*

We will focus on teaching and developing effective and intentional communication in students through their training process. We will prioritize two main areas: communication styles and appreciating differences.

The first segment will express how we train our tour guides to better understand how to effectively communicate. We utilized methods such as communication models and personality evaluations. We created opportunities for students to realize their individual strengths, and how those can contribute to their success as recruiters.

The second segment will narrow into how we taught the skill of effectively communicating the value of an experience to any prospective student, regardless of demographic or personality.

Walk It Like I Talk It

**Track: Tour Skills**

*Appalachian State University| Public Institution | Institution Size: 10,000-20,000*

*Number of Ambassadors: 30-50 | Paid/Unpaid: Unpaid*

Want to know how to streamline group tours? How to host thousands of people on campus in one day? Well, we've got answers for you! The Appalachian Student Ambassadors are more than tour guides. Come learn about the standards and expectations of our ambassadors and all the elements that help us give personable and informative tours. You’ll hear from our Tour Coordinator on how she helps manage tour shadowing, scheduling group tours, and juggling many other roles and responsibilities.
When You Think You’ve Heard It All: Answering Tough Questions on Tours
Track: Tour Skills
West Virginia University | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 10-30 | Paid/Unpaid: Paid

WVU is often labeled as a party school due to rankings from different media outlets, which is a stigma that we’re constantly battling and has proven difficult to shake. Tour guides often carry the burden of this type of question because they are often the first contact families have with the university. It is important for tour guides to remain calm and professional when answering what may be seen as a tough question, and follow a systematic approach of acknowledging the family’s concern, answering the question sincerely, and pivoting the subject to a positive alternative.

Advisor Track Session: Surviving the Dreaded Student Affairs Burnout Factor
Tom Krieglstein, Founder of Swift Kick and The Student Affairs Collective

There comes a moment in every Student Affairs professional’s career when it’s 1am and three students are still in the office and you know you have to be back at school the next morning. How can you keep going? Those who figure out how to survive the dreaded Student Affairs burnout factor go on to amazing and successful careers in higher education. In this session, we’ll outline the key to helping you better manage the high level of pressure within Student Affairs and ultimately remain happy as you soar to new professional heights.
BREAKOUT SESSION 4: 2:30 – 3:20pm

**Bringing the World to Birmingham: Take a Sip of Diversi-Tea**  
*Track: Diversity and Social Justice*

*The University of Alabama at Birmingham | Public Institution | Institution Size: 10,000-20,000*  
*Number of Ambassadors: 30-50 | Paid/Unpaid: Paid*

Diversity makes UAB a global campus by bringing the world to UAB. This diversity fosters a sense of community throughout UAB, and students experience a more tight-knit student body that celebrates differences while still empowering individuals. UAB is enriched by the many expressions of diversity present, whether race, beliefs, or personal backgrounds. The UAB Trailblazers are also influenced by diversity because the team is made up of people from different places, with different majors and with different beliefs. This diversity allows for connections to be made with prospective students from all walks of life as they begin their college journey.

**Game of Phones**  
*Track: Leadership and Professional Development*

*Northeastern University | Private Institution | Institution Size: 10,000-20,000*  
*Number of Ambassadors: 70+ | Paid/Unpaid: Unpaid*

We all know that one kid in the back of the tour who hasn’t bothered to peel their face away from their phone screen for the past 45 minutes. With a new generation of students growing up surrounded by a media boom, Universities are forced to keep pace and expand their horizons into a virtual realm. From a web based presence, to social media, to the future science fiction warned us about, this presentation aims to demonstrate how to leverage these different platforms to help target a new generation of prospective students and families.
How to be the Beyoncé and Jay-Z of your tour: The importance of tour guide chemistry.

Track: Tour Skills
Western Kentucky University | Public Institution | Institution Size: 20,000-30,000
Number of Ambassadors: 10-30 | Paid/Unpaid: Paid

In this session, we are going to discuss the behind-the-scenes aspect of giving a tour: the necessary chemistry between tour guides. Tour guides are often paired to give one, singular tour, which can be tough if they aren’t on the same page for both the information and simply how the other works. There are certain suggestions when pairing tour guides that we believe make for a better tour, such as a wide range of knowledge surrounding different programs and extracurriculars. Additionally, we plan to discuss other important characteristics of paired tour guides that benefit both the tour guests and the guides.

More Than a Tour Guide
Track: Ambassador and Tour Guide Training
James Madison University | Public Institution | Institution Size: 20,000-30,000
Number of Ambassadors: 70+ | Paid/Unpaid: Unpaid

Is your organization struggling to find an identity beyond tours? Show prospective students and guests you are more than “just tour guides”! JMU Student Ambassadors fosters an environment where tour guides are encouraged to explore their passions on campus. By sharing their other unique experiences and involvements and those of their peers, JMU Ambassadors create a personal tour for all. Learn how to be an organization that brings together students leaders from all over campus. Recruit well-rounded applicants, keep members engaged and personalize tours. You are you, that is truer than true, there is no tour guide quite like you!

MythBusters: Dispelling Misconceptions about Your University
Track: Tour Skills
Georgia State University | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 30-50 | Paid/Unpaid: Paid

We all know how detrimental rumors can be in our personal lives, but on tour, even the most harmless rumors can make or break the experience for our guests. As tour guides it is our duty to shed light on the urban legends and misconceptions about our University that guests may bring our way. Join us as we show you the method to dispel any myth about your university and become an expert MythBuster.
Follow Up, Buttercup
Track: Ambassador and Tour Guide Training
The University of Tennessee | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 30-50 | Paid/Unpaid: Paid

It's easy to give a tour and walk out the door and go about your day. However, going that extra mile, and continuing the conversations with your tour guests helps create an even more memorable experience. In this session, we will talk strategies and ideas to help keep the conversations going long after your campus tour may end.

Advisor Track Session: The State of the Campus Visit
Brittney Joyce, RENDER Senior Consultant
Jeff Kallay, RENDER Principal

It's 2019 and the campus visit has a new host of challenges: GenZ students with anxiety, GenX parents who distrust, an Ambassadors/Guides' new mindset, and guests with short attention spans and have exacting wants/requests. Render Experiences campus visit consultants will share observations, trends, best practices and take your questions.
Ambassadors Assemble: Creating a “Marvel”ous Team
Track: Ambassador and Tour Guide Training
Lynn University | Private Institution | Institution Size: Under 5,000
Number of Ambassadors: 70+ | Paid/Unpaid: Paid

Working in the Office of Admission, everyone is bound to take on great responsibilities. The question is: How do we use our skills to enhance the team we work with and tasks that need to be completed? Last year Lynn University created the Student Admission Ambassador Leadership Team (SAALT) where there is a group of leaders to oversee both ambassadors and specific department tasks.

Connectivity With Guests
Track: Tour Skills
Michigan State University | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 70+ | Paid/Unpaid: Paid

Discuss the importance of connectivity with guests while they are visiting campus. From the moment they sign up to the check-in process, the tour, and when they leave our campus. Share changes and implementations that have been made to the connectivity process. Explore the importance of breaking the ice at events and spending time with every individual guest on tour. Use statistics and exercises to show how easy and effective greeting and mingling can be implemented and executed in any tour program.
Inspiring a Generation: Reshaping Higher Education through Early Childhood Campus Tours
Track: Diversity and Social Justice
University of California, Los Angeles | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 70+ | Paid/Unpaid: Unpaid

UCLA Cub Tours is an innovative, volunteer-based organization nested within UCLA’s Office of Undergraduate Admission. Through a carefully designed incentive program called “Spotlight Points”, as well as an established sense of comradery and purpose, we require our 80 tour guides to give one tour per week to students between Kindergarten and 8th grade. Our tour route is specifically adapted to encourage young students to pursue higher education, through a combination of campus myths, admissions information, and interactive stories. This past year, we gave tours to over 18,000 students, 70% of whom participate in the Free or Reduced Lunch program and 85% students of color.

It’s 2k18 and Time For Some #BigHeartEnergy in the Workplace
Track: Leadership and Professional Development
University of Houston | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 50-70 | Paid/Unpaid: Paid

If you Google “language of care”, you’ll see results relating to language of care of patients in the health profession, but why just limit it there? Come learn how our Leadership Council has adapted a philosophy of using “language of care” when interacting with each other and fellow Ambassadors. By shifting to this philosophy, our organization has created a culture of open appreciation, vulnerability, and development rather than menial punishments or direction. Because of this, our Ambassadors feel more appreciated, have a bigger sense of self-worth and purpose, and have become more motivated in not only in their tours, but in their daily lives.

Star Tours: The Training Strikes Back
Track: Ambassador and Tour Guide Training
University of California, Irvine | Public Institution | Institution Size: 30,000+
Number of Ambassadors: 70+ | Paid/Unpaid: Paid

Welcome aboard everyone! We’ll be taking a trip through the galaxy to explore the University of California, Irvine’s Campus Representative Training Program. Campus Representatives partake in Campus Tours and College Outreach all over the galaxy. Our Representatives undergo a rigorous training procedure comprising of diversity workshops, public speaking tutorials, and reinforcement activities all in a classroom setting. Sit back, fasten your seatbelt, and make sure to keep all arms, legs, tentacles, and appendages inside the spaceship at all times. Get excited to come and visit the friendliest Campus Representatives in the entire galaxy.
5 Tricks to Unlocking You & Your Team’s Creative Genius
Track: Leadership and Professional Development
Tom Kriegstein, Founder of Swift Kick and The Student Affairs Collective

Creativity is a muscle that needs development just like any other muscle in your body. Once you know the best exercises to flex your creative muscle, you’ll be generating genius ideas on a regular basis. If you keep hearing the same ideas over and over again, come to this session and discover five tricks to unlocking you and your team’s creative genius!

Advisor Track Session: Baby Come Back: How to Effectively Retain Your Tour Guides
Aisha Regan, Coordinator of Transfer Recruitment & Events, University of Alabama Birmingham

Do you have frequent turnover of student tour guides? Regardless of your institution's size, the impact of your tour guides significantly contributes to your institution's enrollment goals. How do you emphasize the value of your students while ensuring their investment in the university's enrollment goals? Attend this session as we discuss the importance of doing whatever it takes to recruit and retain a group of diverse, talented and committed tour guides.

BREAKOUT SESSION 6: 4:30 – 5:20pm

A Day in the Life of a Johnnie!
Track: Tour Skills
St. John's University | Private Institution | Institution Size: 10,000-20,000
Number of Ambassadors: 70+ | Paid/Unpaid: Both-some are paid; others are volunteer

As Ambassadors, there are many ways that we showcase our experiences at our universities. It may be a campus tour, open house, admitted student day, shadow day or overnight. We are given the opportunity to showcase our experiences in hopes that the prospective student will choose to enroll at our institution. At St. John's University, we are tasked with the opportunity to experience a day in the life of a Johnnie. Students are able to come and spend a night and attend class with their host. This presentation will take you through our event and planning process.
A First Step In A New Direction
Track: Ambassador and Tour Guide Training
*Middle Tennessee State University* | Public Institution | Institution Size: 20,000-30,000
*Number of Ambassadors: 30-50 | Paid/Unpaid: Paid*

Following our first year with a brand new Tour Guide hiring process and training process, we now ask what went right and what went wrong? This session will explore the lessons learned when two new processes were implemented on a Tour Guide staff composed of nearly 50 veteran and rookie Tour Guides.

Building your Training Powerhouse
Track: Ambassador and Tour Guide Training
*University of Houston* | Public Institution | Institution Size: 30,000+
*Number of Ambassadors: 50-70 | Paid/Unpaid: Paid*

At the University of Houston, we are the house innovation built, a powerhouse in all respects. The Ambassador program has a training powerhouse with robust evaluations, standards, and processes. Training programs can be strong, but they are only as strong as the tools they use. A foundational tool we utilize is Google Classroom - a learning management system that allows us to make training more personal and social. With continuous delivery of fresh information, we are able to teach, engage with, and benchmark our ambassador team. With the use of Google Classroom, we have been able to speed up the tour testing process.

It Ain't About The Money: Running a Volunteer Tour Guide Program
Track: Ambassador and Tour Guide Training
*California Lutheran University* | Private Institution | Institution Size: Under 5,000
*Number of Ambassadors: 10-30 | Paid/Unpaid: Unpaid*

Let’s face it, we all love a good wad of straight #cashmoney. Motivating people to do something is a lot easier to do when there’s paycheck involved. But how do you motivate an entire program of volunteer tour guides? The key is finding social currency greater than money. In this session we’ll walk through what that looks like – whether that’s the spirit of friendly competition between tour guides, personalized tour guide merch, or simply instilling the pride of being the face of a university. Find out how to inspire your tour guides from the inside out!

New Kids on the Block: The Value of the Freshman Experience
Track: Tour Skills
*Presbyterian College* | Private Institution | Institution Size: Under 5,000
*Number of Ambassadors: 50-70 | Paid/Unpaid: Both-some are paid; others are volunteer*

After surveying the unique qualities of the Presbyterian College Stirlings program, we have found that the value we place in the perspective of freshman tour guides is an aspect of the program that makes our tours stand out. The freshman perspective provides an authentic glimpse into campus life, the admissions process, and how to navigate the transition to college. Our presentation will address the stigmas surrounding freshman serving as guides, the benefits of having freshmen on staff, how to take advantage of the freshmen experience effectively, and the benefits to the freshmen who serve as student ambassadors.
Order up! Community Engagement With a Side of FUN!!
Track: Leadership and Professional Development

University of Minnesota Rochester | Public Institution | Institution Size: Under 5,000
Number of Ambassadors: 10-30 | Paid/Unpaid: Unpaid

Ambassadors who are involved in service projects serve as better university representatives. A knowledgeable ambassador can paint a more detailed picture of campus, but going beyond the tour and engaging multiple student organizations in one project is not easy. In this session, you will learn how The Philanthropy Team of UMR Ambassadors collaborated with students and professionals to enhance peer relationships, exercise leadership skills, and impact the greater Rochester community. We will highlight logistics, successes and challenges, and consider future goals for making this an annual event. We will then discuss initiatives you can take to lead a service project on your own campus.

Advisor Track Session: Creating a Tour Guide Team: Cohesion, Recognition, Training, & Development
Laura Stansell, CIVSA President

A successful campus visit program is one whose Tour Guide team works together flawlessly. At The University of Tennessee, we like to think of our Tour Guide team as a family, and we put in a lot of work to make sure our Tour Guides know how much they are appreciated. Come hear about the many ways we ensure cohesion for our team, using a fun and engaging workplace, methods of appreciation and recognition, and leadership development opportunities.