



Questions for onboarding

Your Name: _____

Your Email Address: _____

Questions for Tour Guides / Bus Tour / Tour Operators:

Basic Information

- Are you an individual guide or a tour / travel company? _____
- Do you have a tour guide license or certification (if required in your location)?

Experience & Background

- How long have you been working as a tour guide? _____
- How long have you been in the tourism or hospitality industry? _____
- Is guiding your full-time or part-time occupation? _____
- What type of tours do you specialize in?

- What makes you an expert in this destination?

- How did you get started as a tour guide?

- What is your professional background outside guiding (if any)?

Platform & OTA Experience

- Which tour companies or OTAs have you worked with before?

- Are you currently listed on any platforms? If yes, which ones?

- Are you currently active on those platforms?

- Have you ever been removed or rejected by an OTA? _____

- Do you have existing reviews on other platforms? _____

- Are your tours exclusive to any platform?

Motivation & Fit

- Why do you want to work with our platform?

- What attracted you to our marketplace?

- What makes your experience different from others in your city?

- Why should we accept you as a partner?

- What value do you bring to travelers on our platform?

Reliability & Operations

- **How do you handle last-minute changes or cancellations?**

- **Have you ever canceled a tour on short notice? If yes, please explain.**

- **How do you ensure a consistently high-quality guest experience?**

- **How do you handle difficult guests or complaints?**

- **Are you comfortable with instant bookings?**

Availability & Capacity

- **How many tours per week can you realistically run?**

- **Are you available during peak season?**

- **Can you scale your availability if demand increases?**

- **Do you have backup plans if you're unavailable?**

Communication & Languages

- **Which languages do you speak fluently?**

- **Are you comfortable communicating with guests before and after the tour?**

- **How quickly can you typically respond to guest messages?**

- **Have you worked with international travelers before?**

Guiding Style & Guest Experience

- **How would you describe your guiding style?**

- **Do you prefer private or group tours?**

- **How do you adapt tours to different guest interests?**

- **How do you keep guests engaged during the tour?**

- What do guests usually compliment you on?

Responsible Tourism & Standards

- Do you follow responsible tourism practices?

- How do you support local communities?

- How do you ensure respectful and accurate cultural representation?

Platform Requirements

- Are you comfortable with platform commission structures? _____
- Are you willing to follow standardized cancellation policies? _____

Can you commit to maintaining up-to-date availability? _____

Can you consistently meet our service-level expectations? _____

The End.