

**UDZUNGWA MOUNTAINS COLLEGE TRUST (UMCTO) FOR HIGHEST STANDARDS OF  
EDUCATION & BETTER CUSTOMER SERVICE**

**(Proudly Tanzanian Patriotic College & Tanzania's No. 1 Training Institute for Tour Management,  
Tourism Professionals, Hospitality Professionals, Foreign Languages, Tour Directors & Guides)**

COLLEGE HEADQUARTERS (Established since 2008)

Postal College Address / Mailing Address

P. O. BOX 17 MOSHI – KILIMANJARO, TANZANIA – EAST AFRICA

N. S. S. F – Former Building, First Floor, Old Moshi Road Street

Opposite – Idara ya Maji na Wakala wa Misitua Tanzania (TFS)

**PROSPECTUS (CERTIFICATES & DIPLOMA) 2020 – 2025 & BEYOND FOR  
PROFESSIONAL TOUR MANAGEMENT/TOUR GUIDING/ TOUR DIRECTING**

Email: [trust@udzungwamountainscollege.com](mailto:trust@udzungwamountainscollege.com)

[www.udzungwamountainscollege.com](http://www.udzungwamountainscollege.com)

[www.udzungwamountainscollege.ac.tz](http://www.udzungwamountainscollege.ac.tz)

Websites: **COLLEGE TOURISM BUSINESS PROJECTS**

[www.domestictourismsafaris.co.tz](http://www.domestictourismsafaris.co.tz)

[www.domestictourismsafaris.com](http://www.domestictourismsafaris.com)

[www.tazamaramanitanzania.com](http://www.tazamaramanitanzania.com)

[www.watch-theworldmap.co.tz](http://www.watch-theworldmap.co.tz)

[www.watchtanzanianmap.co.tz](http://www.watchtanzanianmap.co.tz)

[www.watchtanzaniamap.co.tz](http://www.watchtanzaniamap.co.tz)

[www.tazamaramanisayaridunia.co.tz](http://www.tazamaramanisayaridunia.co.tz)

**UDZUNGWA MOUNTAINS COLLEGE STUDENTS CLUB OF ENTREPRENEURSHIP**

[www.umcsce.co.tz](http://www.umcsce.co.tz)

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**Tanzania ... a country of striking differences – geographically and culturally. Nestled between the Indian Ocean and Lake Tanganyika. Tanzania has more to offer to the world than other African countries. Incredible natural beauty. A combination of the old and the new. Like medieval towns and ultra-modern hotels. As well as endless variety of sports, beaches, national parks, wildlife reserves, archaeological sites and festivals. It is unbelievable!**

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Management, Tourism Professionals,  
Hospitality Professionals, Foreign Languages,  
Tour Directors & Guides)**

**PROSPECTUS (CERTIFICATES & DIPLOMA)  
2020 – 2025 & BEYOND FOR PROFESSIONAL  
TOUR MANAGEMENT/TOUR GUIDING/ TOUR  
DIRECTING TRAINING**

Training Tomorrows Tour Guides/Safari Guides Today. Experience matters. Now our college has more than ten years since its inception in 2008, and we have successfully trained and placed Tour Guides and Tour Directors Countrywide and East Africa at large. Udzungwa Mountains College Trust (UMCTO) does not copy. We innovate. Others try to copy us. "Edgardo K. Welelo, founder of the college".

**ACADEMIC PROGRAMMES 2020 – 2025 & BEYOND (Certificates & Diploma Programmes) - Professional Tour Management / Tour Guiding Training (Fees for Professional Tour Guiding Training).**

**1. CERTIFICATE (S) IN PROFESSIONAL TOUR GUIDING TRAINING**

- Total fees (1½year) – Tshs 2,100,000/=

**Payment system/program**

1.	Half Training Fee – Tshs 1,050,000/= (when Joining)
2.	Installment Tshs 700,000/= (Every three months)
3.	Full Amount Tshs 2,100,000/=

- Course fees cover – Learning materials, Binoculars, Uniforms, Books, Birdsong CD’s, Foreign languages materials, Cameras, Laptops& iPods, Counter books& Pens and many more as per the particular field of study

**2. DIPLOMA IN PROFESSIONAL TOUR GUIDING TRAINING**

- Total fees (2½years) – Tshs 3,000.000/=

**• Payment system/program**

1.	Half Training Fee – Tshs 1,500,000/= (when Joining the college)
2.	Installment Tshs 1,000,000/= (Every three months)
3.	Full Amount Tshs 3,000,000/=

- Course fees cover – Learning materials, Binoculars, Uniforms, Books, Birdsong CD’s, Foreign languages materials, Cameras, Laptops& iPods, Counter books& Pens and many more as per the particular field of study.

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|---|
| <ul style="list-style-type: none"> <li>• REFERENCES OF LEARNING BOOKS AND OTHER MATERIALS GIVEN TO OUR COLLEGE STUDENTS AS PER THEIR FEES PAID TO THE COLLEGE IN BOTH CERTIFICATE &amp; DIPLOMA.</li> </ul> |
|---|

- 1. Laptops & iPods.
- 2. Cameras.
- 3. Uniforms.
- 4. Counter books & pens.
- 5. Beat About The Bush: Mammals (2014, 6<sup>th</sup> printing), Carnaby, Trevor.
- 6. Beat AboutThe Bush: Mammals and Birds (2005, 1<sup>st</sup> Ed), Carnaby, Trevor.

- 7. Baobabs of the world: The upside down trees of Africa, Madagascar & Australia (2015), Petignat, Andry.
- 8. Common Trees and Shrubs of East Africa (Field Guide to, 2011, 2<sup>nd</sup> Ed), Dharani, Najma.
- 9. Insects of East Africa (Struik Pocket Guide, 2015), Martins, Dino J.
- 10. Introductory Plant Biology (2006, 10<sup>th</sup> Ed) – “BOTANY REFERENCE” Inside cover, Stern, Kingley R.
- 11. Butterflies of East Africa (Struik Pocket Guide, 2016), Martins, Dino J.
- 12. Birds of the Serengeti and Ngorongoro Conservation Area (2014), Kennedy, Adam Scott.
- 13. The Safari Companion (1993, 1<sup>st</sup> Ed, 1995 Printing), Estes, Richard D.
- 14. National Parks of East Africa (A Field Guide to the, 1981, 1<sup>st</sup> printing), Williams, J.G.
- 15. National Audubon Society Field Guide to African Wildlife (2004, 5<sup>th</sup> Printing), Alden, Peter C.
- 16. Mammals of Africa including Madagascar (A Field Guide to the, 1984, 2<sup>nd</sup> Printing), Haltenorth, Theodor.
- 17. The Kingdon Field Guide to African Mammals (1997, 1<sup>st</sup> Ed), Kingdon, Jonathan
- 18. Larger Mammals of Africa (Field Guide to the, 1997, 1<sup>st</sup> Ed), Stuart, Chris & Tilde
- 19. Larger Mammals of Africa ( A Field Guide to the, 1983, 5<sup>th</sup> Printing), Dorst, Jean)
- 20. Birds of East Africa (A Field Guide to the, 1981, 2<sup>nd</sup> Printing), Williams, J.G
- 21. Birds of East and Central Africa (A Field Guide to the, 1964, 1<sup>st</sup> US Ed, 2<sup>nd</sup> Printing), Williams, John G.
- 22. The Key to Successful Tour Guiding and Customer Care (Sustainable for Tour Guides and College Students). James Bare Maganga – Tanzanian author (2017).
- 23. Birds (National Audubon Society First Field Guide, 1998), Wiedensaul, Scott.
- 24. Behaviour Guide to African Mammals (The, 1992, 1<sup>st</sup> Printing), Estes, Richard D.
- 25. Tracks & Signs of African Wildlife (A Field Guide to the, 2000, 3<sup>rd</sup> Ed), Stuart, Chris and Tilde.
- 26. Trees of Southern Africa (Field Guide to, 1997, Struik), Van Wyk, Braam & Piet.
- 27. Secret Life of Birds (2010, 5 – part series), DVD – BBC.
- 28. Natural World: Snow Leopard – Beyond the Myth (2008), DVD – BBC.
- 29. Monkey Planet (2014), DVD – BBC.
- 30. Mountain Gorilla (1992), DVD – IMAX.
- 31. Lion Man (2008, Series 1 & 2, & DVDs), DVD – [www.demanddvd.co.uk](http://www.demanddvd.co.uk)
- 32. China (2001), DVD – IMAX
- 33. Bird language: How to interpret the Behaviours and Patterns (2011, 2 DVD’s – DVD – Young, Jon.
- 34. Africa; The Serengeti (1994), DVD - IMAX

- 35. Birds of East Africa (Struik Pocket Guide, 2016), Richards Dave
- 36. Birds of East Africa (Princeton Field Guides, 2002, 1<sup>st</sup> Ed), Stevenson, Terry
- 37. Mammals of East Africa (Struik Pocket Guide, 2009), Stuart, Chris & Mathilde
- 38. Reptiles and Amphibians of East Africa (Princeton Pocket Guides, 2006), Spawls, Stephen et al
- 39. Wildlife of East Africa (Princeton Pocket Guides, 2000, updated), Withers, Martin
- 40. Birds of Kenya and Northern Tanzania (1996, 1<sup>st</sup> Ed), Zimmermann, Dale
- 41. East African Wildlife (Insight Guides, 1997, 2<sup>nd</sup> Ed), Eu, Geoffrey (Editor)
- 42. Selling Destinations; Geography for the Travel Professional (2004, 4<sup>th</sup> Ed), Mancini, Marc
- 43. Connecting with customers; How to sell, service (2003, 1<sup>st</sup> Ed), Mancini, Marc
- 44. Berlitz French Premier (5 disks), CD – Nova Development.
- 45. Berlitz German Premier (8 disks), CD – Nova Development
- 46. Grzimek's Animal Encyclopedia; Volume 10; Birds III (2003, 2<sup>nd</sup> Ed), Jackson, Jerome A.
- 47. Grzimek's Animal Encyclopedia; Volume 11; Birds IV (2003, 2<sup>nd</sup> Ed), Jackson, Jerome A.
- 48. Big cat week – series 1 & 2 (2006), DVD - BBC
- 49. Conducting Tours (2001, 3<sup>rd</sup> Ed), Mancini, Marc.
- 50. Walking with the Great Apes; Jane Goodall, Dian Fossey, Birute Galdikas (2009, 2<sup>nd</sup> Ed), Montgomery, Sy
- 51. The Professional; Guide; Dynamics of Tour Guiding (1993, 1<sup>st</sup> Ed), Pond, Kathleen Lingle
- 52. Adventure Tour Guides; Life on Extreme Outdoor Adventures (2003, 1<sup>st</sup> Ed), Turner Cherie
- 53. Becoming a Tour Guide; The Principles of Guiding and Site Interpretation (2000, 1<sup>st</sup> Ed), Collins, Verite Reily
- 54. Conducting Tours (1996, 2<sup>nd</sup> Ed), Mancini, Marc
- 55. Birds of Southern Africa (Princeton Field Guides) (2002, 3<sup>rd</sup> Ed), Sinclair, Ian
- 56. Grzimek's Animal Encyclopedia; Volume 16; Mammals V (2003, 2<sup>nd</sup> Ed), Kleiman, Devra G.
- 57. Grzimek's Animal Encyclopedia; Volume 8; Birds I (2003, 2<sup>nd</sup> Ed), Jackson, Jerome A.
- 58. Wildlife Ecology and Management (1999, 4<sup>th</sup> Ed), Bolen, Eric G.
- 59. Pyramids of Life (1977, 1<sup>st</sup> Ed), Reader, Jinn.
- 60. The Oxford Encyclopedia of Trees of the World (1980), Hora, Bayard
- 61. The Plant World (World Book Encyclopedia of Science; Vol. 5 – 1989)
- 62. The Encyclopedia of Reptiles and Amphibians (1986), Halliday, Tim

- 63. African Bird Sounds (Claude Chappuis 15 - CD's)
- 64. Birdsongs of South Africa (Scott Connop - 1CD)
- 65. Birdsongs of South Africa (Scott Connop - 1 cassette )
- 66. Southern African Bird Sounds (Guy Gibbon – 6 CD)
- 67. Larger Animals of East Africa (Collins Safari Guide), Hosking, David
- 68. Birds of East Africa (Collins Field Guide), Williams, J.G
- 69. BirdSongs/Bird Sounds
- 70. First – Aid Kit
- 71. First – Aid Guide Book
- 72. DVDs& Videos
- 73. Recording Equipment
- 74. Sound Guides & Children's Wildlife Kit
- 75. Van Perlo. B. Illustrated Checklist Birds of Eastern Africa. Collins
- 76. SpawlsS. & Branch B., (The dangerous snakes of Africa)
- 77. Spinage, C.A, (The Natural History of Antelopes. Croom Helm)
- 78. Schiotz A., (Treefrogs of Africa)
- 79. Marttila, O. 2011. The Great Savanna; The National Parks of Tanzania and other key conservation areas. Auris Publishers, Finland.
- 80. Tanzania National Parks&Ngorongoro. LillaLyogello (Tanzanian author)
- 81. Skinner, J.D &Chimimba, C.T (2005). The Mammals of the Southern African Sub region. Third Edition. (Cambridge University Press, Cape Town.
- 82. Kingdon, J. Butynksi, T. Hoffmann, M., Happold, M. &Kalina, J. (eds) 2013. Mammals of Africa (6 vols) Bloomsburg, London.
- 83. Weiler, B. & HAM, S. H (2002). Tour Guide Training; A Model for Sustainable Capacity Building in Developing Countries. Journal of sustainable tourism.
- 84. Pond, K. L (1993) The Professional Guide; dynamics of tour guiding, New York, John Wiley & Sons.
- 85. Sharpley, R. 2002. The Tourism Business; an introduction. Business Education on Publishers; Sunderland.
- 86. Veal, A.J. 2006 Research Methods for Leisure and Tourism; A practical guide; 3<sup>rd</sup> Edition. Harlow; Prentice Hall.
- 87. Yale, P. 1995. The Business of Tour Operations. Longman Press; Harlow
- 88. Brown, L.H., Urban, E. L., Newman, K., Fry, CH & Keith, S. (The Birds of Africa, (6 vols to date). Academic press.
- 89. Brown, L. H &Amadon, D., (Eagles, Hawks & Falcons of the World). Country Life Books
- 90. Guggisberg, C. A.W., (Birds of East Africa (2 vols). Mount Kenya Sundrices Ltd., Nairobi

- 100. Mackworth – Praed, C. W & Grant, C.H.B., (Birds of Eastern & North - Eastern Africa (2 vols). Longman.
- 101. McDonnell, I (2001). The Role of the Tour Guide in Transferring Cultural Understanding. Working Paper Series
- 102. AP, T & Wong, K.K.F (2001) Case Study on Tour Guiding; Professionalism, Issues and Problems. *Tourism Management*, 22, 551 – 563;
- 103. Armstrong, E.K & Weiler, B. (2002) Getting the Message Across; An Analysis of Messages Delivered by Tour Operators in Protected Areas. *Journal of Ecotourism*, 1, 104 0 121.
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- 108. Adams, J. S. and J. O. McShane 1997. *The Myth of Wild Africa*, Los Angeles; University of California Press.
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- 121. Goodall, J. 1991. Through a window; My thirty years with the chimpanzees of Gombe. Boston; Houghton Mifflin.
- 122. IUCN. 1996. – 1996 IUCN Red List of Threatened Animals. Cambridge, UK: World Conservation Monitoring Centre.
- 123. Jolly, A. C. 1985. The Evolution of Primate Behaviour, 2<sup>nd</sup> Ed. New York; Macmillan.
- 124. Kingdon, J. 1990: Island Africa. Princeton, N. J: Princeton University Press.
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- 131. Rasa, A. 1986. Mongoose Watch: A family observed. Garden City, New York: Double day.
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- 133. Scott, J. 1985. The Leopard's Tale. London: Good Books Ltd.
- 134. Scott, J. 1992. Kingdom of Lions. Emmans, Pa, Rodale Press.
- 135. Sinclair, A.R.E and P. Arcese, eds. 1995. Serengeti II. Dynamics, Management, and Conservation of an ecosystem. Chicago: University of Chicago Press.
- 136. Slater, P.J.B. 1999. Essentials of Animal Behavior. New York and Cambridge: Cambridge University Press.
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- 157. Kingdon, J. 1971 – 1982. East African Mammals, an Atlas of Evolution in Africa. Academic Press. London.
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- 159. Eaton, R. L (1974) the Cheetah: The Biology, Ecology, and Behavior of an Endangered Species: Van Nostrand Reinhold, New York.
- 160. Dominis, J. and Edey . M. (1968). The Cats of Africa. Time Life New York
- 161. Bertram, B.C. (1978) Pride of lions, Charles Scribrier, New York.
- 162. Vaughan, T. L (1972) Mammalogy: W. B. Saunders, London and Philadelphia.
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- 165. Harrison Mathews, L. (1969). The life of mammals, vol 1 and 2, Weidenfeld& Nicolson, London.

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Ecology
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- 2. Larson, Edwin E. and Peter W. Birkeland. Putnam's Geology, 4<sup>th</sup> Ed. New York; Oxford University Press, 1982. Well - illustrated, readable, college – level text.
- 3. Press, Frank and Raymond Siever, Earth, 4<sup>th</sup> Ed. New York: W.H. Freeman and company, 1986. Comprehensive college – level text.
- 4. Rhodes, Frank H.T. Herbert S. Zim, and Paul R. Shafter. Fossils. New York; Golden Press, 1962
- 5. Smith, David A. ed. Cambridge Encyclopedia of Earth Sciences. New York; Cambridge University Press, 1981.
- 6. Stanley, Steven M. Earth and Life Through Time. New York. W.H. Freeman and Company, 1985. College level review of Historical Geology.
- 7. Rhodes, F. H. T. The Evolution of Life, Penguin books, Bathmore, MD. 1962. An illustrated, readable account of the history of life.
- 8. Moore, R. C. Introduction to Historical Geology, McGraw-Hill, New York, 1958. A good source for the geological history of North America.
- 9. Moore, Lalicker and Fischer, Invertebrate Fossils, McGraw-Hill, New York, 1952, useful for fossil, Identification.
- 10. Croneis and Krumbein, Down to Earth, an Introduction to Geology. University of Chicago Press, Chicago 1936. A readable, Lavishly Illustrated Account of Geology on a college level.
- 11. Colbert, E. H. Evolution of the vertebrates, John Wiley, New York, 1955. Useful for general reading.
- 12. Arnold, C. A. An Introduction to Paleobotany, McGraw-Hill, New York, 1947. Background Information on Fossil plants.
- 13. Fenton and Fenton, the fossil Book, Doubleday, Garden City, N. Y. 1958. An Introduction to Paleontology with fine illustration.

## GENERAL REFERENCES OF BOOKS

- 1. Ornithology
- 2. Mammals
- 3. Entomology
- 4. Zoology
- 5. Plants & Botany
- 6. Biology and Ecology
- 7. Conservation & Biodiversity
- 8. Natural History & Travel
- 9. Paleontology & Evolution
- 10. Earth & Environment
- 11. Physical Sciences
- 12. Sustainable Development

### ORNITHOLOGY

1. Field Guides & Avifauna's
2. Bird Watching
3. Biology & Conservation
4. World lists & Handbook
- 5. All Ornithology Books

- **BIOLOGY & ECOLOGY**

1. Molecular & Cell Biology
2. Micro Biology
3. Animal Biology
4. Ecology

- **NATURAL HISTORY & TRAVEL**

1. Regional Guides
2. Biography & Travelogue
3. Photography

- **PHYSICAL SCIENCE**

1. Astronomy & Cosmology

- **ZOOLOGY**

1. Mammals
2. Entomology
3. Reptiles & Amphibians
4. Fish & Aquatic Life
5. Other Invertebrates

- **MARC MANCINI, PH.D.**

Marc Mancini, Ph. D., is the Professor and Author of “Conducting Tours”, one of the best reference guide book given to our colleges students of UdzungwaMountains College Trust as the “Must read”. Marc Mancini, Ph. D., is one of the travel industry best – known speakers, educators, and consultants. Dr. Mancini has authored or produced 12 books, 24 Videos, three CD – ROM’s and over 200 articles. His works have been syndicated by the Los Angeles Times and Prodigy. He has appeared on CNN, ShowTime and ABC’s Good Morning America.

### **COURSE CURRICULUM (SAMPLE) Tour Guides/Safari Guides**

- 1. Travel Industry Terminology (Glossary and review of Industry terms).
- 2. Tourism Industry Overview.
- 3. Types of Assignments for Tour Guides.
- 4. Growing Trends in the Travel and Tourism Industry.
- 5. Conduct and Ethics (Principles of Professional Conduct and Ethics).
- 6. Dress Codes.
- 7. Leadership.
- 8. Commentary skills (Commentary Planning).
- 9. Research.
- 10. Tour debriefing.
- 11. Tour guide role as tour operator representative.
- 12. Profile of a Tour Director/Guide.
- 13. Pre-departure preparation by the Tour Director.
- 14. Aspects of Guiding.
- 15. Public Speaking.
- 16. Group of welcomes (Client welcome preparation).
- 17. Presentation Formats.
- 18. Team work.
- 19. In-class Presentations and on the-road presentations.
- 20. Physical relationships.
- 21. How a tour is developed by the tour operator and marketed.

- 22. Tour Director Leadership.
- 23. Source of Income for the Tour Director.
- 24. Airline and Airport procedures.
- 25. Baggage Handling and Control.
- 26. Hotel Arrival and Departures.
- 27. Destination Itinerary Planning.
- 28. Industry Networking.
- 29. Group Psychology.
- 30. Cultural Practices.
- 31. Missing Passports.
- 32. International Airport Departures.
- 33. Airline group check – In.
- 34. Airline check-in enroute.
- 35. Airline reconfirmations.
- 36. Airline cancellations, re-routes and forced overnight, and many more.

### **CURRICULUM & INCLUSIONS (Tour Guides/Safari Guides)**

#### **THINGS TO KNOW & REMEMBER**

Professionally and truly speaking, Tour Guides/Safari Guides/Tour Manager/Tour Directors/Tour Leaders (are found nearly every region of the world and specialize in a wide variety of subject areas, so it is difficult to establish a curriculum that is appropriate for all guides. Topics of study or study units could be categorized in the ways as follows;

1. History & Pre-history, Geography, People and Culture, Religion and Government etc.
2. Those subjects that are relevant to all guides anywhere around the world (see and read our course curriculum (sample) as mentioned earlier. On top of that subjects related to Mammals, Birds, Trees & Plants, Reptiles and Amphibians, Invertebrates and many more are highly recommended;

#### **GENERAL SUMMARY (CURRICULUM)**

- 1. The Tour Guide (A historical/Overview )
- 2. Profiles of Today's Tour Guides
- 3. Tourism.
- 4. The traveler.
- 5. Interpretation and the role of the guide.
- 6. Education.
- 7. Leadership and social skills.
- 8. Presentation and speaking skills.

- 9. Bringing a place to life.
- 10. The nuts and bolts of conducting Tours.
- 11. Travelers with special needs.
- 12. The business of guiding.
- 13. Professional Ethics & Etiquette;

## **FREQUENTLY ASKED QUESTIONS (FAQUE)**

### **1. What is the difference between a tour director and a safari guide/tour guide?**

#### **Answer:**

A tour director is also called a tour manager and, in some parts of the world, an Escort or Courier. Tour operators/travel planners hire tour managers (or tour directors) whose responsibilities are varied and comprehensive. Tour directors travel with the group that has been organized by the tour operator. They stay at the same hotels, eat the same meals, go on the optional excursions, etc. They are responsible for the daily activities and to insure that what the passengers have paid for happens in a manner that is acceptable to the passengers and that the passengers have the “vacation of a lifetime”. The training program covers both domestic and international tours.

A tour guide/Safari guide provides local expertise and does walking tours, step-on 4w drive narration in the city or wilderness, meets and greets at an airport, work at seminars and conventions. They are hired by tour operators (Tour Companies).

### **2. It sounds like a great profession. What are their responsibilities?**

#### **Answer:**

1. As a Tour director/Tour manager you are essentially on duty 24 hours a day. Your day begins with your personal preparation, then moves to supervising the handling of the baggage, counting passengers, narrating during the day, scheduling the 4 W drivestop for breaks, lunch, picture stops, sight – seeing, etc. At the end of the day you handle check-in at the hotel, do Lobby duty” and any associated paperwork for the day. You may also spend part of the evening re – confirming the events coming up in the next few days and/or spend part of the evening at a group dinner, optional excursion, etc.
2. As a tour guide/safari guide, you may conduct local city tours either walking with groups or narrating on a 4W drive. These tours can be half day or full day tours, and sometimes several days.

**3. Who are your tutors? What are their qualifications?**

**Answer:**

With a lot of staff as our tutors/instructors we do put the best in front of your each and every time. In order to be a tutor at our college they must first have successfully taken the course and graduated. Then, they must have been employed in the industry as a Tour Director and/or Tour Guide for 5 or more years (our average tutor has more than 10 years).

**4. What kind of assistance or help do you provide to your Tour guides? Tour director graduates after their certification?**

**Answer:**

We provide current employment information and industry information to all of our Tour guide/Tour director graduates via our email newsletter.

**5. What are the demographics of your Tour guide/Tour leader college students?**

**Answer:**

The Tour guides/Safari guide college students who attend one of our Professional Tour – Guiding Programs come from all areas and all walks of life. The youngest was 20 and the oldest were in their 50. Age is not a barrier nor is gender, beliefs, lifestyle, etc.

**6. What are the good examples of the names of the companies that hire your graduates?**

**Answer:**

We have worked with a lot of tour companies, destination management companies, sight – seeing companies and many more. To name just a few of them: Zara Tours, Materuni Tours, Ahsante Tours, Callabash Tours, Keys Tours and Safaris and many more.

**7. What is the role of a Tour guide/Tour director/Safari guide?**

**Answer:**

- **1. Motivate/Generate Enthusiasm;**

It is your job to help people enjoy their vacation/Safari. You motivate people to stretch and grow and do things that they might not do without your suggestion. Encourage them to try new foods, learn a few words of a new language and participate in the customs or culture of a foreign land. This is where you put your “signature” on the tour by being creative.

- **2. Congenial host:**

Your priority is to meld the group together into a happy family of travelers. You help everyone become part of the group and have a good time.

- **3. Set the mood:**

Each tour has a certain theme or focus. Whether it is the relaxation and leisure of Serengeti National Park vacation/Safari or walking safaris, it is your job to get the group into that mood.

- **4. Source of information:**

You prepare commentary and briefings that are well organized, interesting, and relevant. You know when to walk, what to talk about and when to be quiet. You provide a balance of information and entertainment. You know the answers to the most frequently asked questions on any tour.

- **5. Business Agent**

You are there to see that the tour company gets what they contracted for and the tour clients get what they paid for. You present the company in the field. You are the “face” of the company.

**8. What is a typical tour schedule? Full time/Part time?**

**Answer:**

Tour guides/Directors have a passion for travel, enjoy being with people and want to make a difference. It is important to be in good health, have a high energy level and enjoy an active lifestyle. There are opportunities for all ages. Life skills, maturity and diverse experiences are respected in tour directing/guiding. You are hired because of your abilities and experience, not your age or gender.

**9. How to become a Tour Guide/Tour Director? Are you interested in jobs that pay to travel? Have you ever wondered about how to become a tour guide? Then you might like to know what a tour guide actually does.**

**Answer:**

A tour guide is paid to guide visitors who have come to experience a destination or attraction. Using their extensive knowledge of the location, the tour guide provides them with information about the history and culture of the area and helps to make the trip memorable. A good guide also helps people discover things they would not have discovered on their own. Tour guides are often hired by tour operators, to guide visitors who are part of a tour group. Tour guides may also be hired by meeting or event planners seeking to provide participants



with optimal enjoyment when attending a corporate meeting or event. Sometimes, individuals or small groups hire tour guides to show them the highlights of a location. Tour guides are very knowledgeable, they can provide facts and information, which helps visitors understand the places they see. Tour guides might lead visitors on tours of religious sites, castles, or other places of interest, tailoring the tour to meet the expectations of their visitors. Tour operators or Tour planners usually handle the logistics including transportation and accommodations, while the tour guide focuses on creating an interesting, entertaining and pleasant experience for the travelers in his/her care. If this appeals to you, you will want to know exactly how to become a tour guide. Tour guiding/directing is a profession that requires hands – on training. Udzungwa Mountains College Trust (UMCTO) based in Moshi - Kilimanjaro Region, Tanzania, is the Champion Vocational Training Institute for the Professional Tour Guides and Tour Directors. At Udzungwa Mountains College Trust (UMCTO) – approximately 80% of the instruction is done in structured field workshops, which give you hands – on experience in the operation of actual tours. Our course highlights include (Defining who's who in the travel industry (Glossary of terms), principles of tour guiding/directing and storytelling, field workshops, handling people and situations, day to day problem solving skills, airport check in procedures, customs and immigration, and many more). Upon completion of the course, you will know everything you need to know about how to become a tour guide/safari guide and you will be ready for your first assignment. For more information, please, drop your email to ([trust@udzungwamountainscollege.com](mailto:trust@udzungwamountainscollege.com)) or dial at + 255 784 815 517/+255 762 988 420.

**10. What does the Tour operator/Tour planner expect from the Tour Director or Tour guide?**

**Answer:**

Expectations are high. You will be expected to handle passenger movement from one place to another. During the day you will be expected to do some narration on the culture, history, geography, demographics, food, language, etc. You will be required to transit smoothly from one hotel to another. Tour operators may expect you to “sell” their optional excursions. They will look to you to be professional, courteous, and to get everything done in timely and accurate manner and, of course, to submit all the required paperwork at the end of the tour.

## **GENERAL CONCLUSION (FREQUENTLY ASKED QUESTION)**

In our certification program, Udzungwa Mountains College Trust (UMCTO) educates and trains you on everything that can happen to you while on tour. We start with the basic terminology and cover all the paperwork. We teach you about the hotel arrivals and departures, how to research and prepare your commentary, when to give the commentary, how to handle passport control, international and domestic airline travel including re-routes and forced overnights, interacting with suppliers of services along the way, selling and participation in optimal excursions, Lobby duty, leisure days, how to handle the money and the accounting of it, and sheets. Also we train on what to do in emergencies such as passenger illness or death as well as what to do if a passenger, tour debriefing, baggage handling and control, "Tour welcome" presentation, cultural practices, city tours, motor coach travel and team work with the motor coach driver. We also spend time on group psychology and individuals behaviour of your passengers. And of course, much more.

## **WARNING! WARNING! WARNING! - TO GENERAL PUBLIC (COLLEGE STUDENTS, GUARDIANS, PARENTS, AND SPONSORS AT LARGE)**

The management and staff of the Udzungwa Mountains College Trust (UMCTO) in Moshi Municipality does not receive cash in hand at all and by any means, and instead all payments – including money for registration form, professional courses, study tours, hostel facilities, or any assistance of money to support the college projects from our friends and development stakeholders/partners, and instead all payments should be paid through college bank facilities, and the general public should be aware and understand that the college operates only two bank accounts namely KENYA COMMERCIAL BANK (KCB) & NATIONAL BANK OF COMMERCE (NBC) respectively. Please, bring us your bank slip after making your payments and you will be given the college receipt of your hard earned money. It is strictly prohibited and illegal as well as risk taking to pay your money via the personal savings account/M-Pesa. No matter the person in the management of the Udzungwa Mountains College Trust (UMCTO) is Managing Director, College Principal, College Accountant, Public Relations Manager, etc. We are all guided and ruled by the college constitution/Trust Deed. No one is above the law of the college constitution/ Trust Deed. The management and staff of the Udzungwa Mountains College Trust (UMCTO) will not be responsible for any complaints from sponsors, guardians, parents or college students at large regarding this matter.

## **BANK FACILITIES**

- For those who wish to use the bank to send their fees they should use the college bank accounts as shown below;

### **1.KENYA COMMERCIAL BANK MOSHI BRANCH (KCB)**

Account No. 061274001350

Account name; UDZUNGWA MOUNTAINS COLLEGE TRUST

### **2.NATIONAL BANK OF COMMERCE MOSHI BRANCH (NBC)**

Account name; UDZUNGWA MOUNTAINS COLLEGE TRUST

Account No. 017101008396.

## **TERMS AND CONDITIONS**

- 1. The guardians, parents, sponsors, development stakeholders and college students at large - should pay full amount or half of the training fee and the remaining fee should be paid after three months according to terms and conditions.
- 2. The money paid is non-refundable.
- 3. The registration form is Tshs 10,000/=
- 4. Hostel facilities are available fro those college students who are demading this essential service. Its costs is Tshs 1,000,000 per year – including Food & Accommodation.