

The Hallmarks of a Trek Travel Guide

Being a Trek Travel Guide offers a unique lifestyle with many opportunities and rewards. We are fortunate enough to see breathtaking corners of the world and work with a family of coworkers that are nothing short of incredible. We also have an extreme variety of responsibilities as a Guide representing Trek Travel.

During a typical day, we are extremely organized and flexible. We master trip logistics, manage trip finances and represent Trek Travel with subcontractors. We educate our Guests on safe techniques, enrich their cultural understanding, motivate those who wish to challenge themselves, pamper those looking for the ultimate in luxury, and provide vacations of a lifetime for all. This is simply the beginning. The following are qualities required to be a Trek Travel Guide.

Exceptional Customer Service

At Trek Travel our philosophy is that we have an option for all our Guests. Accordingly, on every trip Guides are expected to personalize each guest's vacation to their individual abilities and desires by offering unparalleled support and flexibility, with options for all travelers throughout the entire trip.

Superior Hosting Skills

Guides are ALWAYS "on"! Our days can start as early as 5:00 AM and end past midnight with a primary goal to ensure that our Guests are having the time of their lives. Guides must extend their skills from wrenching on bikes to creating gourmet picnics to entertaining dinner conversations with a range of individuals.

Infinitely Flexible, Resourceful and Solution-Oriented

Guides must easily adapt to rapidly changing scenarios, find solutions quickly with their teammates and "roll with it" when faced with a situation that strays from the plan. While we spend an enormous amount of time planning our trips down to the last detail, a large part of what makes our Guests' trip experience unforgettable are those spontaneous moments that you can't predict.

A Natural "Connector" with all Personality Types

Mornings, afternoons, and evenings are spent engaging our Guests in conversation both on and off the bike all while maintaining Trek Travel's legendary customer service and attention to detail. We must possess skills to accommodate any and all Guest personalities, connect the group and genuinely want to get to know each and every guest.

Culturally Aware and Involved

We weave each and every Guest into the fabric of a culture and region, whether it is an exclusive wine tasting at a private Bordeaux chateau, chance meetings with a local farmer on the side of a road or naturalists on our trips to talk about rain forest ecology. We have an innate and insatiable curiosity of our surroundings, as well as natural ability to extend that sense of discovery to those around us.

Fun, Passionate and a Dynamic Zest for Life

Guides are the type of individuals that others enjoy being around because they possess positive energy and a contagious zest for life. The charisma that each guide exudes extends beyond on-trip interaction, it is who we are. We love life, are extremely passionate about people and travel. We want to share that with all other people we interact with.

Polished Professionalism

We are expected to constantly display lightheartedness while always maintaining control of the situation. Responding quickly and decisively to challenging situations, informing our Guests of what is going on are paramount. Maintaining and enhancing mutually beneficial relationships with our sub-contractors in the field is also key, as they are critical to our business.

Safety-Focused

Due to the inherent risks in any physical activity, we have a peerless dedication to ensuring that safe practices are followed, and Guests are educated on proper etiquette habits when travelling with us. All Guides are required to be First Aid and CPR certified, deliver pre-ride Safety Talks and Tips, constantly be aware of Guests' travelling habits and offer suggestions or warnings as necessary.

Committed to Continuous Improvement

While every trip we run has been painstakingly put together by a team of Guides, Researchers and Trip Designers, we never stop looking for a better way to do things. Are there more scenic routes to get to our picnic spot? Has someone met a charming artisan to host our Guests in their workshop for an intimate lunch? Guides are always looking to improve Guests' experience and streamline logistical systems.

Fiscally Responsible

Guides have an enormous amount of responsibility placed on their shoulders as they are put in charge of sizable assets such as vehicles, trailers, bikes, and related equipment. We only hire those who display the highest levels of integrity and honesty. We trust our Guides and give them a large amount of discretion in the field; we expect them to maintain exceedingly high fiscal standards and keep all finances in order at all times.

Excellent Communicator

Guides are able to comfortably communicate with Guests by setting expectations, communicating the itinerary and relaying important information in an interesting and fun way. Beyond that, Guides must be proficient in providing thorough feedback and ideas for improvement for every trip they run plus comfortable providing constructive feedback to teammates.

Reliable Team Player

One of the best parts of this job is the people you work with. Not only are you working with another Guide (sometimes 2 or more), you are living, eating and breathing with that Guide for up to several months at a time. Due to the enormous amount of preparation and ongoing work that goes into each Trek Travel trip, our Guides must be able to rely on their teammates to get the job done and have fun doing it.