



Trek Travel Guide Requirements

The Must-Haves

Please provide the following documents with your Guide application. Note: they should all be in one PDF file. If you have any questions, please do not reach out to us on our online chat, but rather to careers@trektravel.com.

1. **Cover Letter:** Explain to us why you feel you are the perfect candidate for this job.
2. **Resume:** Please send us a 1-page, updated resume. Show us what makes you unique.
3. **Two Letters of Reference (optional):** Provide two reference contacts OR two letters of reference from former employers or other professionals who can vouch for your suitability for this job. A Trek Travel team member reference can replace one of your two letters.

General Requirements

Please have the following general requirements in order to continue with the selection process.

Proficient Bike Mechanics

We expect our Guide Candidates to be competent and confident in the following Intermediate Bike Mechanic Skills BEFORE arriving at Guide Training:

- Remove and replace either a tube and/or tire from both the front and rear of a bike, and properly seat the wheel in the dropouts with proper tightening of the quick release lever in 5 minutes or less
- Remove and install pedals in 5 minutes or less
- Remove and replace a bike chain in 5 minutes or less
- Adjust a bike saddle, both height and fore/aft position
- Remove and replace a brake cable on a road bike equipped with internally routed cables
- Properly adjust both brake pad alignment and lever throw on a road bike
- Remove and replace a derailleur cable on a road bike equipped with internally routed cables
- Properly adjust both front and rear derailleurs on a road bike
- Adjust a bike helmet for the proper fit
- Properly tape handlebars on a road bike in 10 minutes or less
- Demonstrate general familiarity with carbon fiber bike frames
- Change a handlebar stem and properly tighten to the specified torque

It is important to note that if you are invited to New Guide Training, you will be tested on your proficiency with these skills in order to be considered for a Guide Contract.

Strong Physical Fitness

Guides mainly split their time between bike and van support however must be physically fit to ride every day if needed. Refer to our Rider Level 3 for general physical fitness required as you must be comfortable riding the distances and terrain on all road bike trips.

In addition to cycling, we expect all Guides to comfortably lift 50lbs over their head. Guides are required to load and unload 20+ bikes on top of our vans, porter guest luggage and move large coolers and bins.

Proficient Driving a Standard Transmission with a Trailer

While our North American vans are automatic transmissions, our European vans are all manual transmission. We require all potential applicants to be proficient driving both while pulling a trailer, and all potential European applicants must have the correct licensing, B+E, in their country for driving while pulling a trailer of unlimited weight.

Clear Driving Record

Trek Travel will ask for a driving record at the candidate's expense prior to the Virtual New Guide Selection Event. Candidate agrees that company may perform driver history checks on the candidate as a condition of their contract. Note, your driving record must have no more than 3 moving violations in the last 3 years. We will not hire anyone with a DWI/DUI (driving while under the influence of alcohol) conviction on his or her record, regardless of when the offense occurred.

Foreign Language

We run many trips in France, Italy and Spain. The ability to speak any of these languages, in addition to fluent English, increases your chances as a candidate.

Local Guides

We run many trips in various US states, France, Italy, Spain, and other countries around the world. Being a local of a region/area in which we run our trips may be an advantage over other candidates as we consider knowledge of the local culture and experience in an area an important characteristic of our Guides. While being local may be an advantage, it is not a requirement.

Age Requirement

In order to comply with our liability insurance, all potential Guides must be at least 23 years of age. There is no age limit.

Travel Experience

Having spent time travelling and experiencing other cultures certainly increases your odds. We look for candidates with an expansive worldview who relish the idea of working in other regions while imparting their knowledge of those experiences and cultures on Guests.

Strong Computer Skills

- ♦ Proficiency in Microsoft Word, Excel and Outlook email
- ♦ Comfortable with both Internet and Email
- ♦ Comfortable using a smart phone and capturing quality photos
- ♦ Familiar with GPS tracking devices and creating routes online
- ♦ Able to upload and download .gpx and .tcx files

If hired, Guides will need to provide the following items:

Current First Aid and CPR Certification: All candidates offered a Guide Contract will be required to obtain their First Aid Level 1 (or Basic) as well as Adult CPR certification, valid until the end of the year, and submit a copy of these to the Trek Travel office prior to commencing work. Guides are responsible for the cost of this certification and responsible for submitting evidence of re-certification yearly.

Scanned copy of your valid passport and drivers license(s): All Trek Travel Guides are required to either be in possession of or obtain a passport that is valid 6 months past the end of the current year and submit a copy of this to Trek Travel office prior to commencing work. This is a requirement for ALL our guides, regardless of whether or not you work in North America or abroad. Guides are responsible for the cost of obtaining their passport. Guides must also be in possession of a valid driver's license, and it is the responsibility of the Guide to obtain the driver's license. We will ask for these items prior to attending the New Guide Training Event. Also note: It is the responsibility of European Guides to obtain a B+E license in order to pull our trailers in Europe. We will ask for this prior to your season as a Guide.

Laptop/Tablet: All guides are required to provide their own laptop or tablet computer, equipped with the following capabilities to use while working for Trek Travel. (Trek Travel provides the online versions of office 365): Wireless networking capability, Web browser, MS Word, MS Excel, MS Teams installed (we use this program extensively to communicate with our Guides in the field. Please note that your laptop does not need to be equipped with a camera; beyond the initial video interviews, it is not required).

Bike tools: While all of our units come fully stocked with extensive bike repair tools, Guides are expected to have a basic tool kit with them at all times while riding bike support. This includes a multi-tool (1.5-8mm), torque wrench, set of tire levers, and a small patch kit.

First Aid Kit: All Guides must provide a cycling First Aid kit, which they are required to carry with them at all times while riding bike support. Guides are responsible for making sure that this is kept stocked for each trip they guide. If offered a Guide Contract, you will be given a list of items that must make up this kit. Guides are responsible for replenishing this kit as needed.

Camera-equipped, web-enabled smartphone: All Guides are required to provide their own web-enabled, camera-equipped smartphone. Your daily pay rate includes a per diem for phone use, therefore all costs associated with the use of your cell phone while guiding are the responsibility of the Guide, so it is advised that you keep all cell phone receipts for tax purposes. Trek Travel will provide a SIM card to use while working if located outside of your home country.

8-Megapixel camera: All Guides must provide and carry with them a portable digital camera. If your smartphone's camera has at least 8-megapixel resolution, you are able to use that in place of a separate camera.

Guide clothing: Trek Travel provides some clothing and other gear at no cost to Guides given a contract. Outside of these items, all outwardly visible cycling apparel including cycling shoes must be branded Trek Travel, Trek or Bontrager. Please note Guides are able to purchase Trek and Bontrager apparel and gear at near-wholesale prices prior and during their guiding season.

Microsoft Program Applications: Trek Travel will provide an Office 365 account to all Guides. This enables online access to documents, email, and Trek Travel resources. It is encouraged that Guides obtain the version of Microsoft Office 365 that is available to install and use offline on their computers. The cost is not covered or required by Trek Travel, only highly recommended, as it makes many responsibilities more efficient.