



Closing and Reporting Tour Activity

What is the content of tour closing?



In tour closing, a tour guide should:

1. Summarize the tour

2. Remind something that impress the customers

3. Thanks to the customer for joining the tour

4. Appologize for the inconveniences

5. Distribute the questionnaire

6. Remind the time of departure

7. Wish them a pleasant journey



This is an
example ☐
○

Good evening ladies and gentlemen

Our two-days Bandung tour has just finished. I hope that you all enjoyed our program. Anybody still remember the place of interest and attraction to be visited? Yes. Udjo Saung Angklung (USA), Mt. Tangkuban Perahu, Jeans shopping centre in Cihampelas, etc. Greet you still remember them all. Which is the most attractive one?

On behalf of Enhai tour and travel, I would like to thank you for joining our tour. I hope that it becomes a memorable tour. We do appologize for any inconveniences you fell or experienced especially for small accident in the bus. Before we close, we would like to ask your favour to fill in the questionnaire in order to improve our coming program. If you have finished answering the questionnaire, I'll give your tickets for your departure. Please remember that you will leave at 8.00 am tommorow. Thank you and have a nice journey to home.

What is Tour Report?

An informational work made with the specific intention of relaying information or recounting certain tour in a widely presentable form.



A tour report contains:

1. Summarize the tour

2. Questionnaire result

3. Accidents

4. Conclusion



This is an
example ◻
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The Bandung tour for a group of twenty German tourist was conducted on July 5 and 6, 2017. Based on the comment from the tourist, the tour is interesting and good. The questionnaire result shows that from three investigated aspects (tour, guide, and facilities/services), the average comment from the customers reaches 80.4%, which means good. This is also supported by 95% of the tourists who are interested to join another tour. Although the overall score is good, the facilities and services score, especially meals, only gets 80,7%. This is because the taste of local food which does not really suit tourists appetite. This suggests to try another restaurants or serving other European dishes in the future. Besides, the aspect of tour, especially time provided for sightseeing, also gets the lowest score (76.6%). This information should be considered for future tour.

This is an
example 📌

However, there was a small accident on the way back to the hotel. The bus was hit from the back by a public transport whose brake was not working. A policeman in the location investigated a public transport, while the driver and our bus was allowed to go.

I believed that this well-organized tour became a memorable experience for the tourists. This guiding opportunity came just in time for me to enhance my professional skill as a tour guide and my conceptual skill as a person.

A yellow sticky note is pinned to a white background with a red pushpin. The note is slightly crumpled and has a soft shadow underneath. The words "Thank you" are written in a blue, casual, handwritten font. The pushpin is red with a silver metal base.

Thank
you