



Highland Orchards, Inc.

Farm Tour Guide

Employment is at Will. The "Tour Season" is April to Nov. Each Tour Guide will be scheduled for individual or combined groups on a weekly basis as needed and as available. Continued employment may be possible, in a different capacity, after the end of the tour season. You will need to apply for any alternative position.

Position Summary

Enthusiastically demonstrate what happens on the farm using established demonstrations, stories and other suitable techniques. The tour guide will ensure that all materials are ready as needed, and put away correctly when finished. The tour guide will need to work with the coordinator, other guides, group leaders and the group members so that everybody has a positive and educational experience.

Principle Responsibilities

The following responsibilities are the standards used in the measurement of a successful tour:

- 1) **Safety:** It is imperative that the established safety protocols are followed at all times as outlined in the tour guide safety guidelines and employee manual.
- 2) **Be Ready:** Be prepared in advance for your tour, including determining group size and materials needed, daily tour schedules, and special requests. You are expected to help others prepare for their tours.
- 3) **Keep groups on Schedule:** Meet and greet your group. Ask your group leader if they have any time constraints or special requests. Discuss with coordinator how multiple groups will be handled. You may need to adjust (lengthen or shorten or change the order in which you group goes through) the program.
- 4) **Provide an Education Experience:** You will have accomplished this if the kids had fun and the adults think the kids learned something. You will need to adjust each tour to the skill of the group (age appropriate) and provide hands-on opportunities to engage all members of the group.
- 5) **Help in the Farm Market:** To help you understand everything that we do on the farm, it is recommended that you help in the farm market. On occasion it is expected-for instance, if your group is late or you have one of those groups that just want to shop.
- 6) **Hayride Operator:** Driver/guide must explain and enforce all farm rules and is responsible for maintaining. must be certified before being permitted to drive a Hayride tractor. Becoming certified is optional, but encouraged.
- 7) **Perform other assignments** including preparing for festivals, special promotions, etc. as directed from time to time by management.

Policy and Decision Making

This position makes routine decisions in job priority and customer service, using good sense and established policies. Recommendations for improving the total program are encouraged. Incident reports must be completed in writing on irregular matters such as a complaint or injury.

Employee

date