



Based in Guilin, China Odyssey Tours has exceptional knowhow, resources, and quality control over the tour services in this region.

Exceptional competencies and resources

Tour Guides

- ▶ We well understand that a good tour guide is always a major determinant for a delightful tour. In order to provide our customers outstanding travel experiences in Guilin as promised, we make sure every China Odyssey Tours' tour guide in Guilin is among the highest standard.
Every China Odyssey Tours' tour guide in Guilin is strictly recruited. **Handpicked** by our Human Resource Manager and **Service Quality Manager**, every qualified tour guide meets the following requirements:
 - Exceptional **command of English**, and oral communication skills;
 - **University degree in Tourism** or English with **Tour Guide License**;
 - Being customer-centric with **responsible**, honest, and warm-hearted personality;
 - **Knowledgeable** about the Guilin region.
- ▶ Every China Odyssey Tours' tour guide in Guilin is either **experienced** or **specialized**. We have tour guides with
 - **More than 10 years experience** in English guiding service;
 - Specialized in **outdoor** activities, and **adventurous** tours.
- ▶ Every tour guide at China Odyssey Tours follows a consistently **optimized service manual** with focus into details, and is responsible to help customers to avoid tourist traps
 - Confirm flights in advance to **ensure punctual airport pickup**, and smooth and **timely** transfers;
 - Supervise tourism vehicle drivers to **operate in a safe manner**;
 - **Recommend** additional **activities and sites for richer tour experience**, but only with customers' permission and according to their preferences;
 - Recommend **shopping places** that are only **valuable** and **visit-worthy** for the customers;
 - Help the customers to solve the problems encountered **during the tour**. In particular,
 - ✓ When the **hotel facilities** do not meet promised standard, the tour guide will report to the manager in charge at China Odyssey Tours. The problems will be solved in a prompt manner, including changing rooms or hotels when necessary.
 - ✓ When the customers want to **make changes on the itinerary during a tour**, or are unsatisfied with the tourist vehicle, the tour guide will report to the manager in charge at China Odyssey Tours. We will reconfirm the travel plan, and rearrange the itinerary and vehicle when necessary.
 - ✓ The tour guide is responsible for rearranging meal plans and **recommending restaurants as requested** by the customers.
 - Hand up a written report to the Service Quality Manager after sending off the customers. The report should include **customer feedbacks** and **service improvement suggestions**.

Drivers and Vehicles

All tourist vehicle drivers contracted with China Odyssey Tours in Guilin are **officially licensed**, responsible, and have **at least two years industrial experience**.

The Transfer and Transportation Coordinator at China Odyssey Tours is in charge of managing the tourist vehicle fleet. All vehicles used are **perfectly maintained** to meet the high comfort and **safety** standard at China Odyssey Tours. All vehicles' plate numbers and drivers' license numbers are **traceable in the company database**.

Service quality inspection and control mechanism at China Odyssey Tours

- ▶ Every hotel in Guilin recommended to our customers is China Odyssey Tours' Recommendable Hotel List, which is inspected on a regular basis. Every hotel booking is also double checked to **make sure the accommodation quality** is consistent with what the hotel has promised.
- ▶ **All tour guides at China Odyssey Tours** practice the highest industrial standard in a responsible and ethical manner. To report abuse or complain, email our Guilin Customer Service Coordinator at jianghaili7610@163.com

