



QUALITY GUIDE

Tourist Guides are the professionals responsible for stimulating and channelling visitors' interest in relation to the main cultural and natural heritage properties common in Europe. The quality of our services is based on two essential pillars: "respect for our visitors as individuals, the cultural traditions they represent and the protection, dissemination and respect for our common European Cultural Heritage.

The aim of satisfying the tourist user's interest is based on providing accurate, correct and updated information with our personal and communication skills. Our commitment is to continuously develop this "savoir faire", implementing and developing knowledge in all fields.

The professionalism of FEG Guides has the following guidelines:

Welcome: The guide's image is based by an excellent personal appearance, the punctuality and warmth of the welcome that will make every point pleasant for those who visit us.

Knowledge: FEG and the different organisations that make up the Tour Guides in Europe are responsible for providing a wide range of knowledge and resources through courses, congresses, meetings and others that maintain and improve the quality of our presentations.

Continuous professional development: Through our own means and from different institutions, the FEG Guides seek a continuous training in time, adapting our knowledge to the changing reality and re-evaluating our skills wherever possible, especially in the fields of communication and culture and without forgetting the field of language and living and enthusiastic communication.

Competence: The professionalism of the Tourist Guides is based on specialization, to develop our work in the specific field, in the languages we know and with the techniques and knowledge we use.

Organisation: Punctuality, the use of available time, discipline, adaptability to unforeseen circumstances, and the fulfilment of agreed objectives are the basis of our organisation.

Confidentiality: The principle of professional integrity applies to all commitments undertaken.

Ethics: Respect and protection of the heritage, territorial and local norms and regulation, the spirit of service and collaboration tending to present at all times a positive picture of our profession.