

Kurt Watson

+44570970432
example@cvmaker.uk

Leeds

Work experience

Tour Guide

2023 – Present
Leeds

Northgate Heritage Tours

Lead two-hour walking tours covering York’s Roman and Viking history, medieval streets and major landmarks, including the Shambles and York Minster’s exterior. Guide groups of up to 25 visitors, adjusting the pace and level of detail for families, school groups and international tourists. Research local history using museum resources and archive material to develop accurate, engaging tour commentary. Check routes before departures and organise alternatives when roadworks, events or poor weather affect planned stops. Give clear safety briefings, manage road crossings and keep groups together in busy pedestrian areas.

- Work with booking staff to confirm private tour arrangements, meeting points and visitor requirements.
- Receive positive customer feedback for clear explanations, approachable delivery and thoughtful answers to questions.

Visitor Services Assistant

2022 – 2023
Leeds

Riverside Tourist Centre

Welcomed visitors, sold admission tickets and explained exhibitions, facilities and daily activities. Answered questions about local attractions, transport and accessible routes around the city. Supported weekend family activities, helping staff prepare materials and manage visitor queues. Handled booking changes and customer concerns, referring more complex issues to the duty manager.

- Helped reduce queues during busy weekends by directing visitors to the appropriate ticket desk and preparing activity materials before opening.
- Created a quick-reference guide to local attractions and accessible routes, helping colleagues answer visitor enquiries more consistently.

Education

A Levels

2020 – 2022
Leeds

Fulford School

History, English Literature and Geography.

About

Friendly and knowledgeable Tour Guide with three years’ experience leading walking tours around York for UK and international visitors. Confident presenting local history through engaging stories, managing groups of up to 25 people and adapting tours to different interests and walking abilities. Combines strong local knowledge with practical experience in visitor services, bookings and handling customer enquiries.

Skills

Guided walking tours and historical interpretation

Storytelling and public speaking

Group management and visitor safety

Customer service and complaint handling

Tour planning and historical research

Booking systems and payment processing

Adapting routes for accessibility and weather conditions

Languages

English Native speaker

French Proficient