

Elise and Tim Lentz

Managing Partners of Global Tour Management, LLC

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OBJECTIVE

We contract and consult with Cruise Lines, Tour Operators and Travel Event Planners providing services, such as Travel Directing, Research & Development, Site Inspections, Documentation, Training Material Creation and Enhancement & Quality Control Recommendations.

QUALIFICATIONS

We have over 35 years combined experience in the travel and hospitality industry working with travel / event partners in developing, enhancing and delivering group events and group travel onboard cruise ships, riverboats and land based functions. Our destination knowledge encompasses 65 countries and extensive US travel including 36 National Parks. We are Certified Tour Guides and Tour Managers from the International Tour Management Institute, CA and the International Guide Academy, CO; and hold a Certificate of Hospitality & Tourism Management from Florida Atlantic University, FL.

EXPERIENCE

6/22 - Present
1/12 - Present
Contract Basis

International Tour Management Institute (ITMI), Sausalito, CA
International Guide Academy (IGA), Denver, CO
Instructors / Training Consultants

We develop new curriculum material on LMS platforms, instruct using multi-media formats, perform role playing and lead discussions of industry scenarios. We also field questions from potential enrollees and mentor new graduates.

7/13 - Present
Contract Basis

Insight Cruises, Pasadena, CA
Event Managers / Product Development / Tour Leaders

We provide services to manage group travel lecture series onboard cruise ships and land based itineraries. We work closely with the Tour Operator and their vendors to ensure the specific program and service levels are achieved for each product offered. In addition, we scout destinations and perform site inspections for new tour / event development. Experience includes conference event management for sponsored companies, such as *The New York Times*, *Scientific American* and *Sky & Telescope*.

2/08 - 4/19

Tauk - Small Ship Cruising Division, Wilton, CT
Tour Directors

We led and managed large groups on luxury travel tours. Our coordination and follow-through skills ensured all components of the itinerary were met and our dedication to delivering a quality product generated outstanding Customer Satisfaction scores for the company. Our meticulous focus on logistics and details was often called upon to produce Product Documentation and provide Itinerary Training.

8/03 - 1/08

Windstar Cruises, Seattle, WA
Cruise Director - Shore Excursion Manager Team

Cruise Directors - Responsible for guest satisfaction, customer relations, front desk staff and entertainment personnel. Prepared and managed daily programs, onboard activities and conducted daily local port of call lectures.

Shore Excursion Managers - Developed print and media promotional material and presented and sold selected Shore Excursions. Managed all bookings, ticketing and guest billing of sold excursions. Built solid working relationships with the local vendors to ensure successful sales and execution of sold shore excursions.