

FareHarbor for You:

Tools for the Guide

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FAREHARBOR
webinars



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today's agenda

The Dashboard

**Skills a Guide
Should Master**

Key Services



poll

What do you use to communicate to customers through the Dashboard?

- Emails
- Text Messages
- I don't use the Dashboard to communicate with customers.



the dashboard



guides use the
manifest to
streamline their
daily operations

The Dashboard

Custom Manifest

- Check in guests for a tour
- See custom field data
- Review all bookings for the day
- Get a summary of pickup locations
- View waivers



crew notifications
help you efficiently
communicate with
crew members

The Dashboard

Crew Notifications

- Added to or removed from a tour
- Reminder of an upcoming tour
- When new bookings are created
- Daily manifest link



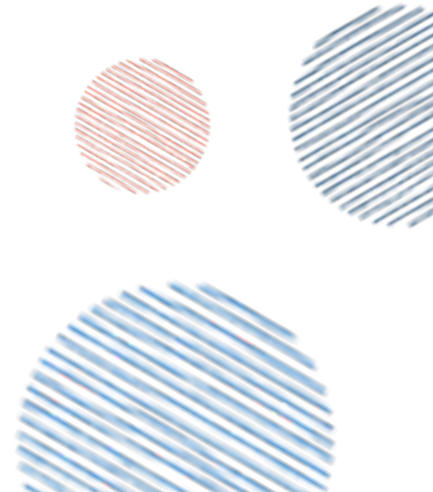
tour guide skills



poll

What skills do you think a guide should have?

- Communication
- Conflict Resolution
- FareHarbor Dashboard
- Multi-Tasking
- Photography
- All of The Above



guides are essential to the reputation of a tour or activity provider

Skills to Master

Our top 6 skills for a guide or crew member:

- Local Knowledge
- Storytelling
- Humor/Personality
- Sense of Direction
- Cultural Sensitivity
- Punctuality/Dependability



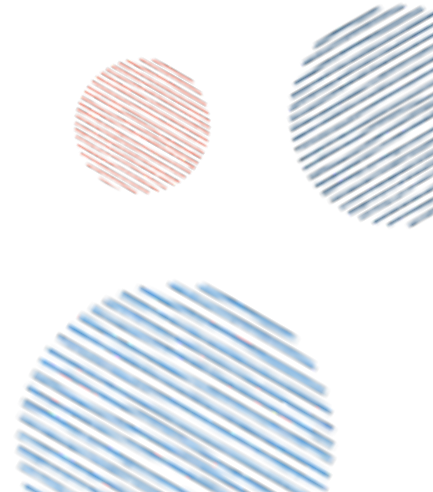
key services



poll

Which of these companies or services have you heard of?

- Compass
- FHDN
- Fotaflo
- SmartWaiver
- Wherewolf



we encourage you
to use all services
at your disposal to
be as successful as
possible

Services

Top options for guides

- Compass
- FHDN
- Fotaflo
- SmartWaiver
- Werewolf



thank you!



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To get you started, here are a few to follow up this webinar:

- [Dashboard 101: Managing Your Bookings](#)
- [FareHarbor 101: Create a Foundation for Success](#)
- [FH Terminology: Items, Settings, & Reports](#)
- [FH Terminology: Dashboard & Booking Topics](#)





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