

June 6, 2023

FAREHARBOR  
webinars



# FareHarbor For You: Tools for the Guide

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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
- Face to Face
- I don't use the dashboard to communicate with customers



# The Dashboard



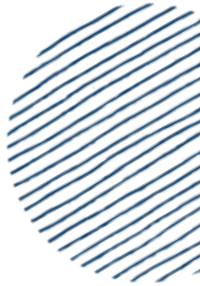
## Custom Manifest

### What is a custom manifest?

- Guides use the manifest to streamline their daily operations

### Custom Manifest in the Dashboard

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



# Custom Manifest

## Managers - Assigning Crew

Managers can utilize the manifest to assign crew and organize day to day needs

Adventure Tour  
10am - 12pm

Online closed ▾ 6 booked 1 available ▾ 0 blocks ▾ 2 crew ▾

Crew name  
Alex St John  
Amy

ID	Contact	6 total	Pax	5 checked in
	3 bookings	6 Adults	6	1 not checked in 1 checked in 4 Contacted
#403925	Greg Anderson 555555	1 Adult	1	All checked in
#403251	Jack Harper 5555555555	4 Adults	4	All Contacted
#403907	Kim Edwards 55555555	1 Adult	1	Not checked in

Add crew member

Choose user ▾ \*

No role assigned ▾

Note (optional)

Add Manage roles

Adventure Tour  
12pm - 2pm

Online closed ▾ 3 booked 7 available ▾ 0 blocks ▾ 2 crew ▾

Crew name  
Alex St John  
Amy

ID	Contact	6 total	Pax	5 checked in
	3 bookings	6 Adults	6	1 not checked in 1 checked in 4 Contacted
#403925	Greg Anderson 555555	1 Adult	1	All checked in
#403251	Jack Harper 5555555555	4 Adults	4	All Contacted
#403907	Kim Edwards 55555555	1 Adult	1	Not checked in

Add crew member

Adrianna ✕ ▾

No role assigned ▾

Q |

Check-in

Chef

Driver

Guide

Instructor



# Crew Notifications

## What are Crew Notifications?

- Crew notifications help you efficiently communicate with crew members

## Crew Notifications in the Dashboard

- Add or removed for a tour
- Reminder of an upcoming tour
- When new bookings are created
- Daily manifest link



**[DEMO] Added as "Guide" for  
Adventure Tour on Friday, April  
28 2023 @ 4:00pm - 6:00pm**



Hi Michelle Guide,

You've been added as "Guide" for:

**Adventure Tour**

Friday, April 28 2023 @ 4:00pm - 6:00pm

Manifest: <https://demo.fareharbor.com/thadventure/dashboard/manifest/date/2023-04-28/availabilities/?items=2360&availabilities=45844759>

You received this email because you're subscribed in your FareHarbor settings.

[How to change email notifications](#)

You can also disable all emails from FareHarbor: [Unsubscribe](#). This is not recommended, and will prevent you from getting important reminders and notifications.



# Tour Guide Skills



# Tour Guide Skills

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

## Skills to Master

### Top skills for a guide or crew member

- Being Prepared
- Personality



Friday, April 28th 2023 → Availabilities → 3 Items

Manifest: S+M Webinar ||| Columns Filter Print Settings User

Adventure Tour  
10am - 12pm

Online closed 6 booked 1 available 0 blocks 2 crew

Crew name	Role								
Alex St John	Guide								
Amy	Driver								
ID	Contact	6 total	Pax	5 checked in	Comments	Go-Pro	Pickup (0)	Waivers	W B
	3 bookings	6 Adults	6	1 not checked in 1 checked in 4 Contacted		1		0 signed	
#403925	Greg Anderson 5555555	1 Adult	1	All checked in	Asthma - I have my own inhaler!			0 signed	
#40325	Jack Harper 555555555	4 Adults	4	All Contacted		1 Yes		0 signed	
#403907	Kim Edwards 5555555	1 Adult	1	Not checked in				0 signed	



# Tour Guide Skills

## Skills to Master

### Top skills for a guide or crew member

- Multitasking
- Local Knowledge

Adventure Tour  
10am - 12pm

Online closed 6 booked 1 available 0 blocks 2 crew

Actions & Settings Print all

ID	Contact	6 total	Pax	5 checked in	Comments	Go-Pro	Pickup (0)	Waivers	Waiver Breakdown	Due	Notes
	3 bookings	6 Adults	6	1 not checked in 1 checked in 4 Contacted		1		0 signed		\$0.00	
#403925	Greg Anderson 555555	1 Adult	1	All checked in	Asthma - I have my own inhaler!			0 signed		\$0.00	
#403251	Jack Harper 555555555	4 Adults	4	All Contacted		1 Yes		0 signed		\$0.00	We are celebrating our son's graduation with this adventure!
#403907	Kim Edwards 5555555	1 Adult	1	Not checked in				0 signed		\$0.00	



# Poll

## What skills do you think a guide should have?

- Communication
- Conflict Resolution
- FareHarbor Dashboard
- Multi-Tasking
- Photography
- All of the above



# Key Services



# Poll

**Which of these companies or services have you heard of?**

- Compass
- FHDN
- Fotaflo
- SmartWaiver
- Wherewolf



## Key Services

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!







**Have you checked out Compass recently?**

**Login to Compass** for guides on PPC, Google, SEO, content writing, industry insights and more!

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

- [Dashboard 101: Managing Your Bookings](#)
- [FH Terminology Part 2: Items, Settings & Reports](#)
- [FH Terminology Part 1: Dashboard & Booking Topics](#)



## FareHarbor Support

Please contact our **24/7 Support** if you have any questions pertaining to your dashboard!

**Email:** [support@fareharbor.com](mailto:support@fareharbor.com)

**Phone:** (855)495-5551

## Help Docs

Fareharbor **help docs** can be found on your dashboard in the dropdown menu!



FAREHARBOR

# community

Check out **FareHarbor's Official Community** page on Facebook!

Join us at **[Fareharbor.com/community](https://www.fareharbor.com/community)**

Here you'll get to interact with our **FareHarbor experts** and with your fellow **tour/activity/attraction business owners** of all experience levels.



Our goal is to help each other grow our businesses by **making more money**, **saving money** and **saving time**.

FAREHARBOR

# SPARK

ORLANDO 2023

FAREHARBOR'S MOST ANTICIPATED EVENT  
IS EXPANDING TO *ONE AND A HALF DAYS!*

Join us as we unveil the latest growth strategies, tackle industry changes head on, and build better businesses, **together.**

OCTOBER 8-9, 2023

VISIT [SPARK.FAREHARBOR.COM](https://spark.fareharbor.com) TO REGISTER NOW



# Q & A

