

# Tour Guide Training

*Module 2: Building Rapport*

*Trainer Guide*

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## Introduction

Welcome to Tour Guiding Course – Module 2: Building Rapport. The purpose of this guide is to provide you, the trainer, with guidelines about the presentation and learner support requirements for the module. This Trainer's Guide will enable you to plan, prepare, deliver and evaluate this module.

## Course Duration

This is a 7-hour module.

## Target Audience

The following should attend this course:

- Existing tour guides
- New tour guides

## Learning Outcomes

At the end of this course, the participants should be able to:

- Understand the concept and importance of building rapport with tour group members
- Recognise and respond to general characteristics of some important tourist nationalities
- Explain the process and importance of effective communication
- Recognise and overcome barriers to communication
- Recognise and respond to non-verbal communication
- Introduce themselves effectively to tour groups
- Introduce others effectively to tour groups
- Use creative and interesting ways to introduce tour group members to each other.

**Resources Required**

Resource	Quantity	Remarks	In kit?
<b>GENERAL/ADMINISTRATION</b>			
Trainer Guide			
Attendance Register			
Learner Evaluation Form			
PowerPoint presentation			
Projector			
Media pointer			
Flipchart with paper			
Flipchart markers	4	Different colours	
<b>PARTICIPANT STATIONERY: OPTIONAL</b>			
Pens			
Notebooks			
<b>FLASH CARDS AND HAND-OUTS</b>			
Activity 4: Flashcards: Flags	1 set		
Activity 7: Flashcards: gestures	1 set		
<b>General resources</b>			
Activity 4: blutac/prestic, markers	1 packet 1 per participant		

**Preparation Notes:**






Before the training starts, make sure you have the following available, ready and prepared:

1. Make sure you have an internet connection so that you can click through to websites linked to the PowerPoint presentation.
2. Test the links are working
3. Hyperlink the video clip on the ***Cow and the Crocodile*** to your presentation
4. Test that the video link is working

## Facilitator’s Checklist

Action	Complete
1. Go through the presentation, together with this facilitator guide, making sure that you know the content and can teach it.	
2. Familiarise yourself with the Learner Guide.	
3. On the day of the training, ensure you have the attendance register and know who is attending. Make sure you have Learner Guides Make sure you have all the necessary hand-outs.	
4. Prepare your resources, set up your hyperlinks, etc. before the course	
5. Prior to the start – set up the classroom and have your Learner Guides available to hand-out. Set up the presentation.	


**Training programme**

Time	Content	Timing
08.00 – 8.30	<b>Welcome</b> <ul style="list-style-type: none"> <li>Participant attendance register</li> </ul>  Slides 1 - 6  <b>Module overview and introduction</b> <b>Activity 1:</b> Tuk Tuk Safari	25 min
08.30 – 10.00	<b>Topic 1: Understanding our Tourists</b>  Slides 7 - 62 <b>Activity 2:</b> Dictionary search: Define ‘Rapport’ <b>Activity 3:</b> Small group discussion: Tourist Expectations <b>Activity 4:</b> National Characteristics	90 min
10.00 – 10.15	<b>Break</b>	
10.15 – 12.15	<b>Topic 2: Communication</b>  Slides 63 - 84 <b>Activity 5:</b> Broken Telephone  Non-verbal communication <b>Activity 6:</b> Gesture game	120 min
12.00 - 1300	<b>Lunch Break</b>	
13.00 – 14.00	<b>Topic 3: Introductions</b>  Slides 85 - 101 <b>Activity 7:</b> Introductions: practice	60 min
14.00 – 15.00	<b>(continue and use time as needed to catch up)</b>	
15.00 – 15.15	<b>Closure:</b>  Slides 102 - 105 <b>Assignment discussion</b> <b>Thank you!</b>	
15.15 – 15.30	<b>Break</b>	
13.30 – 16.30	<b>Start Module 3</b>	

## Module introduction


Training instructions: Module Introduction	Time: 25 min
	Slides: 4
Teaching Methods	Time and Resources
Present Slide 4 and briefly explain the content of the module:	<b>Time: 5 min</b>
<ul style="list-style-type: none"> <li>• Topic 1: Understanding our tourists</li> <li>• Topic 2: Communication</li> <li>• Topic 3: Introductions</li> </ul>	
<b>Attention Getter: Activity 1: TukTuk Safaris: Vientiane</b> <span style="float: right;"><b>Time: 20 min</b></span>	
<p>Start the module by giving the participants 5 minutes to read the activity on Tuk Tuk Safaris in Vientiane. Once they have done this, ask the questions that follow and make sure that they recognise and discuss the following. If not – draw their attention to these answers so that they understand the message in this activity.</p>	
<p>The objective of this activity is to understand how this guide builds rapport with his customers through his own personality, through his product and how this is good for his business.</p>	
<b>Answers:</b>	
<b>1. What are the key characteristics that make the western tourists so happy with him?</b>	
<ul style="list-style-type: none"> <li>• He understands westerners</li> <li>• Enthusiastic, energetic, fun, bright, lively</li> <li>• Knowledgeable, lots of stories, interesting information</li> <li>• Excellent communication skills</li> <li>• Patient with lots of questions</li> <li>• Professional</li> <li>• Safe</li> <li>• Build relationships and rapport</li> </ul>	
<b>2. What did they really like about the tours?</b>	
<ul style="list-style-type: none"> <li>• Good value</li> <li>• Interesting food</li> <li>• Interesting places to stop</li> <li>• Authentic, real, local experiences</li> <li>• An interesting, unusual, not the same-same experience</li> <li>• Hands-on experiences: (they do embroidery, cook, plant rice, etc. on the tour)</li> </ul>	
<b>3. How does this affect Ere’s business?</b>	
<p>These reviews are posted on Tripadvisor, with high recommendation and he is rated No 1 out of 8 Top Tours to do in Vientiane.</p>	
<p>Gets lot’s of new business, and also repeat business from these reviews.</p>	

<b>Training instructions: Module Introduction</b>	<b>Time: 25 min</b>
	<b>Slides: 4</b>
<b>Teaching Methods</b>	<b>Time and Resources</b>
<p><b>Conclude:</b> the lesson is that he is successful because he understands his customer, he builds rapport, he communicates well, and offers an interesting and different, good value experience to his clients.</p> <p><b>Let's remember this throughout the module!</b></p>	



## Tripadvisor Reviews

### Tuk Tuk Safaris: Vientiane



**What is the product?**

Tuk-Tuk day-tours around Vientiane, with different themes – culture, food, farming, etc., including hands on experiences such as Hmong embroidery, planting rice, cooking, etc.

**Tourists write about the guide and driver Ere:**

- Spoke really good English and was knowledgeable about all the places we visited;
- Was a lovely guy, chatting very comfortably with us;
- Had good English and his understanding of Western needs make him an excellent guide;
- Was a great tour guide; translating for us, making sure we understood what was happening, and answering our many, many questions;
- Is an entertaining, knowledgeable and very friendly tour guide;
- Was bright bubbly and enthusiastic making the day a total winner;
- Was an absolute champion; was very knowledgeable about the city and fun;
- Was great value, lots of good stories;
- Didn't get sick of answering our questions; and we had quite a few for him;
- Is a great guide, full of enthusiasm and knowledge;
- Personalised professional service and your care and respect on the streets ensuring our safety and enjoyment;
- Has clearly cultivated relationships with the people we visited today.

**What tourists enjoyed about the tour:**

- Great value for money trip around the capital of Laos, which included a sumptuous lunch and provided us with an understanding of the Vientiane culture.
- Highly recommend this authentic tour offering an understanding of the history of the hospitable Lao people, enlightening the efforts and much needed awareness of the COPE centre.
- Really more off the so called beaten track than the usual run of the mill,
- Brilliant food along the way,
- Good stories, nice information.
- The communication beforehand was good,
- This gave us behind-the-scenes access that we would not otherwise have had - even though everyone on the tour were seasoned travellers.
- The tour also focussed on hands-on experiences and places with a story.

**Conclusion:**



- This tour was recommended by friends who live in Vientiane as they had taken other friends and family on this tour.
- Comes highly *highly* recommended. I wish we could tour the whole of South East Asia like this.
- We would recommend the Live Lao for a Day tour to everyone who wants a taste of the city.
- Thanks Ere for a fantastic tour of Vientiane that gave us a true insight from a well-respected local.

**Questions:**

1. What are the key characteristics that make the western tourists so happy with him?
2. What did they really like about the tours?
3. How does this affect Ere's business?

## Topic 1: Understanding our Tourists

### Training Content: Topic 1: Understanding our Tourists


- 1.1. Introduction
- 1.2. Getting to know our Tourists
  - What do tourists want?
  - The Western tourist
- 1.3. Cultural Characteristics of our main tourist groups
  - Guidelines for addressing cultural differences:
    - French
    - British
    - German
    - American
- 1.4. Ideas for building rapport
  - 1.4.1. Linking to tourist characteristics:
    - Geographic origin
    - Cultural background
    - Age
    - Educational level
  - 1.4.2. How to find out a group's needs:
    - Watching
    - Listening
    - Direct information
  - 1.4.3. Accommodating needs and wishes of the group
    - Quiet time
    - Free time
    - Time to chat
    - Personal enjoyment of the site
    - Time to rest
    - Photo opportunities
    - Up and close personal opportunities
    - Special treatment
  - 1.4.4. Specialist groups
  - 1.4.5. Don't take offense

## Training Content: Topic 1: Understanding our Tourists

### 1.5. Suitable conversation topics

- Do's and don'ts
- Types of questions that you could ask in general conversations

<b>Training instructions: Topic 1: Understanding our Tourists</b>	
<b>Time: 90 min</b>	
<b>Slides: 7 - 62</b>	
Teaching Methods	Time and Resources
<p><b>Building Rapport</b></p> <p>Start with the activity before you move into the content of the topic. First we all need to understand what 'rapport' is.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Activity 2: Define "Rapport" <span style="float: right;">Time: 5 min</span></b>            Ask the participants to use their smart phones to look up the word 'rapport' on the Internet.</p> <ol style="list-style-type: none"> <li>1. <b>Write</b> up on the flipchart the words they then use to explain the term</li> <li>2. <b>Compare</b> what they have come up with to the explanation on Slide no 4.</li> <li>3. <b>Explain</b> why rapport is so important to tour guides: it is the basis of our relationship with our tourists.</li> </ol> </div> <p>We can build better rapport if we understand our tourists – why they are here, what they want, and a bit about their characteristics.</p>	<p><b>Time: 10 min</b></p> <ul style="list-style-type: none"> <li>• Smart phones from participants</li> <li>• Flipchart and markers</li> </ul>
<p><b>Understanding our Tourist</b></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Activity 3: Brainstorm: Tourist Expectations <span style="float: right;">Time: 10 min</span></b></p> <ol style="list-style-type: none"> <li>1. Show the slide and ask the group what a tourist expects from a tour guide.</li> <li>2. Make this a quick activity by asking different people in the class what they think.</li> <li>3. Write the answers on the flipchart</li> <li>4. Compare this list to what we learned from the tourist reviews of Tuk Tuk Safaris.</li> </ol> </div> <p>Then compare to the list on the next slide: this explains more about how a tourist feels about being here, and what he/she expects.</p>	<p><b>Time: 20 min</b></p> <ul style="list-style-type: none"> <li>• Flipchart and markers</li> <li>• Slides</li> </ul>

<b>Training instructions: Topic 1: Understanding our Tourists</b>	<b>Time: 90 min</b> <b>Slides: 7 - 62</b>
<b>Teaching Methods</b>	<b>Time and Resources</b>
<p>Go through the next few slides, talking more about and explaining the tourists personality and needs in more depth.</p> <p><b>Make sure the participants understand the viewpoint of the tourist – this is a critical aspect to delivering good service and building rapport.</b></p>	
<p><b>Characteristics of main source markets</b></p> <p>The main source markets are:</p> <ol style="list-style-type: none"> <li><b>English speaking countries:</b> UK, Australia, USA and sometimes Canada</li> <li><b>Foreign speaking European Countries:</b> French, German, Dutch</li> </ol> <p>Each have their own unique characteristics, likes and dislikes.</p>	<p><b>Time: 40 min</b></p> <ul style="list-style-type: none"> <li>Flashcards with flags and Nationalities</li> <li>Blutac/prestick/tape</li> <li>Markers for each participant</li> </ul>
<div style="border: 1px solid black; padding: 10px;"> <p><b>Activity 4: Nationality Characteristics</b> <span style="float: right;"><b>Time: 20 min</b></span></p> <p>Put 4 flipchart sheets up on different walls in the training room. Stick a flag and the name of the country on each sheet. Write a heading at the top: Characteristics, then a bit below that, Likes and Dislikes</p> <p>Make each flipchart page look like this:</p> <div style="border: 2px solid black; padding: 20px; margin: 10px auto; width: 80%; text-align: center;"> <p><b>British</b> </p> <p>Characteristics</p>   <p>Likes <span style="margin-left: 100px;">Dislikes</span></p> </div> <p>Ask the participants if, in their experience with tours, they have noticed any specific characteristics, likes or dislikes between</p> </div>	

<b>Training instructions: Topic 1: Understanding our Tourists</b>	
	<b>Time: 90 min</b> <b>Slides: 7 - 62</b>
<b>Teaching Methods</b>	<b>Time and Resources</b>
<p>different nationalities. Give them each a marker, and ask them to write them up on the sheets. Once they have done this, walk around with the participants and discuss their inputs.</p> <ol style="list-style-type: none"> <li>1. After the activity, show and go through the slides that give further information on the characteristics, likes, dislikes, Do's and Don'ts on each of the nationalities.</li> <li>2. Link these to the ideas that the participants have mentioned already on the sheets of paper up in the room.</li> <li>3. Don't spend a lot of time repeating things that have already been discussed in the activity discussion.</li> </ol>	
<p><b>Ideas for building Rapport</b></p> <ol style="list-style-type: none"> <li>1. <b>Explain</b> how to link your tour content and information to tourists needs. Use the examples on the slide with Britain, the US, Europe and Japan as examples (make sure you understand this from the Trainer Manual).</li> <li>2. <b>Show</b> them the apps on your phone and explain how these work and how they help in guiding. Tell them to do any conversions before they talk to the tourists so that they can use these figures without having to look them up on their phones.</li> <li>3. <b>Talk</b> about the methods to find out about their needs and interests, and how to respond to these.</li> </ol>	<p><b>Time: 15 min</b></p> <ul style="list-style-type: none"> <li>• Slides</li> </ul>
<p><b>Special Treatments</b></p> <ol style="list-style-type: none"> <li>1. <b>Discuss</b> some small and special touches that can make a group feel very special and can build rapport with them.</li> <li>2. Go through the slides, explaining how a guide can make tourists feel special by doing various things for them, such as arranging meetings with important local people.</li> <li>3. <b>Explain</b> how to go about arranging these,</li> <li>4. Even do a <b>short role play</b> of meeting with a village chief and arranging a visit to his house.</li> </ol>	<p><b>Time: 15 min</b> Slides</p>
<p><b>Special interest groups</b></p> <ul style="list-style-type: none"> <li>• Ask if they have ever had a special interest group?</li> <li>• What was the special interest?</li> </ul>	<p><b>Time: 10 min</b> Slides</p>

<b>Training instructions: Topic 1: Understanding our Tourists</b>	<b>Time: 90 min</b>
	<b>Slides: 7 - 62</b>
<b>Teaching Methods</b>	<b>Time and Resources</b>
<ul style="list-style-type: none"> <li>• How did the tour change because of the special interest?</li> </ul> <p>Discuss the guidelines for responding to special interest groups.</p>	
<p><b>Engaging with participants:</b></p> <p>Explain how important it is not to take offence and not to take things personally!          Discuss suitable conversation topics with various groups, and what kinds of things to chat about that are 'safe' topics.</p>	<p><b>Time: 10 min</b>          Slides</p>

## Topic 2: Communication

<b>Training Content: Topic 2: Communication</b>
2.1. Process of communication 2.2. Barriers to communication <ul style="list-style-type: none"> <li>• Noise</li> <li>• Language</li> <li>• Accents</li> <li>• Culture</li> <li>• Physical</li> </ul> 2.3. Types of communication 2.4. Non-verbal communication <ul style="list-style-type: none"> <li>2.4.1. Symbols, pictures and signs</li> <li>2.4.2. Gestures</li> <li>2.4.3. Body language</li> <li>2.4.4. Handshakes</li> <li>2.4.5. Personal space</li> </ul> 2.5. Verbal communication <ul style="list-style-type: none"> <li>• Tips for interpersonal skills</li> </ul> 2.6. Match your verbal and non-verbal language

<b>Training instructions: Topic 2: Communication</b>	<b>Time: 120 min</b>
<b>Teaching Methods</b>	<b>Slides:</b>  <b>Time and Resources</b>
<p>Start off by playing a game that emphasises the importance of communication and how people send and receive messages.</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>Activity 5: Broken Telephone/Chinese Whispers</b> <span style="float: right;"><b>Time: 10 min</b></span></p> <ol style="list-style-type: none"> <li>1. Line the participants up in a semi-circle.</li> <li>2. Explain that you will whisper a message into the ear of the first person in the line.</li> <li>3. This person must repeat it by whispering it into the ear of the second in line, who must repeat it to the third.</li> <li>4. The last person in the line must say the message out loud.</li> <li>5. The message at the end of the row will be very different from the one that started.</li> </ol> <p><b>This is a very funny exercise!</b></p> <ul style="list-style-type: none"> <li>● Repeat it once more.</li> <li>● Emphasise that how we hear, understand and tell information can affect how good our communication is.</li> <li>● We need to understand the processes of communication in order to do this properly and well.</li> <li>● This is what this topic will help us to understand.</li> </ul> <p><b>Some sample messages to use:</b></p> <ul style="list-style-type: none"> <li>● Meet me in the middle of the market at midday.</li> <li>● I love doing my wonderful tour guiding job every day of the week.</li> <li>● We will stop at the waterfall restaurant and have a delicious traditional Lao lunch.</li> </ul> </div>	<p><b>Time: 10 min</b></p>
<p><b>Communication</b></p> <ol style="list-style-type: none"> <li>1. Using the slides, explain             <ol style="list-style-type: none"> <li>1. <b>why we communicate</b>,</li> <li>2. the objective and <b>process</b> of communication.</li> <li>3. when communication is unsuccessful, and this is because of barriers.</li> <li>4. Explain and discuss the <b>barriers</b>.</li> </ol> </li> <li>2. One of the biggest barriers is the lack of language skills, and difficult accents of Lao tour guides – we need to practice our English and how</li> </ol>	<p><b>Time: 10 min</b></p> <ul style="list-style-type: none"> <li>● Slides</li> </ul>

<b>Training instructions: Topic 2: Communication</b>		<b>Time: 120 min</b>
<b>Teaching Methods</b>		<b>Slides:</b>
		<b>Time and Resources</b>
to say it properly so that our tourists can understand us clearly. 3.		
<b>Types of communication</b>	<b>Time: 5 min</b>	<ul style="list-style-type: none"> <li>• Slides</li> </ul>
Explain the two types of communication – verbal and non-verbal.		
<b>Non-Verbal communication</b>	<b>Time: 15 min</b>	<ul style="list-style-type: none"> <li>• Cow &amp; Crocodile movie clip</li> </ul>
<b>Video clip:</b>		
1. Show the slide on non-verbal communication types, then have a bit of fun showing the cow and crocodile movie clip.		
2. The message is that we can all understand it, even if no words were spoken.		
3. Explain that humour is a universal language – we can often laugh at the same things even in different cultures.		
<b>Signs and symbols:</b>		
1. demonstrate how people all over the world can communicate using the same basic signs and symbols.		
2. Show the slide with various symbols on it, and ask the participants to guess what they are. They should get most of them right.		
<b>Note:</b> the last one is a joke – and proves that all people can find the same thing funny.		
<b>Explain</b> that another big barrier is culture and different interpretations even of body language or gestures.		
<b>Activity 6: Gesture game</b>	<b>Time: 20 min</b>	<b>Time: 20 min</b>
1. Hand out the cards to the participants; they must each get 1 or 2.		<b>Activity 6</b>
2. Taking turns, they must make a gesture that shows the action mentioned on their card.		Flashcards with gestures on them
3. These are gestures that guests may make to communicate – e.g. indicating that they want the bill, that they are in a hurry, that they want a drink, etc.		
4. Other participants must guess what the gesture means/ what the guest wants.		

<b>Training instructions: Topic 2: Communication</b>	<b>Time: 120 min</b>
	<b>Slides:</b>
<b>Teaching Methods</b>	<b>Time and Resources</b>
<p><b>Message:</b> understanding some of these common gestures can make us better communicators, and can also help when our tourists are trying to communicate to other Lao people who speak no or little English.</p> <p><b>Important note:</b></p> <ul style="list-style-type: none"> <li>You, the trainer, must know what the Western gestures for these different items are so that you can demonstrate them if the participants don't understand them.</li> <li>Make a point of explaining that guides must be able to recognise and respond to these gestures if they see tourists doing them. For example, guides can help tourists communicate with local people if they see that they are making such gestures when talking to Lao people.</li> </ul>	
<p><b>Body Language</b> We can learn a lot about our tourists from their body language</p> <ul style="list-style-type: none"> <li>Use the slide to show some examples.</li> <li>Run through both the lists of body language examples, demonstrating it and explaining what each one means.</li> </ul>	<b>Time: 20 min</b> Slides
<p><b>Handshakes</b></p> <ol style="list-style-type: none"> <li><b>Walk around the group</b>, and as a game, <b>shake their hands</b>, one by one, and say "Hello". Feel what the handshakes feel like and report back to them afterwards:             <ul style="list-style-type: none"> <li>Too firm?</li> <li>Too soft?</li> <li>Not-responsive?</li> <li>Just right?</li> </ul> </li> <li>Show the slide and then demonstrate what a Westerner expects from a good handshake.</li> <li><b>Mention that this is important</b> and that you will be assessed on your handshake as this is part of the first impression that a guide will make on a tourist.</li> </ol>	<b>Time: 15 min</b> Demonstration  Slides
<p><b>Personal space</b></p> <ul style="list-style-type: none"> <li><b>Explain</b> the concept of personal space to the participants</li> <li><b>Demonstrate</b> the different levels by asking people to stand different distances from each other and show the distances</li> </ul>	<b>Time: 10 min</b> Participants to demonstrate the spaces



Training instructions: Topic 2: Communication	Time: 120 min
	Slides:
Teaching Methods	Time and Resources
<b>Westerners do not like people in their personal space! Be aware of this and act accordingly</b>	
<b>Communication to build Rapport</b>  Run through the communication tips, and how this helps you build rapport with your tour participants.	<b>Time: 10 min</b>

### Topic 3: Introductions

Training Content: Topic 3: Introductions
3. 3.1. Greet and Welcome participants 3.1.1. Greet participants 3.1.2. Welcome tour members 3.2. Introduce yourself <ul style="list-style-type: none"> <li>Guidelines on what to say</li> </ul> 3.3. Introduce others to the group 3.4. Introduce tour members to each other

Training instructions: Topic 3: Introductions	Time: 60 min
	Slides: 84 - 101
Teaching Methods	Time and Resources
1. Explain the importance of a good introduction – as first impressions are very important. 2. Run through the tips on introductions, and then the ‘script’ on the slide as a guideline on what to say. 3. Explain the <b>principles</b> , 4. Then give a demonstration – (use yourself) as an example.  5. Ask the participants what they thought of that introduction and to discuss its merits. 5. Mention that you do not want them all to sound the same – they	<b>Time: 30 min</b> <ul style="list-style-type: none"> <li>Slides</li> <li>Script on the slides</li> </ul>

<b>Training instructions: Topic 3: Introductions</b>		<b>Time: 60 min</b>
		<b>Slides: 84 - 101</b>
<b>Teaching Methods</b>		<b>Time and Resources</b>
should not sound as if they are reciting something, and should make the intro short and informative, building rapport.		
<b>Activity 7: Tour guide introductions: Practice</b>	<b>Time: 30 min</b>	<b>Time: 30 min</b>
<ol style="list-style-type: none"> <li>1. Each guide must introduce themselves to the others as if they were about to start guiding a tour. They have 3 minutes each.</li> <li>2. The others can give some constructive feedback on the introduction – e.g. amount and suitability of content, length, voice, speed, etc.</li> <li>3. Coach the participants on what to say and how to say it where necessary</li> <li>4. Provide feedback and if necessary let them try again until they improve.</li> </ol>		

<b>Training instructions: Module Closure</b>		<b>Time: 5 min</b>
		<b>Slides: 102 - 105</b>
<b>Teaching Methods</b>		<b>Resources</b>
Ask if there are any outstanding questions		
Close the session with thanks and a reminder that:		
The next Module is <b>Module 3: Interpretive Activities</b> – where we will have a lot of fun learning how to make our tour commentaries and activities really interesting and engaging for our tour participants.		
<b>Remind participants to do further research for their assignment!</b>		