



TOUR GUIDE

The PFCC Tour Guide is provided to potential buyers in order to relay visual information regarding PFCC, its common areas and membership sites that are for sale. This is not a sales position. Any questions, comments or information related to the sales process is to be sent directly to the Office Manager. This goes for members as well as potential buyers. Tours are scheduled by the Tour Guide and usually take up to an hour to do. The Tour Guide stays with the visitors/potential buyers at all times. They answer any questions concerning the place visited in a clear, pleasant, and knowledgeable way. They are also expected to be prompt, responsible, and dependable so that all guided tours are run according to set schedules. The Tour Guide is responsible for keeping the BOD informed of how things are going and if something needs their attention. PFCC's Tour Guide needs to have excellent communication skills, have patience working with the public, knowledgeable about the club and able to follow directions. You should also be free of any prejudices and treat everyone equally in a pleasant and professional manner. PFCC's Tour Guide works directly with the Office Manager, the BOD and the New Member Committee.

THE PROCESS, RESPONSIBILITIES AND EXPECTATIONS

- Memberships approved for sale will be given to the Tour Guide for promotion of member and Club lots.
- Schedule appointments with potential buyers, by way of phone calls and emails, for the specific purpose of touring PFCC and memberships approved for sale.
- Meet potential buyers at the entrance to PFCC at the time scheduled.
- Escort potential buyers through the Club, touring the facilities and lots for sale, providing general information about the Club.
- Show the potential buyers the camping lot and any private property associated with the membership for sale.
- Keep a log/notebook with tour specific information. Such as but not limited to names, dates, times, purpose, number of visitors and tours, mileage, initial thoughts in regards to the potential buyers (this will be helpful if they choose to apply for membership) and summary of the tour. Submit copies of this information to the Office Manager on a weekly basis.
- When potential buyers request further information or direction regarding the sales process, the Tour Guide will direct them to the Office Manager. At no time is the Tour Guide to play middle man or negotiator between the potential buyer, the office, the seller, the New Member Committee or the Board of Directors.
- Attends Special Meetings of the Board of Directors or Membership Committee for new member interviews, as needed.

- May contribute photos and write-ups of memberships for sale to Office Manager for PFCC website.
- May contribute to PFCC newsletter as applicable.
- Provides general tour reports to Board of Directors in writing or verbally, as requested.

Thank you for your decision to volunteer your time with this position. A signature below shows your acceptance and understanding of this volunteer position.

Tour Guide Signature

Date

Two weeks courtesy notice to the Board of Directors upon a decision to leave this position is required to allow for coordinated exit transition.

HAPPY TOURING!