



## Monica Leck

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Columbus, OH (CMH)

ITMI Certified Tour Director / Tour Guide  
TripSchool Graduate  
Washington D.C & NYC Licenses

### Tour Director Experience 2017 - present

#### Student Tours

Music Celebrations International  
WorldStrides  
Christian Discoveries (WorldStrides)

#### Adult Tours

Mayflower Cruises and Tours  
American Cruise Lines  
Capital City Tours

#### Local Work

Ohio Supreme Court

### Other Seasonal Work 2019/2020

#### Big Sky Resort Concierge

#### Xanterra Travel Collection

Yellowstone National Park/Grant Village  
Campground

### Training, Education, Certifications

International Tour Management Institute,  
-San Francisco (2017), Certified Tour Director / Tour  
Guide  
-Multiple Destination Training Programs

#### TripSchool

-Multiple Destination Training Programs

### Past Experience

Executive Assistant & Customer Service (25+ years)  
- event planning and management  
- client relationships  
- vendor liaison

My entire working career before tour directing has been in service roles, from Director of First Impressions to Chief of Staff. I have enjoyed a sterling reputation in supporting and implementing whatever-it-takes methods to assist C-level executives and their clientele. I am accustomed to providing highly personalized, very specific customer service that engages my ability to problem-solve while relying on my energy and passion for a premier guest experience. I bring all of this with irrepressible enthusiasm to every aspect of tour directing, ranging from nimble adjustments needed by program leaders during fast-paced student tours to lingering relationships developed while accommodating special requests for adults while on tours and cruises.

### Personal Interests

US History, Religion, Cruising, Seniors, Students

### Destination Experience

*I have directed tours in the following destinations.*

#### EAST COAST

Washington D.C., Gettysburg  
Monticello, Williamsburg  
Jamestown, Hershey,  
NYC, Boston, Providence,  
Newport, Block Island, Martha's  
Vineyard, Nantucket

#### MISSISSIPPI & OHIO RIVERS

New Orleans, Vicksburg,  
Memphis, St. Louis, LaCrosse,  
Red Wing, Louisville, Cincinnati,  
Marietta, Pittsburgh

#### PACIFIC NORTHWEST

Portland, Astoria, Kalama, Mount  
St. Helens, Hood River,  
Pendleton, Clarkston, Hells  
Canyon

#### SOUTHEAST

Jacksonville, Amelia Island, St.  
Augustine

#### HAWAII

### Destination Training

*The TripSchool*  
New York City  
Washington D.C.  
Boston  
Fall Foliage

#### *ITMI MasterClass*

Southwest National Parks  
*ITMI MasterClass*  
Cuba

### Familiarization Tours

ITMI - Tucson, Tombstone,  
Miami, San Francisco,  
Sausalito, Sonoma Wine Country,  
Monterrey, 17-Mile Drive,  
Steinbeck Center, Hearst Castle,  
Philadelphia, Amish Country  
IATDG - Dallas/Fort Worth

### Adept Destination Knowledge

Lake Erie Shores & Islands,  
Cleveland, Chicago, Mackinac  
Island  
Isla Mujeres, Mexico  
Quebec City, Canada