



JUDITH LAMANCE

ITMI CERTIFIED TOUR DIRECTOR/GUIDE

CONTACT

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- 📍 Chattanooga, TN
- ✈ Gateway: CHA, BNA, ATL

CERTIFICATIONS

CTD- Certified Tour Director-ITMI
CTG- Certified Tour Guide -ITMI
CTA- Certified Travel Associate-Travel Institute
CTC- Certified Travel Consultant-Travel Institute

GUIDE LICENCES

Washington, D.C.

EDUCATION

B.A. Theatre and Communications
University of New Hampshire

PERSONAL INTERESTS

- Acting and Singing
- Toastmasters
- Learning new things (like German)
- Reading
- Crossword Puzzles
- Board and Card Games
- Cooking and Baking
- Knitting and Sewing

DESTINATION KNOWLEDGE

Alaska: Anchorage, Talkeetna, Denali, Fairbanks, Whittier, Seward, Wasilla. Deep South: Chattanooga, Nashville, Memphis TN; Natchez, Vicksburg, Greenwood MS; St. Francisville, Baton Rouge, Lafayette, Breau Bridge LA; etc. California: Coastal Sacramento to San Diego

DESTINATION TRAINING

ITMI

ITMI Tour Director Certification Field Training, California Coast
SEPTEMBER, 2021

RELEVANT EXPERIENCE

Tour Director

Premier Alaska Tours/ 2 years

Led 14-18 tours a season for cruise lines and various land tour companies. These tours varied in length from 3-14 days. Overall guest satisfaction score of 3.96 out of 4. Excelled at multi-generational groups.

Tour Director

Destination America / 2 years

Led multiple tours for Insight Vacations and Mercury Holidays from 10-12 days in the Deep South, over 2 seasons. Locations Visited: New Orleans, Nashville, Memphis, Greenwood, MS, Natchez, MS, Lafayette, LA and Houston, TX.

Shore Excursions Manager

American Queen Voyages/ 2.5 years

Managed and facilitated the Shore Excursion Program onboard the American Duchess and American Countess Riverboats. Handled customer communications, expectations, concerns, and complaints regarding excursions. Presented daily Port Talks for each port of call, as well as Orientation and Disembarkation presentations. Consistently met sales goals and achieved high customer satisfaction scores.

Travel Agent/Agency Owner

go there. sea that./ 9 years

Created, booked, and managed all aspects of custom vacations for individuals, couples, families, and groups from inception to completion. Specialized in FIT Europe.