



NICOLE LESLEY

TOUR MANAGER

CONTACT INFO

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- 📍 Williamsburg, VA
- ✈️ RIC, ORF, PHF

CERTIFICATIONS & LICENSES

Washington DC Guide
Williamsburg, VA Guide
First Aid & CPR

DESTINATION TRAINING

TripSchool: Boston, MA; 2023
New York City, NY, 2023

A FEW TOURS I'VE LED:

Eastern Canada
Western National Parks
Las Vegas, NV
San Francisco, CA
Louisville, KY
New England Fall Foliage

AVAILABILITY CALENDAR



TOUR OPERATOR EXPERIENCE

WORLDSTRIDES
WINDIGO, USA
HOLIDAY VACATIONS
VACATIONS BY RAIL

EDUCATION

UNIVERSITY OF PHOENIX
Bachelor's Degree in Business Management; 2015

INTERNATIONAL GUIDE ACADEMY
Certified International Tour Manager; 2020

GUEST SERVICE

Over 25 years working in customer service-related positions has made my ability to give excellent service while in a fast-paced environment second nature. With an outgoing personality, I find it easy to converse with guests, making it easy to anticipate their needs and expectations to create a unique and memorable experience.

TEAMWORK

With 10 years in the hotel industry, I had worked my way up to an Assistant General Manager position I've led a team of up to 30 team members to ensure all aspects of the guest's experience were on par with their expectations. In the tour industry, I have collaborated with fellow Tour Managers for multi-bus groups to ensure all guests have the same experience while maintaining a scheduled flow.

LOGISTICS

As a Tour Leader, making sure that all venues are confirmed and ready for our group, allows for more exploration time for our guests. Working in the hotel industry has strengthened my administration and accounting skills including: budgeting, scheduling and creating presentations.

ABOUT ME

When I am not leading tours, you can find me outdoors; hiking, training for a century ride, relaxing on the beach or just roaming around the city. I am also a huge foodie and love trying out local cuisines and, of course, finding local coffee houses for the perfect iced coffee to fuel my adventures.