

# Heather Polk, CITM

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Gateway: TPA



**Passion Statement:** Enthusiastically driven to create experiences that are entertaining, memorable, unique, personal and worry-free for guests. I thrive on research and preparation, looking for special, unique and creative ways to connect all the senses and sensibilities for adventures to have a long lasting, gratifying impact on lives.

**Skills:** Responsible nature, reliability, love of research, dedication to all tasks, attention to details. Effective and efficient communication, work creatively with resources and adaptable to circumstances and people. Passengers appreciate my friendliness, love of sharing, infectious enthusiasm, and broad knowledge. High commitment to customizing, making sure individuals matter and that guests know their value. Excellent sense of direction.

## Education & Training

- TripSchool & ITMI New York, Washington DC training; February 2023
- TripSchool Southwest Parks training, August/September 2021
- TripSchool New Northeast Cities Mega training, Feb 2020 (Boston, NYC, Washington DC)
- TripSchool Start a Tour Business, Storytelling and Video Production Workshops, Summer 2020
- Licensed Tour Guide - Washington DC, New York City (score 136/150), PBOT-Private for Hire Driver
- International Guide Academy, Denver CO – Certified International Tour Manager
- ITMI Master Class Certified-Washington DC & Student Tours
- WSET Level 1, Certification: Cru Cellars University, Freshman Wine Class
- Virginia Tech: Family and Child Development, BS; University of Albany, SUNY, Special Education, MS

## Professional Experience:

- Disney Adventure Guide, 2022- present
- Educational Travel Adventures, 2022- present
- Bob Rodgers Travel, 2021- present
- Boston Free Tours by Foot, 2020
- Global Travel Alliance, 2019-present
- Education Tours, Inc., 2019- present
- Premier Alaska Tours; 2019- present
- America's Hub World Tours, Portland, OR, Driver/Guide
- Tampa Bay Food Tours, Tampa FL

## Destination Knowledge:

- Florida: Orlando; Tampa; Interior Alaska; Boston; New York City; Virginia, Washington DC; Oregon
- Journey's of Lifetime, Maritz Travel, high end luxury travel diversification trips, domestic and international
- International exchange student host
- Supervised group travel as a volunteer, chaperone

## Primary Hobbies and Interests

- Dancing, all kinds of styles, but primarily swing dance and line dance, weekly.
- Wine! Study wine, drink wine, continuously visiting and experiencing wines and wineries all over the world.
- Seeking out culinary delights and experiences.
- Outdoor activities of hiking and snow skiing.
- Reading and watching documentaries.
- Delighting in all things musical.