Ottilie Marchetti-Rowe

Licensed City and Day-Trip Tour Guide, English and Italian

Boston, MA · ottilie.marchettirowe@example.com · (617) 555-0142 · LinkedIn · Guide portfolio

SUMMARY

Licensed tour guide with 7 years leading walking tours, coach day trips and private history tours for groups of up to 48 guests. Guided about 1,900 departures with a 4.9 average review score across 3,100 public reviews. Bilingual in English and Italian, certified in first aid, and comfortable building new routes from archive research.

EXPERIENCE

Lead Tour Guide — Harborlight Heritage Tours

Boston, MA · Apr 2021 – Present

- Lead 260 to 300 walking and coach tours a season, including a 2.5-mile Freedom Trail route and a full-day trip to Salem for groups of 15 to 48.
- Hold a 4.9 average on 2,200 public reviews, with my name mentioned in 61% of five-star reviews for the company's history tours.
- Designed a 90-minute waterfront architecture tour from city archive research, which sold 4,800 tickets in its first 2 seasons.
- Trained 9 new guides on group pacing, headcounts and storytelling, with 8 reaching a 4.7 average or higher within their first 3 months.

Tour Guide — Mapleridge Coachlines

Worcester, MA · May 2018 – Mar 2021

- Guided 140 coach day trips a year to New England fall foliage, coastal villages and museum destinations for groups of up to 52 travelers.
- Kept on-time returns at 97% by planning stop times with drivers and keeping a written headcount at every departure point.
- Handled 11 medical and lost-guest incidents on tour with first aid, venue staff and office contact, all resolved without a cancelled trip.
- Raised optional excursion sales by 24% by explaining add-on museum tickets during the first hour of each trip.

SKILLS

Tour formats: Walking tours, coach day trips, private history tours, school groups, cruise shore excursions

Group management: Headcounts, pacing, accessibility planning, incident reports, radio headsets

Languages: English (native), Italian (fluent), Spanish (conversational)

Tools: FareHarbor, Bokun, TripAdvisor and Google review replies, Google Workspace

CERTIFICATIONS

First Aid and CPR, American Red Cross, 2024

Boston trolley and sightseeing guide license, 2018

EDUCATION

B.A. History, University of Massachusetts Boston, 2017

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