



UC Retirees Travel Escort Qualifications and Responsibilities

UC Retirees Travel escorts are University of California retirees who volunteer to provide assistance to UC travelers before and during our worldwide group tours. The maximum number of travelers on our tours ranges from 16 for small group tours to 44 for standard size tours. Trips may be UC-exclusive, or UC travelers may join other travelers as part of a larger group.

Escorts assist travelers with pre-trip questions/information and support the commercial tour operators' trip leaders and our travelers during the tours, serving as the UC "concierge" and acting as the connecting link to ensure the engagement and enjoyment of the UC trip participants. We strive to have escort representation from different UC locations.

Escorts receive a complimentary trip with at least 12 UC travelers on the tour. With fewer than 12 travelers, escorts can still accompany the trip, but they will likely need to pay a portion of their trip cost, the amount of which will be determined for each trip.

Escorts typically accompany two to four trips per year and will serve a three-year term. After their term ends, escorts may continue to serve as alternates.

The Ideal Escort will be:

- Passionate about customer service, working with older adults, and traveling.
- Approachable, empathetic, and patient when interacting with all types of people.
- Able to effectively communicate and mediate if needed in difficult situations.
- Good at time-management and organization.
- Able to make others feel at ease in unfamiliar surroundings.
- Flexible with, and adaptable to, a wide range of accommodations, conditions, and situations.
- Able to remain calm and act as a resource in stressful or emergency situations.

Preferred Experience:

- Experience leading group activities, particularly with older adults.
- Experience traveling in or leading group tours.
- Fluency in other languages.

Preference will be given to retirees who are active in the Council for UC Retiree Associations (CUCRA) or their local retirees association and to retirees from UC locations not already represented among the current escort pool.

Apply by February 16, 2024:

- Email a one-page resume of UC and any other related experience and a one-page letter of interest to UCRetireesTravel@gmail.com.

Informational Session:

- Learn more about becoming an escort at our **Volunteering for UC Retirees Travel** virtual informational session on Friday, February 2, 11 a.m. Register for the session on our website.

<https://cucra.ucsd.edu/travel>
UCRetireesTravel@gmail.com



Escort Responsibilities

- **Operations:**
 - a. Participate in monthly UC Retirees Travel team meetings to share successes and brainstorm solutions to challenges.

- **Publicity:**
 - a. Publicize trips via your UC location's in-person events, newsletters, e-announcements, and other avenues.
 - b. Assist with presenting trip preview webinars, usually at six- to eight-week intervals.

- **Pre-trip traveler assistance:**
 - a. Correspond with travelers to give information, send reminders, and answer questions.
 - b. Participate in pre-trip meeting with participants and tour operator.

- **During trip:**
 - a. Support the tour operator's trip leader, checking with him/her regularly to see what assistance is needed.
 - b. Act as liaison between the trip leader and the UC travelers if needed.
 - c. Participate in all scheduled activities during the tour and in optional activities as desired.
 - d. Engage regularly with as many UC travelers as possible, including learning their names, sitting with different people at mealtimes, and checking in with travelers regularly.
 - e. Encourage engagement among UC travelers, particularly those travelling alone; for example, coordinating group activities during free times and coordinating groups to eat together when meals are "on your own."
 - f. Maintain a professional image during the tour, including punctuality and courteousness.
 - g. Follow all health and safety procedures as outlined by the trip leader.
 - h. Assist the trip leader with coordination in the event of medical or other emergencies if needed. In these cases, the escort may have to miss some activities.
 - i. Confer with the UC Retirees Travel coordinator in case of interpersonal or other disruptive issues and work with the tour leader to address the situation.
 - j. Complete an incident report in the case of emergency, medical or other significant incidents and confer with the UC Retirees Travel coordinator as soon as possible.
 - k. Take photos during the trip, excluding those who do not wish to be photographed, and share photos with UC Retirees Travel coordinators to be used for future publicity.

- **Post-trip:**
 - Write trip report summarizing successes, improvements needed, and suggestions.