

CURRICULUM VITAE FELICITAS WRESSNIG

Nationality: Austrian

Present position:

Self-employed Tourist Guide in four languages: German, English, French, Spanish
Lead Trainer with World Federation of Tourist Guide Associations - WFTGA
Trainer at Vienna Chamber of Workers and Employees - bfi
Member of the Board as Assessor for Austrian Tourist Guides

Education:

Gymnasium and University study of journalism and art in Vienna: 1965 - 1971

Language skills:

German: mother tongue
English fluent
French fluent
Spanish fluent

Other skills:

Design of National Tourist Guide Course (Austria 1998, Albania 2008, Armenia 2017)
Continuous up-date of knowledge and presentation skills
Gender Training 2011
Group Handling 2009
Interactive Training Methods 1998
Breathing and Volume Training 1998, 2003
Mediation of Conflicts 1998
Group Animation Course 1993
Rhetoric Courses in 1970, 1981, 1992
NLP 1988

Membership of professional bodies:

Currently:

Examining Board for Tourist Guides at the Austrian Chamber of Commerce, section Licensing
World Federation of Tourist Guides – WFTGA: Lead International Trainer

Until 2017:

President of WFTGA (2013 – 2017)
Member of UNESCO/UNWTO Silkroad Heritage Guide Project, co-author for Handbook
Delegate at Austrian Standards Institute, expert for EN on tourism and related services
2009 – 2013: WFTGA Vice President
1999 – 2012: co-opted to WFTGA Executive Board, partly Head of WFTGA Training Committee
1996 - 2006: Lay Judge
1997 – 2000: Austrian Delegate at the Fédération Européenne de Guides - FEG
1995 – 2000: Member on the Board in the Vienna Chamber of Commerce, section Leisure and Tourism
1988 – 1995:
Advisory Function for Restructure of Schönbrunn Palace visitors service
Co-opted in the Vienna Chamber of Commerce for vocational Training and adult learning; restructure of regulation and vocational course; introducing continuous programme for update of tourist guides in Austria

Specific experience:

In charge for tendering WFTGA Conventions since 2009

Preparing training programmes for WFTGA Conventions in 2015 + 2017

WFTGA & UNWTO workshops:	
Round Table for Professionals	Tehran 2017 Prague 2015
Guiding Special Needs	Kazakhstan 2016

Voice and Breath	India 2016 Serbia 2016
Guiding Sacred Sites	Cyprus 2001 Palestine 2016
Why Vocational Training (Master Class for TGs)	Spain 2015 Macau, 2013 Bali, 2009 Cairo, 2007 Melbourne, 2005
Recreation Methods for tourist guides Guiding a Museum, Cultural Sensitivities	Nicosia, 1989 Vienna, 1987
WFTGA Courses, active Lead Trainer	
Abu Dhabi, UAE	2010
Armenia	2008, 2010, 2011
Cyprus	2006, 2008, 2009
Georgia	2010, 2012
St. Eustatius, Dutch Antilles	2007
WFTGA Courses, evaluation	
	Estonia 2011 Cyprus 2006 Hong Kong, 1999 Paphos, 1991
Chair for TAIEX standard seminar	Belgrade, February 2010
Lecturer for TAIEX standard seminar	Zagreb, July 2009
Chair for EN standard seminar	Bali, 2004
ART GALLERY MANA	1983 – 1985
TIME-LIFE: East European branch, research	1968 - 1971
Hostess Austrian Pavilion NYK Fair	1964

Publications:

1. UNESCO/UNWTO Silkroad Heritage Guides' Handbook : co-author 2016
2. WFTGA ppt for training division 2008
3. WFTGA manual and checklist for Guides: co-author 2006
4. EN/TC 329 co-author: Tourism Services – Requirements for the professional training and qualification of Tourist Guides, Berlin/Vienna 2003
5. Museum International: The Professional Guide, Building Bridges between Conservation and Tourism, UNESCO Paris 1999
6. WFTGA Handbook for Guides: Stress Management, 1996
7. Vienna Tourist Guide Federation, bi-annual publication:
 - The Collections Rothschild and Restitution, 2001
 - The Vienna Chamber of Commerce and FEG cooperation, 1999
 - Guiding Youngsters on Spittelberg, 1993
 - The Schoenbrunn Coach Museum, 1991

Felicitas Wressnig mp, 2018