



**WFTGA Hands on Tourist Guiding Course HOT**  
**12-18 March 2019**  
**Chişinău, Republic of Moldova**

**Elena Balatel**  
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Dear Elena

I have great pleasure in congratulating you on passing the WFTGA's Hands on Tourist Guide Training Course held in Moldova in March 2019. Your certificate will follow shortly.

We would like to offer you the following feedback on your performance from our Lead International Trainer, Mary Kemp Clarke:

HOT Town Walk Practical Guiding	HOT Coach Tour Practical Guiding	HOT Theory Written Assessment	HOT Certificate
pass	pass	82%	<b>WFTGA HOT PASS</b>

*On the Chisinau Coach Panoramic Tour, you were our seventh guide Elena, as we reached Julius Caesar Square, and nearby Botanica District. You quickly established a good rapport with your audience and told us you would postpone your name in favour of the immediate sights we were near to. You did later give us your name and also showed care for us. Well done for mentioning where we were (Julius Caesar Square) and for describing the domed blue Biserica Treime Church so well and in time, and then pointing it out again as we had a clearer view of it. As we turned into the Railway Station Square you toned your commentary to refer to the Memorial to the victims of the Stalinist Repression and its subsequent deportations by train. Well done. I was a bit unclear about the materials used for the memorial as you mentioned bronze and iron but a little unclearly. When we stopped at the station building view, this was an opportunity for you to stand up and establish eye contact with your audience for a minute or so. A very good overall explanation and commentary delivered with skill Elena. Well done.*

*On the Chisinau Town Walk, stop 3 from the view of the parliament Building on Maria Cebotari Street to the Cinema building Patria and its Emil Loteanu statue you guided your group well Elena. You established great rapport and had prepared a Martisor amulet as a prize for the St Patrick's day question (nice link). Good group management to your spot, and good positioning, although in your enthusiasm you did not notice that two people were at your back (Nicolina and Cristina) and were not addressed by you. They were not looking at what you were describing. Excellent description however of the yellow building and you drew our attention to the name of it clearly – "Patria" and its link to 'homeland', establishing good interaction and 2-way communication. Good brief summary of the*



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*history of the site, although a bit more about the subject of the prominent statue – Emil Loteanu, would have been useful. We did enjoy the prop you had at the ready – a photograph of your grandparents at the time of the earlier Patria Cinema building. Good question technique. Well done Elena.*

*Engaged and supportive participant of the HOT course throughout the week Elena. Thank you. Receptive to suggestions and prepared to adapt and explore new ways of doing things. Enthused with passion and commitment Elena, is a great recipe for success in everything you do.*

The World Federation of Tourist Guide Associations is proud to know that by passing this intense course in the essential skills of practical tourist guiding, you are becoming more involved in the WFTGA's key role of identifying and maintaining high standards of excellence in Tourist Guiding around the world.

Well done – the Executive Board and the Training Committee of the World Federation of Tourist Guide Associations join me in sending you our congratulations and all good wishes for the future.

Yours sincerely,

Alushca Ritchie  
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