

Newly qualified guides ready to serve tourism operators in Erongo and Kunene Regions



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Who to contact

Prospective employers in the tourism industry who are in need of qualified Tour Guides (up to Level 3), are invited to either contact the candidates in this profile booklet directly (contact details provided), or contact Lea Ngashikua of the Biodiversity Economy in Selected Landscapes Project of GIZ.

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What did the Tour Guides learn?

This booklet introduces the newly trained and certified tour guides, living and/or working in the Ombonde People's and Brandberg Geopark Landscapes, to prospective employers in the tourism industry in the Kunene and Erongo Regions.

The more tourists visit Namibia, the more employment opportunities in the guiding sector are created. The Biodiversity Economy in Selected Landscapes Project, jointly implemented by the Ministry of Environment, Forestry and Tourism (MEFT) and GIZ, capacitated the 32 trainees from the local communities in the Brandberg Geopark Landscape and the Ombonde People's Geopark Landscape during a several weeks of training to achieve Tour Guiding Level 3. The guides have been assessed by NTA in November 2023 for meeting the requirements of the National Vocational Certificate in Hospitality and Tourism (Local Guide Level 3). The results/outcome are pending. They were also trained on Levels 1 and 2. The trainees received their certificates at Level 3 (Local Guiding) at a graduation ceremony at Hobatere Roadside Camp on 10 November 2023. Addressing the trainees and handing over their certificates were Honourable Minister Pohamba Shifeta of the MEFT, and Mrs. Ulrike Metzger, Head of Development Cooperation with the German Embassy. In attendance, as well, were representatives of the Regional Governors of Kunene and Erongo. At Level 3 they were instructed and



The happy and proud graduates after the certification ceremony at Hobatere Roadside Camp on 10 November 2023.

assessed on occupational health and safety; dealing with colleagues and customers in a culturally diverse environment; communicating in English; providing customer care; perform routine workplace estimations and calculations; complying with legal and ethical responsibilities; and applying first aid. They were trained in preparing and executing a short tourist experience.

They now know about environmental sustainability in tourist guiding and can convey information about different cultures, traditions, history, and rural communities of Namibia. During short tours they are adept of conveying information on the physical environment of Namibia; the night sky; flora and fauna, especially birds.

During the Levels 1 and 2 training, the guides learned about what tourism entails, Namibia's tourism industry, related jobs, and career pathways; the country's location on the world map, weather and climate, history, demographics; people, constitution, socio-political structures, personalities, events, and destinations.

The practical side focused on self-study and assignments. Individually they had to research one from 15 species or examples in each category of animals, plants, birds, and sites (attractions or geological or geographic features.). They also did practical exercises in first-aid care. Afterwards each student shared their information during a presentation within the group, thus enhancing their communication and presentation skills.

In a separate session the students were trained about the specific flora, fauna, birds, geology, geography, night sky, people, cultures, and storytelling pertaining to the Ombonde People's Geopark Landscape and the Brandberg Geopark Landscape. Namibia's socioeconomic and political structures, personalities, events, destinations were discussed. Trainees researched and shared their information during presentations with the group.

The courses were presented by Homestead Skills & Technical Education Academy.

Introducing the new Tour Guides



Beauty Tomona

Age:	24 years
Born:	In Opuwo. Grew up at Opuwo
Schooling:	Grade 9 at Kondaumue Combined School, Opuwo
Employment:	Previously as a tour guide on the Ovahimba culture at Opuwo
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Beauty has worked as a guide before, educating tourists about her Ovahimba culture. She though wanted to improve her general level of education and abilities in the tourism industry. Hence she completed the Levels 1, 2 & 3 Course for Tourist Guides, which she believes provides her with the greatest opportunity of her life.

The newly acquired knowledge and skills will benefit her so much, as she would now be able to educate people on the importance of conservation. She says she realised the general misconception when she grew up that wild animals posing a risk should be killed, or that one should run for safety. Now, I understand that we need to change our habits towards wild animals, respect our habitat,

conserve the environment, realise the benefits and revenue that the wildlife can bring to our communities.

She came to learn about ethics, communication, the biome (flora and fauna), animals' behaviour, and how to engage with them.

She did not fully realise the role of tour guides to conserve wildlife, until now. Being young would not make her hesitant guiding a group of tourists on a nature walk.

“For me this would be the way to improve and handle all kinds of situations. I am a good leader and would like to further my skills on tracking animals, their behaviour and dealing with them in the correct way.

“Personally, I like lion the most because the females do the hunting, while the males assist at times. This notion empowers me as a woman – I can do what a man does, and he can help me when necessary.”

Beauty is fluent in English, speaks a few key words in German, Spanish, Italian, Japanese and Polish. From an early age she had been keen to learn basic words in other languages such as for greeting and inquiring about a person's well-being.

Apart from Otjihimba, Ovazemba and Otjiherero she can also communicate in Oshiwambo, and Kavango a bit.

Operating in her community will bring benefits to its members such as the sharing of their culture with guests, and the profession of guiding could create jobs for more members of the community.

By offering an excellent service, Beauty will make her efforts worth the while for tourists. She will be positive, communicate clearly, prevent any conflict, and most importantly answer to the specific interests of her clients.

In her traditional attire she will proudly introduce tourists to the Himba culture, as it is one of few in Namibia keeping to its original pastoral roots. As she is currently unemployed Beauty is eagerly on the lookout for a position as tourist guide.

Introducing the new Tour Guides



Edmund Uwuseb

- Age:** 34 years
- Born:** At Uis. Grew up there and Karibib
- Schooling:** Completed Grade 5 at Uis and Grade 10 at Karibib Private School
- Employment:** Information officer/office administrator with the Tiseb Conservancy at the Uis Information Centre. Formerly worked for Brandberg White Lady Lodge
- Qualifications:** 2-year course (Levels 1 & 2) in Hospitality and Tourism at Zambezi Vocational Training Centre, Katima Mulilo
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“I entered the training courses for tourist guides because from childhood my passion has been to be in nature. I am a field guy. Initially I wanted to pursue marketing but opted for tourism. In tourism every day is different, that provides many learning experiences and the chance of meeting new guests from various countries.”

Edmund learned about the different biomes and the flora and fauna (variety of plant life such as succulents) and in geology he got to know how the landscapes were formed and differ throughout Namibia. Most interesting are the plants we find that are used for making traditional medicine. Also important is the diversity of people, their cultures, and languages.

The knowledge and skills are an immense advantage for seeking employment or to establish one’s own tourism operation from which more people could benefit. When visiting my community, I share with them the importance of conservation. As a youth leader, I know learners are quite interested in the environment.

Edmund believes he is a good communicator and will impart his knowledge to guests in the best possible way. “You not only represent yourself but act as an ambassador for your country. Tourists want to learn about Namibia, the environment, wildlife, politics, social development, schools, and sport. We get different types of tourists, with different interests that we need to cater for.”

He wishes to upskill himself to be on par with national and international guiding standards. Working in countries such as Botswana, South Africa and Zimbabwe could be possible, and where he would represent and market Namibia as well.

Edmund speaks Damara, English and Afrikaans. He knows a bit of Otjiherero and Oshiwambo but would like to speak the languages of tourists.

Guiding should be an experience for his guests, being unique, exciting, and interesting, so they would want to return. Their feedback, curiosity and kinds of questions would indicate their satisfaction..

A future employer would benefit from Edmund’s knowhow and his positive demeanor. He will represent his employer to his best abilities and function as an effective team player.

Edmund likes to sing, is a member of a youth choir, and tells stories. He stays abreast of events by reading newspapers, watching TV news, and reading non-fictional books such as on wildlife.

Introducing the new Tour Guides



Fiona Goses

- Age:** 33 years
- Born:** At Omaruru. Grew up at Uis.
- Schooling:** Brandberg Primary School and completed Grade 12 at Petrus Ganeb Secondary School, Uis
- Employment:** Receptionist, administrator, and resources ranger at the Tsiseb Conservancy office
- Qualifications:** First-aid training with IRDNC and a Level 1 Course in Administration with the Women's Action for Development
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"When I helped out as an administrative officer at my conservancy I heard about the Levels 1, 2 and 3 training courses for Tourist Guides, and was immediately interested."

"These courses taught me that a tour guide should be a professional, who should be fully prepared for the job and put the safety and needs of guests as the number one priority."

"It was very interesting to learn about the flora and fauna, especially to put names to the vegetation and to know their individual roles – trees, plants and that one has been taking for granted before.

Operating as a professional tour guide will come in good stead as I will then be in a position to financially support my son of two and uplift our living standard."

"I believe I get along well with people, I'm open and would easily start a conversation. I now know the safety hazards in the field and with my first-aid skills I am able to look after the safety and wellbeing of my guests."

"Being a resources ranger at my conservancy and with my new skills and knowledge, I will not be afraid to take guests on a hike in an area where elephant and lion roam."

Fiona says it would be an advantage to obtain a licence to drive a vehicle such as a game viewer, which would be an important added skill.

"I am a fast learner and tend to ask questions, with the aim of improving my knowledge or when I do not understand something. I would like to learn more about tourism and how to keep tourists safe in dangerous situations."

She speaks her mother tongue, Damara, Afrikaans, and English fluently but would like to learn those languages mostly spoken by tourists.

Most guides from Uis and the surrounding areas work in other regions. Their families and children are well-looked after, which shows me that these guides bring their hard-earned money back to benefit the community, she points out.

"For me it will be the greatest compliment when my guests have enjoyed their excursion by smiling and expressing their gratitude."

"I will be a valuable asset to any employer as I am willing to go further of what is expected and will ask to do more."

"Also, I am able to operate well in a team since we would be there to support, back each other, and even correct me when I am wrong."

Introducing the new Tour Guides



Carlo Musaso Kuvazomuinho

- Age:** 39 years
- Born:** Near Opuwo at Otuvero village and grew up in Omao village
- Schooling:** Grade 8 at Opuwo but dropped out. He was then taken in by Mr. Pieter de Villiers who had a profound influence on him
- Employment:** Freelance tourism guide
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When he dropped out of school, he lost his way and got into the wrong company. A missionary at Opuwo, Mr. Pieter de Villiers, took pity on and raised him. His life changed for the better. Apart from a improved life and Christian upbringing, he educated missionaries about the Ovahimba people who wanted to know more about the culture.

As a youngster he learned a lot from Mr. De Villiers and travelled along to South Africa (also the Kruger National Park), Swaziland and Mozambique. Mr. De Villiers ran a guest house at Opuwo, where Carlo met tourists from Japan, Italy and China who showed interest in the Himba culture. He would

then take them to nearby villages and tell them about the culture. That is where his passion for the tourism and conservation sector started.

He says he acquired a lot from the three courses for Tourist Guides. Learning about wildlife and the environment has opened his world. "Conserving nature is as important as preserving the culture of the Ovahimba. I am enthusiastic, especially working in a team, to give the best to the people who want to know more about my country, its wildlife, geology, amongst others. I can't let a tourist pass by without them having obtained the required information. That's what drives me."

"In my area I did not know about the various types of trees, their importance and how they survive. I now also have the knowledge and skills to deal with elephants during a hike. There is another and simpler way to live with them than previously when they were considered dangerous. I would like to learn more about, specifically lion and rhino as they do not occur in the area I live."

Carlo can speak English, Otjiherero, Oshiwambo, Umbundu and Otjizemba and can help himself in Afrikaans. He is keen to learn German and Dutch. "As I have worked in my community for quite a while, I am well-respected. If I contribute more the respect will increase because the community members know I am serving them."

I want to provide the best service and information to my guests, and seeing them off with the best of memories. After a trip, such as to the Epupa Falls and meeting the local people, I would ask them to assess my performance for me to know where I should improve.

"I am open to work in whichever branch of the tourism industry. Although I have been operating as a freelance guide, I am willing to offer the best of myself to a future employer as I can operate on my own but also thrive in a team environment."

He considers traveling as his hobby, liking, seeing and experiencing other countries.

Introducing the new Tour Guides



Myles Cannavaro Ortmann

- Age:** 23 years
- Born** In Windhoek. At the age of 12 his parents moved to the Bloupoort farm in the Uibasen Conservancy
- Schooling:** Grade 7 at Eddie Bowe Primary School, Khorixas and Grades 8 - 10 at Omaruru Secondary School
- Employment:** Waiter at Camp Kipwe in the Uibasen Conservancy
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“My personality is outgoing. I like to interact with people, have chats and exchange information. The tourism industry suits me ideally. That’s why I opted for this sector and why I entered the training courses at Levels 1, 2 and 3 for Tourist Guides.”

Tourists are usually happy, curious and want to learn about Namibia, its people and wildlife.”

“We learned a lot about Namibia’s environment, wild animals and vegetation. Interesting is how these animals live and the various plants and trees to be found in the different biomes – all providing some fascinating information to share with tourists.

My interest was aroused by my late uncle who worked in the tourism and conservation industry and I am looking forward to living his legacy and be an example to the next generation.”

Members of my community will learn from me why it is important to conserve and sustain our environment and wildlife, he says.

“My best skill is to connect with guests from different backgrounds, to take care of their needs and provide answers on their questions. They can look forward to me entertaining them and providing the best photographic opportunities. Currently, I work as a waiter at Camp Kipwe where I learned about interacting with guests.”

In the immediate future he would like to learn more about tracking wild animals and about astronomy, to do informed star gazing.

Apart from Damara, he can speak English and Afrikaans fluently. It would be beneficial to him learning French and German.

As a tour guide he will have a positive impact on his community due to the good service he will provide to guests, resulting in tourists returning or them being complementary about their Namibian experiences to family, friends or compatriots. “I will know that I performed well by observing their happy demeanours.”

“I want to be more knowledgeable about tourism and the environment, but also broader. Then I would be even better equipped to share more information with my guests.”

“If I get employed as a tourist guide, I will bring new things to the table. I would provide the best service to my employer and provide quality time to tourists adding value to their enjoyment.”

He says he will be a valued team member, but will take his individual responsibilities seriously, especially as a team leader.

“I read fictional and non-fictional books and publications, such as about nature. I also like soccer and listening to music.”

Introducing the new Tour Guides



Romario Tjongarero

Age:	28 years
Born:	In Windhoek. Grew up in Walvis Bay
Schooling:	Grade 12, Kuisebmond Secondary School in Walvis Bay
Qualifications:	Communications and Management Skills certificate from Exceptional Tourism Services in Walvis Bay
Employment:	Assistant Manager at Spitzkoppe Tented Camp in the Gaingu Conservancy
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“During the four years I have been working in managerial positions in the tourism business, I have guided tourists a number of times. This facet of tourism interested me from the beginning. The knowledge and skills obtained in the training

courses at Levels 1, 2 and 3 for Tourist Guiding will compliment my current position tremendously.”

“I now possess much more information on Namibia’s wildlife – animals and vegetation, which will come in good stead when dealing with visitors to Spitzkoppe Tented Camp.”

When coming across snakes, scorpions, lion and elephant he would be in a better position to negate the dangers and keep his guests safe.

“I consider my best skill to render the highest priority to the needs and wishes of my guests. I would love to improve my communication skills and gain more confidence.”

He says he very competent in receiving guests and finding solutions for any challengers that might arise.

Romario is fluent in English and Afrikaans but is willing to learn the basics in other languages such as German, French and Italian, which make up most of the guests they host at the Spitzkoppe Tented Camp.

All employees at their camp are from the local community, except for the manager. The youth also benefits from the opportunities provided by the camp, he notes.

“I go beyond my duties, to make the guests’ experiences memorable. They must feel comfortable, at home and taken care of very well. I will know from the immediate feedback whether guests are satisfied with our service and from the ratings in their completed questionnaires. As a manager, I need to work in a team the whole time and set a good example.”

His hobbies include listening to a wide variety of music – the genre will be determined by his mood. Romario used to play soccer, but the work and the wellbeing of guests now require the most of his attention.

Introducing the new Tour Guides



Denso Uerikuramena Tjiraso

Age:	36 years
Born:	Sesfontein and raised there
Schooling:	Grade 10 at Elias Amxab Combined School, Sesfontein
Qualifications:	Received training in anti- poaching, crime scene assessment and first aid.
Employment:	Senior Tracker with Save- the-Rhino Trust
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As a seasoned tracker, working for Save-the-Rhino Trust since 2006, Denso's main duty is to determine whether rhinos are alive and roaming in the area they are supposed to be.

Statistics such as their numbers, gender, age and

other observations are noted and compiled into reports. Thus far they have not encountered any poachers but if this would happen, he and his team know how to deal with the situation within the confines of the relevant laws, he added.

He is able to track various other animals and knows their behaviour well.

Until now when tracking down rhino, he would call the on duty tourist guide to bring along his guests to view the animals at the location.

He learned much about dealing with tourists, the environment and vegetation, inspiring him to learn more, and thus why he entered the training courses for Tourist Guides (Levels 1, 2 & 3).

"As a trained guide I am able to provide tourists much more relevant information, such as on the flora and fauna".

Further training on the environment and about aspects such as cultural tourism will be advantageous, he adds.

Local communities should benefit from the tourism employment opportunities. Those community members who do not have jobs could benefit from tourists buying their traditional jewelry, arts and crafts they make.

In addition to his mother tongue Otjiherero, Denso speaks Damara, English and Afrikaans. He would like to learn to speak French, German and Italian.

As an authority on rhino, guests will be treated to an unforgettable experience when they track down these unique animals, he emphasises.

His aim will be to ensure his guests are happy, well informed and complimentary after each hike.

After hours he likes to read novels and non-fictional books on the environment, such as the National Geographic magazine.

Introducing the new Tour Guides



Laurensia Naobes

Age:	30 years.
Born:	Born at Khorixas, raised at Twyfelfontein
Schooling:	Versteende Woud Primary School, Khorixas. Completed Grade 12 at Martin Luther High School, Omaruru district.
Qualifications:	Qualified as a Health Extension Worker with the Ministry of Health and Social Services. Assists with dealing with diseases and applying first-aid when required.
Employment:	Manager of the Conservancy, e.g., administrative tasks, monitoring of wildlife & supervising game guards.
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Laurensia has been a committee member of the Uibasen T. Conservancy and elected as secretary

for nearly nine years. She was appointed as conservancy manager, working closely with the administrative staff, game guards as well as the community and stakeholders in the area.

She says as her ambition is to work with tourists directly, and the training courses for Tourist Guides (Levels 1, 2 & 3) are complementing what I have aimed for. The flora and fauna, astronomy and how to treat guests professionally stood out for her. When asked whether she would be afraid when noticing lions at a distance, she said would not be. "What I have learned with guided tours is when I see a lion we need to stay at a safe distance. I need to respect the wildlife and I also have to protect the people who are with me. I should act very professionally when monitoring or viewing wildlife."

She would like to further her career and become fully professional by completing the National Guiding Level 4-course. "My best qualities are the hosting of my guests, interact with them effectively and efficiently and teach them about our country."

Laurensia can speak her mother tongue, English and Afrikaans fluently. Although she learned German at high school, the chance to speak in her current position has been lacking. She believes she would pick up on it easily when interacting with German guests regularly.

Laurensia believes that working as a tourism guide will open up her community to the world as she would market their enterprises, tourism establishments and conservancies as a whole.

Namibia's unique landscapes, wildlife, people together with her personal and professional attention will make it worth the while for tourists, so much so they will never forget their experiences here. Her professional service will be an asset to any employer by fully contributing to the enterprise, the revenue and reputation. As a current conservancy manager, her skills include dealing and motivating employees and team members to work in a team.

Introducing the new Tour Guides



Monika Atuheni Filepus

Age:	36 years
Born:	Born at village Onaizimba, Okalunga in the Oshikoto Region. Grew up at Uis
Schooling:	Grade 10 Oshaaluwata Combined School in the Oshikoto Region
Qualifications:	None
Employment:	Was employed as a tour guide at Brandberg
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Monika worked as a tour guide before at the Brandberg, leading tourists on hikes to view the White Lady rock art and the endless landscapes from the highest point, Königstein.

Due to the recent Covid-epidemic she has unfortunately been one of the guides, without a qualification, that was retrenched.

This prompted her to enter and complete Tourist Guides' Levels 1, 2 & 3 training. The most important

aspect for Monika is her people skills – to get along and communicate effectively with her guests. The most interesting part of the courses was when she learned a great deal about Namibia's flora, fauna and the environment.

With the newly acquired knowledge about astronomy, she would now be able to pinpoint the most important stars when gazing at Namibia's expansive night sky with her guests around a campfire. Using a telescope would make it even more exhilarating, she added.

Her abilities and knowhow as a guide previously had been very limited. Now, she has a lot to offer. Most importantly, Monika knows how to apply safety measures correctly.

"I am not afraid of wild animals anymore. We were taught about animal behaviour and how to approach them, for instance the desert elephant. I now know how to check their mood, to approach them or to retreat. Also, when encountering a lion, I would know how to deal with the situation."

She is there to protect and take care of guests – avoiding potentially dangerous situations and applying first-aid care when required, she underlined.

She would entertain guests to best of her ability and answer the questions. Their comments and facial expressions will tell if they were satisfied with her service, she noted.

Monika speaks Oshiwambo, her mother tongue, Damara-Nama, Otjiherero, Otjihimba, English and Afrikaans. She would like to learn French.

Previously when tourists enquired about the local communities, she would take the guests to the villages and tell them about the people's culture and livelihoods.

Monika enthusiastically looks forward to work as a tour guide and in future hopefully start her own touring company, offering job opportunities to local unemployed youth.

Introducing the new Tour Guides



Jennifer Dibasen Kahiveza

Age:	27 years
Born:	Walvis Bay. Grew up at the Spitzkoppe Village in the Erongo Region
Schooling:	Started at Katora Primary School at Spitzkoppe. Completed Grade 10 at Augustineum High School in Windhoek
Qualifications:	None until now
Employment:	Tour guide at Spitzkoppe
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E-mail:	To be provided

Jennifer used to work as a guide at the Spitzkoppe mountains. Initially she was not so much into the job but along the way she tourism grew on her as it included the marketing. “It gave me the wisdom of opportunity wanting to learn more, so I entered into this programme. This gives me the platform to bring Namibia to my guests – entertain them, tell them what they will see, experience and hear.” The most interesting content of the courses had been to learn about the country’s geology and how

the tourism industry operates. It was also amazing to learn about the wildlife – the flora and fauna. “I would like to learn more about geology and the environments in northern and eastern Namibia.” Her best qualities are being fully committed to her work and that she has the personality for this people-orientated industry. Previously I have interacted with guests from various countries and even people who only communicate through sign language. “It is much easier for me to read the person first and then which type of skill I should use to communicate.”

She speaks Khoekhoe-gowab (Damara-Nama), English and Afrikaans. She can help herself in Dutch and understands a bit of German and French but would want to speak French fluently.

Her work as a tour guide could set an example, bringing about some change to her community. It might not impact everybody but if one person learns from me and follows in my footsteps it would be a gain.

To offer an unforgettable experience she will set the scene with a proper introduction and tell the guests what to expect. At the Spitzkoppe they will view the unique rock art of Namibia’s first inhabitants, the Khoisan people. Then will follow an extensive tour up and down the mountains of about three hours, after which the guests could view leopards, springbuck and zebras during a game drive. And at night the Spitzkoppe is the ideal setting to do star gazing.

If she would have to do guiding in another area where elephants and lions roam, she would have to learn more about the area, the behaviour of the animals and prepare well to take guests on a hike. Jennifer says she would like to broaden her horizon and work in other parts of Namibia. She will be the best guide the employer wants her to be – benefitting the company and guests alike. She is a team person and flourishes in a team context.

She concludes that she likes to read, write and sing. Her reading would also include literature about Namibia, its geology and wildlife.

Introducing the new Tour Guides



Asnath Hindjou

Age:	23 years
Born:	Born at Omaruru. Grew up in the village Ozondati
Schooling:	Waldfrieden Primary School near Omaruru. Completed Grade 12 at Martin Luther High School at Okombahe
Qualifications:	None until now
Employment:	Tour guide at Ohere Camp Site near the Ugab River.
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After school Asnath assisted her sister with bookkeeping at her rest camp. Her sister then established a Himba village, where she as a guide introduced tourists to the Himba culture. She was encouraged and enrolled her for the Tourist Guides' Levels 1, 2 & 3 training courses.

During the courses she learned that people differ. Whether guests are old, young or from whichever country, they have varying preferences and tastes, which should be catered for accordingly. "There are some who want to do mountain climbing, some wish

to visit the Himba people and some want to experience our music."

We learned about our wildlife – animals and vegetation, and that traditional medicine can be made from specific trees and plants. If the mopani tree's leaves are chewed one's blood pressure can be lowered or stomach cramps and aches can be cured. Mopani worms are nutritious and healthy to eat. I will explain to guests that the so-called and irritating mopani flies are actually bees who play an important role in pollinating plants.

She used to be afraid of elephants, "but now I'm a friend to an elephant". If you act in a humble way, show respect and stay out of its way, an elephant will accept you and act calmly. But provoke it, the elephant will become aggressive.

She knows a bit of German but would want to speak it more proficiently. Asnath speaks Otjiherero and English. She can help herself in Damara, Afrikaans and Oshiwambo.

My passion is to work with and for my community and to contribute towards alleviating poverty. I will encourage the youth to follow my example and become employed in the tourism industry.

She will start off a hike by knowing the individual's requirements. She will tell guests what to expect, and to know the safety measures when encountering a potentially dangerous situation such as coming across a snake.

Her knowhow, abilities and the telling of local stories will satisfy the tourists. Their positive reactions, questions and smiles will show her that she did a good job.

Any employer can expect the best from her, she is hardworking and a good listener. If she would have to deal with many people on a given day, she will do it with a smile and deliver her utmost to the company and the tourists.

She likes to sing in choirs such as at church and was a member of the Erongo Youth Choir. Gardening is her other passion. She cultivates fruit such as litchis which she donates to school hostels when possible.

Introducing the new Tour Guides



Vichale Promise Shikongo

- Age:** 24 years
- Born:** Windhoek. She spent the last of her teen years at Okahandja
- Schooling:** K. W. von Marees Combined School, Okahandja. Did Grade 12 at Okahandja Secondary School
- Qualifications:** NQF (Level 6) diploma in Travel and Tourism Management from Monitronics Success College, training certificate from EHRA and an Environmental Sustainability Certificate from 10 Billion Strong
- Employment:** Volunteers as a Nature and Environmental Education Steward for the !Khoros !Goreb Conservancy. Chairperson of the Youth in Conservation Network of Namibia, working closely with the WWF and NNF. Formerly a chef-assistant and waiter at Omaruru Game Lodge, and a Tour Guide at Twyfelfontein World Heritage Site

Cell no: +264 812086199

E-mail: vichaleshikongo@gmail.com

Vichale says she entered the tourist guiding courses because she wants to be a national guide. Learning about the wild animals in depth will equip her to provide tourists with the correct information, Namibia's politics, and the meaning of the symbols and animals on the National Coat of Arms. "We need to respect animals because all animals give warnings apart from a puff adder." She knows how to deal with wild animals. She will urge shepherds to listen to nature's sounds and not music on earphones, and their clothes should blend in with the natural surroundings.

She looks forward to a 'real' job, will never stop learning and reach all the levels of qualification and even go beyond. "I am a people's person who loves to interact. My best attributes are my professionalism, time management and the sharing of facts."

She speaks Damara, Otjiherero, Afrikaans and English and would like to learn French, as there is a shortage of guides who speak French.

I would like to encourage the people of the Khoro !Goreb Conservancy, with a small variety of animals, to focus on the making and selling of traditional arts and crafts as a livelihood.

She can offer an employer flexibility. "I can do anything. I can cook and also clean when needed." She would like to be a tour guide first of all and is a team player, as teamwork saves more time.

She honed her teaching skills as an Environmental and Education Steward. and She wants to learn more about organisations that deal with conservation and contribute to local communities.

She wishes for a better waste management and rewards system for community members to collect waste material for recycling and mutually come up with other innovative income ideas.

Reading books on good habits, how the mind and other things work are part of her after hours relaxation.

Introducing the new Tour Guides



Zeren Nowaseb

Age:	25 years
Born:	Usakos. Grew up at Spitzkoppe.
Schooling:	Katora Primary School at Spitzkoppe. Completed Grade 10 at Dibasen Secondary School at Okombahe.
Qualifications:	None until now
Employment:	Tourism guide at Spitzkoppe
Cell no:	+264 812835577
E-mail:	None

“From childhood, I have admired the profession of guiding and that it’s contributing to Namibia’s economy. This motivated me to pursue a career in tourism and to learn about guiding. I was employed as a secretary at the Spitzkoppe Rest camp and currently operates as a guide there.”

What stood out him about the training was how one should treat tourists, respect them, be punctual and how to market Namibia.

“I learned the difference between the desert elephant and those in the Etosha National Park. The desert-adapted elephants have to walk long distances to find water and food. They are bigger

than the Etosha ones and can survive without water for long periods in these harsh conditions.”

The newly obtained knowledge and skills will come in good stead as he knows much more about nature. “I know the behaviour of wild animals and that one should not disturb them, whether viewing them by foot or car. When coming across lions they will give you a warning and then you have to retreat slowly.” His guests will know the safety measures and always stay behind him.

“I would require more skills to become a fully-fledged field guide and obtain a driver’s licence to take guests on guided drives with game viewers.”

“At Spitzkoppe I will show and explain the rock paintings to my guests and take them on mountain climbing hikes. Another activity they can participate in is gazing at the night sky, with me pointing out and talking about the most common stars.”

Apart from his mother tongue, Damara, Zeren speaks English and Afrikaans. Most of the tourists at Spitzkoppe are German and French speaking, languages he would like to become proficient in.

Most of the locals at Spitzkoppe run shops that will benefit from his and the tourists’ support. His children and other youth will learn from his example and knowhow.

“My guests can expect me to treat them professionally. I will tell them stories and crack jokes but at serious times I will provide them with interesting information about the wildlife and our cultures, so that they are satisfied and return for more trips to Namibia. At the end of a hike or the day’s excursion guests will complete a feedback form or comment by e-mail, indicating their level of satisfaction.”

An employer can reckon on him being punctual and his work making him/her proud. He can work in a team, support my colleagues and contribute to a good team spirit, he says

After hours Zeren goes for walks or as a former soccer player watch games on the television. He reads articles watches documentaries or listen to stories by elders about wildlife.

Introducing the new Tour Guides



Uazembua Gift Mbirimujo

Age:	31 years
Born:	Born at Otjiwarongo. Grew up at Opuwo.
Schooling:	Primary education at I.K. Tjimuhiva Combined School, Omakange. Completed Grade 10 at Otjiperongo Junior Secondary School in the Erongo Region
Qualifications:	None until now
Employment:	Helping out at Ohungu Conservancy
Cell no:	+264 816123667
E-mail:	None

As the tourism industry is showing promising growth, Uazembua believes utilising the natural resources in a sustainable way, could provide much needed job and revenue opportunities. He has been interested in the natural environment since childhood, which made him enter the training courses for Tourist Guides' Levels 1, 2 & 3.

The conservation of the biodiversity of our natural resources are valuable assets from which the local communities can benefit. They acquired interesting

information about astronomy, where which stars are position-ed in the universe. As a youngster he gained some insights about the stars and meanings from his elders. This will come in very handy when he does star gazing with and telling stories to tourists.

Geology was another interesting topic where they were taught about the differing physical features of the landscapes. The behaviour of wild animals such as elephant and lion were also intriguing. "I have grown up with elephants. I know their behaviour and they indicate when they are aggressive or if they are relaxed." He will brief tourists on the safety measures when they go for a hike. They will feel safe with him because he knows how to read the animals and how to respond. When one comes across lions you should stand still, act strong willed, bravely, and stare them in the eyes. The best would be to avoid such situations.

"I can represent myself and the Erongo Region very well. It would be important to empower other community members in the tourism industry, not only myself." Further training at Level 4 and up to Level 7 would be appreciated. This will open up more opportunities all over the country, he says.

Tourism guiding is a very important example to community members to take up the profession as it as an excellent way to improve their livelihoods. "On a tour you have demonstrate your professionalism, provide guests with relevant information, and when appropriate entertain them with music, such as singing for them. After a trip I will know from their voluntary feedback or when asking their level of satisfaction."

"When employed my aim would be to contribute to the growth of the company and to deliver my best possible service to my clients. I like working in a team, also under times of pressure."

After hours Uazembua likes playing soccer. He watches TV and reads about nature and says he would like to visit and learn from other conservation areas in Namibia and elsewhere in Africa.

Introducing the new Tour Guides



Jazerikua (Jay) Kutako

Age:	27 years
Born:	Opuwo. Grew up a Otjokavare, Ehi-Rovipuka Communal Conservancy
Schooling:	Grade 10 at Khorixas
Qualifications:	Driver's licence C1
Employment:	None
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E-mail:	jazzykutako@gmail.com

The training courses for Tourist Guides equipped Jazerikua for life and with the necessary certificates it will be easier to find a job.

He now has invaluable knowledge on how plants and animals adapt to the conditions in which they live.

He did not know the importance and names of a lizard, a tree or a rock. The mentality has been to kill reptiles. He came to understand that geckos, lizards or snakes live around us and all have a role in nature.

Most interesting was the tracking of wild animals. With the help from MEFT game wardens they learned to identify tracks of giraffe, kudu, klip-

springer and damara dik-dik. He can distinguish between the tracks of a male and female lion and know when it has been walking or running.

His best skill would be when he would encounter an elephant. He knows the behaviour of the animal, whether it's aggressive, how to judge a safe distance and to retreat without any danger.

You always have to be polite to your guests, respectful, neat, make eye contact and smile a lot. He can captivate a tour groups by telling memorable stories about the most minute aspect of nature. "With guiding you don't have to go far. Just around us there are things to tell a story about – a stone, a cockroach – anything that God created."

He initially thought the courses would be difficult and complex, but the story you tell should be simple and sweet.

He would like to learn about train-the-trainee – obtaining the techniques and abilities to teach fellow community members on guiding.

Jazerikua speaks Damara, English and is proficient in Otjiherero, Oshiwambo, Kavango and Afrikaans. He would like to learn French, spoken by most tourists, and Swahili.

"Guiding will benefit my community because it can create jobs and generate income. Most people in the villages in the Ehi-Rovipuka Communal Conservancy don't work but some have skills. Those with driver's licences can make ends meet by transporting tourists. If one person is employed, he/she can provide for the young or elderly people in the family."

"I will provide quality work, be honest and punctual. My service should make the owner/manager proud. Whenever I can't answer a question, I will find the correct information and provide feedback to the guest. Working in a team is mutually beneficial, especially with a large group of tourists, when the various tasks can be individualised. Work can be completed faster and more efficiently," he emphasises.

Introducing the new Tour Guides



Vatiavi (Bruno) Herunga

Age:	35 years
Born:	Otjokavare in Ehi-Rovipuka Communal Conservancy
Schooling:	Primary school at Otjokavare till Grade 4. Grades 5 - 7 at Karun- du Primary School and comple- ted Grade 10 at Paresis Sec- ondary School, Otjiwarongo
Qualifications:	Courses in operating machines drilling boreholes (in South Africa), waitering, reception (at Hobaterer Roadside Camp) and in the uses/processing of Devils Claw and the Mopani tree (at Rundu). Has a driver's licence and transported tourists
Employment:	None
Cell no:	0813533293
E-mail:	None

Vatiavi says he loves nature and has been involved in the industry before. Being passionate about tourism made him enter the tour guide courses. He never knew the versatility some plants or trees.

Some plants or trees provide for vitamins, and some trees may cause allergic reactions to certain people. He is fascinated about nature, for example the peculiarities of the giraffe and the distinctive birds to be found in his area.

Communicating with guests should be clear, understandable and comprehensive. He will listen to their requests and questions. He will brief them comprehensively about Namibia, the do's and don'ts, safety measures, to drink enough water and wear the appropriate clothing for nature.

Permission should be obtained from villagers to view their area, respecting their culture and leaving the environment undisturbed. "Don't disturb the wild animals and be aware of where you tread because there may be a bird's nest with eggs hidden, or perhaps a snake. I'm skilled in tracking and will tell you which animal's spoor we would be viewing. Don't approach elephants when the cows have calves or when they show aggressive behaviour."

Vatiavi speaks English, Afrikaans, Otjiherero (his mother tongue) and understands a few words of Mandarin. He would like to be more conversant in German and Italian.

"Tourists will consider your tour memorable if you think out of the box, for instance by improvising instruments from twigs or branches to make sounds/music and telling stories about nature and folklore. Their body language, smiles and questions will indicate if your efforts were successful." His approach is to plough back his experience and knowhow into the community.

He will tell a prospective employer he is already experienced. He likes working in a team. When needed tasks should be shared by members to complete it fast and achieve the common goal.

"Being in and experiencing nature is my hobby – listening to the sounds and observing birds through my binoculars such as at a waterhole". He is curious to learn more, likes to read and watch documentaries about nature.

Introducing the new Tour Guides



Vaheuje (Zuma) Ngakuzevi

Age:	34 years
Born:	Opuwo. Grew up at Palmfontein in the Omatendeka Communal Conservancy
Schooling:	Attended primary school at Erwee till Grade 7. Completed Grade 12 at Braunfels Agricultural School, Khorixas
Qualifications:	Did two years in welding and fabrication at the Vocational Training Centre but could not complete due to financial constraints.
Employment:	Tour guiding.
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“I grew up in nature and have been close to the environment and wildlife all my life. I know the ins and outs of the wild animals where I grew up. I came here and added to what I knew before.”

“During the courses I learned the importance of a living creature. Before, I did not know about the role

of each creature or plant on this planet. For instance mopani bees (commonly referred to as mopani flies), that people find irritating when buzzing around their ears, in fact play an important role in pollination of plants and produce a dark and strong honey.”

“When you receive guests you should be honest and share with them the true facts. And, one should keep to the company procedures and policies to give your best to the guests.”

“The safety of tourists depends on me. I will be the one to ensure their safety before mine.” When you come across elephants, one should assess the situation immediately. If they have calves, one should keep away because they will act aggressively.”

Vaheuje singles out game tracking as his best skill. He wants to become an expert guide and explore the possibilities of nature more deeply.

In a job interview he will tell the prospective employer that he is fully capable to guide tourists, that he knows a lot about his environment and that he is keen to learn more.

He would represent his employer at the highest level resulting in guests returning, or them recommending the company to others. He can operate well in a team and get along with colleagues. Also, he can apply his skills as a welder, when needed.

Vahueje speaks Damara, English, Afrikaans, Oshiwambo and a bit of Rukavango and Lozi. He says he can learn to speak other languages relative quickly and would like to learn German and Mandarin (Chinese).

“I will educate our youth on the importance of wildlife and what benefits tour guides bring to the local communities.” He would encourage nature conservancies employ more game rangers to eradicate poaching so that the wildlife numbers can grow.

Vahueje likes reading books on a wide variety of topics. But mostly he likes to take walks in nature and explore.

Introducing the new Tour Guides



Unity Katjirumbu

- Age:** 32 years
- Born:** At Oromawuua and grew up there, close to Otjokavare in the Ehi-Rovipuka Communal Conservancy.
- Schooling:** Frans Frederick Combined School to Grade 9, near Khorixas and then Braunfels Agricultural School in town but did not complete Grade 10.
- Qualifications:** Certificates in Law Enforcement, Guarding, Anti-poaching and First Aid. Has a driver's licence.
- Employment:** Not employed currently. After school started working as a game ranger in the Ehi-Rovipuka Conservancy.
- Cell no:** 0816109832
- E-mail:** unitykatjirumbu@gmail.com

“Since I have been working in nature, I realised that I had to learn more on guiding. I want to be a qualified guide.”

Unity's fascination with wild animals' behaviour was further stimulated by the guiding courses. Lions are of great interest to him. “One must be able to read their body language, sounds and how they act. Lions will warn you in advance not to come close, especially when they have small cubs or have caught prey. Elephant cows are also very protective when they are nurturing their calves. One should better keep out of their way.”

“My best skill is observing wild animals – how they live, communicate with each other and mark their territories. A bull/male will mark his territory with urine or dung, telling other males to keep out of his territory, whilst at the same time trying to attract outside females. Skills such as interacting well with guests and looking after their safety are very important.”

Before a hike he would brief his guests on what to expect and the safety measures to be followed. He will walk in front, them following in single file. When they encounter an elephant or a lion they will immediately comply with his instructions.

Unity would like to learn more on guiding and anti-poaching techniques and strategies.

“In an interview with a prospective employer, I will tell I am an honest guide and will carry out my work as is required from a professional guide.” He is keen to work in a team, also act as a team leader. He speaks Otjiherero and English and would like to learn to speak German.

By working hard as a guide will bear fruits. More guests will visit and tell others about him being a trustworthy, friendly and resourceful guide. Guests will like his excursions because he will tell them stories and make them laugh, he adds.

More visitors will benefit the community at large. He will share his knowledge and skills with game guards and community members. The youth need to be educated, especially on elephants.

Unity considers exploring and traveling, especially in nature, to be his hobbies. “One should never stall. Every day you have to learn something new.” He also reads articles in newspapers on nature.

Introducing the new Tour Guides



Reseeriyyende Sembamisee Kavetu

- Age:** 38 years
- Born:** At Otjokavare in the Ehi-Rovipuka Communal Conservancy. Grew nearby villages, e.g., Oromawuuu.
- Schooling:** Primary at Otjokavare Combined School and completed Grade 10 at Ruacana Vocational Secondary School
- Qualifications:** Certificate in Anti-poaching with Survival Zone Security Academy (Ondjou Wilderness Reserve), Kunene Region. Hospitality Management (Financial and staff training)
- Employment:** Currently employed by Namibia Country Club and Resorts in Windhoek
- Cell no:** 0816751008
- E-mail:** reseerijendekavetu@gmail.com

Although Reseeriyyende is currently employed, his ambition is to become a tour guide. The most important takeaways of the courses in guiding, is

how to conserve the natural resources and to provide a satisfying service to customers.

“The health and safety of guests is another priority. They will be told to always follow the instructions of the guide, wear hats, appropriate clothes, footwear and sunglasses if needed. They should also carry enough water.” He learned about the flora, fauna, geology and astronomy.

Reseeriyyende was employed for between two to three years by the owner of the farm Hooggenoeg in the Erongo Conservancy as part of their anti-poaching unit. Luckily, they did not have any encounters with poachers at that time as they did safeguard the farm well.

He would like to achieve the highest training level for tour guides. Training such as on Namibia’s monuments, rock art, the deserts and the various wild animals would be beneficial.

He speaks Otjiherero (mother tongue), English, Oshiwambo and a bit of Rukavango. He would like to either learn Dutch, Spanish, French or Italian.

His work as a tour guide will benefit the local community, such as the Ehi-Rovipuka Conservancy members. He will teach them to conserve the environment and share any information that will change their behaviour. By sustaining the natural resources, tourism can happen, and revenue be generated.

He will plan his itinerary according to the needs of his guests before a hike. The variety of wildlife and landscapes will make their tour unforgettable. They will know the safety drills for when coming across elephant or lion.

Afterwards guests will be asked to evaluate his service, for him to know where to improve.

As a motivated person he will be an asset to an employer and fit well into a team. He will transfer his skills to the members, but also learn from them. At his current workplace he implemented safety-at-work measures and was appointed as a staff representative.

He considers conserving and exploring nature as his hobbies, also by reading books on this topic.

Introducing the new Tour Guides



Dolly Ngarije Thom

Age:	36 years
Born:	In Ohandungu village, 70 km from Opuwo. Grew up at Omuramba in the Omatendeka Communal Conservancy
Schooling:	Outjo Primary School. Completed Grade 10 at Putwavango Secondary School, Opuwo
Qualifications:	Completed a Hospitality Course at COSDEC (Community Skills Development Centres) at Opuwo
Employment:	Currently unemployed. Started working at Omatendeka Camp, then Palmwag Lodge, Khowarib Lodge and Spar at Opuwo.
Cell no:	0813450100
E-mail:	None

Supplementing her current knowledge/skills and working directly with tourists are the reasons why Dolly completed the Tourism Guiding training. She gained a lot of experience previously at various

tourism establishments, where she was responsible for the preparation of meals, including the baking of cakes and pastries.

The courses included 22 subjects, on Namibia's socio-economics, safety in guiding, first-aid and astronomy. She liked flora and fauna the most.

Respect for guests, their safety, preparedness and punctuality are important. "I will brief guests on what they can expect to see, the safety measures, that they carry enough water, wear hats and apply sunscreen. When encountering a lion, she will tell her guests to remain calm, quiet and retreat slowly out of harm's way. Usually, the animal will warn you first."

Further training should include desert guiding and the intricacies of desert adapted animals.

Dolly speaks Otjiherero (her mother tongue), English and Afrikaans. She would like to learn French, as many tourists are from France.

"In an interview with a prospective employer, I will point out I am able to do more than just guiding. "Some visitors might need a cook. I'm there, because I have the skills and knowhow." She will make the employer proud and give her best. "Working in a team is productive due to the sharing of ideas, providing mutual advice and assisting each other to get the work done, as I have experienced in my previous jobs."

"In my area tourist can buy arts and crafts or donate money when the Himba people do cultural performances. Local people will learn new facts about nature, most importantly that they should not to kill animals but preserve them for tourists to see. The youth will be taught about the environment and possible job opportunities in the tourism sector."

"The meaning, uses of certain trees and folklore stories about nature will make my tours unforgettable. Guests' body language, smiles and comments will show their satisfaction."

Guiding and educating people are her hobbies. She likes reading articles/books on nature and tourism.

Introducing the new Tour Guides



Kaarukire (KK) Ambrosius Kangombe

- Age:** 24 years
- Born:** Born and grew up at Omuramba village
- Schooling:** Attended primary school at Omuramba. Completed Grade 12 at Outjo Secondary School
- Qualifications:** Successfully completed the National Youth Service course in 2002. He was taught about discipline, helping other people and first aid, amongst others.
- Employment:** Unemployed
- Cell no:** 0817326558
- E-mail:** kaarukirekangombe@gmail.com

KK is looking for a permanent job. Having successfully completed the guiding courses he is ready to become a tour guide. As a youngster when herding goats, he learned a bit about nature but not the importance of wildlife.

“Now I wised up on the importance of preserving wildlife. The most interesting part of the training was

how to market our places and their qualities. The communal conservancies have interesting landscapes, beautiful animals and various kinds of tree, some of them which have medicinal values and uses.”

“When interacting with guests, it’s paramount to know how to communicate and take care of them. Preparing tourists for a hike is another important step, including the safety measures when approaching wild animals. Wild animals will warn you not to intrude and one should watch their behaviour to keep at a safe distance or retreat.”

“Elephants are very friendly and peaceful. It will see you and if you create enough space it will leave you to walk past unhindered.”

He would need further training on dealing with ‘unseen animals’ such as snakes that are difficult to detect in nature.

In a job interview KK would tell he is good in tracking animals, identifying them and knowing when it left its footprint. He is adept in sharing information with tourists from different countries and backgrounds. He can identify trees and tell stories about them being used for traditional purposes, such as for the making of toys. “I am well-educated, went to school, learned geography and know how the types of rocks were formed. I am familiar with the birds in our area.”

He speaks Otjiherero, Oshiwambo, English, Damara-Nama and understands a bit of Afrikaans. It would be beneficial to learn French, German, Spanish and Portuguese.

He will educate the community on why they should conserve the natural resources and how to address the human-animal conflict.

Tourists can expect the most interesting stories during an excursion. When seeing a leopard turtle, he will tell them about its importance and habits. After a tour, he would ask his guests for feedback to improve his guiding or to add more information. He likes to walk in and explore nature, observing and learning from the changes. He reads and sketches objects such as rocks and animals.

Introducing the new Tour Guides



Tyson Himeezimbi Kaurianga

Age:	24 years
Born:	Okakuejo in the Etosha National Park and grew up there
Schooling:	St. Michaels Primary School, Outjo. Completed Grade 10 at Welwitschia Secondary School, Khorixas
Qualifications:	None
Employment:	Helped to build Hobatere Roadside Camp in the Ehi-Rovipuka Conservancy
Cell no:	0814914773 / 0813572108
E-mail:	jkaurianga95@gmail.com

"I completed the Tour Guide courses because I love nature and working with people." Some relatives told him about the profession and training and encouraged him to enter.

The content that stood out for him was learning about the flora, fauna and astronomy. He acquired an abundant volume of knowledge and new skills that he did not have before.

Taking care of guests is one of the most important aspects of guiding. Tourists should feel comfortable

and safe with him leading a hike and following his instructions. During a break or in the evening they can discuss how the tour went and exchange further information.

The safety of guests are paramount and they need to be briefed about encountering dangerous animals and which plants they should not touch.

When viewing elephants he would keep the group 70 - 100 metres, not causing any disturbance. The same applies to lions, especially when the females have cubs where one should never get in between the mother and her cubs.

In terms of further training Tyson says he would like to proceed with entering the Level 4 course in Tour Guiding, to learn more about tourism possibilities in other regions of Namibia.

A prospective employer will hear from him that he likes best the sharing of information on birds, behaviour of wild animals and the differing landscapes. He is also good at tracking wild animals.

He believes he is a trustworthy person and is able to work in a team of colleagues. He adds the building of structures as further skill.

Tyson calls himself a 'nature spy'. He will educate his community members to conserve nature and not kill wild animals. Apart from education, the revenue from the tour guides as well as what tourist will spend in the communities will certainly benefit the local people, he notes.

When taking guests on a walk/tour he will get them excited on what they could see, tell them stories on nature from traditional folklore, and answer their questions to the best of his abilities. Their feedback, smiles and body language afterwards will tell him if he did a good job and where he could improve.

His main hobby is to explore and learn from nature. Reading novels, non-fictional books or articles but also watching documentaries on the environment and wild animals count as his other interests. These feed his hunger on knowing more about nature and wildlife.

Introducing the new Tour Guides



Donella Uavangasana Jakurama

Age:	37 years
Born:	Otjozongombe, and grew up there
Schooling:	At Opuwo up to Grade 9
Qualifications:	Did a hospitality & tourism course at COSDEC, Opuwo. Also a course in making clothes
Employment:	Worked as tourist guide at Opuwo
Cell no:	0814165785
E-mail:	jakuramadonella@gmail.com

Although she worked as a tour guide specialising in local cultures, Donella was enticed to enter when she heard about the course from the chairman of her communal conservancy.

“This course opened my mind. I didn’t know much about our flora, fauna, astronomy and how to interact with tourists. I learned how to communicate with, take care of guests and be punctual.”

“Before heading out on an excursion I will brief my guests on what to expect and how to behave when

we see animals such as lions or elephants. They would be advised not run. I need to assess the situation first. With elephants one should determine which way the wind is blowing and take evasive action. When coming across lions one should stand still, shout and scare them off by gesturing with raised and waving arms.”

Donella’s need for further training would be to do the Level-4 Course in Tour Guiding. She would like to know more about Namibia and learn to drive a vehicle such as a game viewer.

When interviewed by a prospective employer she would emphasise that she is very knowledgeable about nature as well as the cultures of the Kunene Region. With the new information on astronomy and geology, she believes she is a much better equipped tour guide.

She is quite knowledgeable on the culture of the Ovahimba. When visiting the living museum and village between Opuwo and the Epupa falls, she will inform guests about the do’s and don’ts, such as to stay away from certain areas.

She speaks Otjiherero, Otjizemba, Oshiwambo and English. It would be an advantage to speak German, then French and Italian.

Tour guides are important for local communities as they bring tourists there. Personally, she buys food to hand out to the villagers. She will educate them about why they should conserve and not kill wild animals. The youth will be taken on walks to learn about nature and preservation.

She will make her guest tours interesting by preparing the information well and she tell stories about the history and how the local people adapted to living with nature.

“The faces of guests will tell me whether they have enjoyed my tour. Also the types of questions will indicate whether I have been informative and successful.”

She considers her work as a tour guide and aim of conserving the natural resources as being her hobby. She also likes to read books or articles on the environment and wildlife.

Introducing the new Tour Guides



Tuanjandapamue (Zox) Kavari

Age:	31 years
Born:	Okavare and grew up there
Schooling:	Warmquelle Primary School. Completed Grade 12 at Cornellius Goreseb High School, Khorixas
Qualifications:	Was trained at Henties Bay to become a security guard. Enrolled at Namcol to study for a teacher but stopped due to money constraints
Employment:	Currently unemployed. Worked as a security guard at G4S and Woermann Brock, Henties Bay/ Also as a petrol attendant at Namcor, Opuwo
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At school Zox considered of becoming a tour guide. He though tried to study towards becoming a teacher or to work in the tourism sector but had to abandon these plans due to a money shortage. He

then heard of the Tour Guide courses and entered. "Because I love the industry and I love nature, I decided to enter the courses on Levels 1, 2 and 3 to become a qualified tour guide."

Zox says he did some research before the time and it seems as the tourism industry expands it will require more qualified tour guides .

"Now, I have a lot of new information on the variety of wild animals and their behaviour. We use to birds to eat but I learned they are an important part of our natural environment. The same applies to snakes and I will stop people who want to kill them." He can also identify trees and know their names.

Also, he is knowledgeable about geology, geomorphology and astronomy of his area, which will make it very interesting for visitors. In addition his his stories about folklore and nature will be of great interest to his guests.

Tourists want to see our natural resources and we should preserve these to ensure revenue for the communities and the country.

"I will be responsible for my guests. When we go on a walk they will be briefed on the safety measures, that they have the right clothes and have enough water. Our first-aid training will also put visitors at ease when we are in the field."

Zox would like to do Level 4-training which will enable him to do guiding on a national level.

"My best personal qualities are that I am a trustworthy person, likes good communication, working under pressure and team work." He would like to contribute to the betterment of the company he will be working for.

He speaks Otjiherero, English, a bit of Oshiwambo and understands Afrikaans and would like to learn German and French.

Regarding the local communities he hopes to help the needy people and educate the community and youth about conserving the environment and wildlife.

He likes to read newspapers on current affairs and watch soccer.

Introducing the new Tour Guides



Berta Kamana Frans

Age:	28 years
Born:	Olupelengwa. Grew up at a village near the Werda Veterinary Control Point.
Schooling:	Okaukuejo Combined School. Completed Grade 12 at Cornellius Goreseb High School, Khorixas
Qualifications:	Completed a course in hospitality and food preparation at COSDEC
Employment:	Currently unemployed. Did an internship, and then worked for four and a half years at Epako Lodge, Omaruru, as a waitress
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“As I have been working in the tourism industry already I wanted to see where the Tour Guide courses would take me. I am interested in traveling and adventure. I want to interact and learn about people from different cultures.”

What impressed her the most was how one should treat tourists with respect, considering their beliefs,

requirements and taking care of them, also in terms of their diets.

“Respecting nature (the flora and fauna) is very important and the basis of tourism. Without conserving our environment and wildlife, tourism will be under threat. Understanding the role of reptiles such as a lizard or gecko in one’s house is important as they pose no threat.” She also enjoyed learning about astronomy such as the different constellations and where to find the Southern Cross, the Scorpion and Orion in the southern night sky.

Berta says she would appreciate further training on birds, that she can identify them by their calls. When interviewed by a possible employer she will highlight that she is an easy-going person, is experienced in the industry, worked in a team environment and is eager to learn new skills.

She speaks Otjiherero, English, Afrikaans, a bit of Damara and Oshiwambo. It is essential to learn the languages of tourists. She is eager to learn Italian as she loves sound of it.

She believes communal conservancies can get exposure and recognition through the work of tour guides, especially in terms of investors who could invest in lodges or camps.

The community will learn lot from the guides about the migration of wild animals. They could mutually come up with campaigns to deal with the wildlife the proper way, she adds.

She will prepare guests before a hike on the safety procedures, e.g., coming across elephants and lions and maintaining a safe distance of 70 - 100m. She will advise them to wear the right clothing, footwear and carry enough water.

On an excursion she will tell stories about the history and culture of the people of the area. During a break she will introduce the game of determining who can spit a giraffe’s droppings the furthest. She will know her guests had a good time by observing their body language and questions. Her hobbies include reading and she plans taking up bird watching and learning more about them.

Introducing the new Tour Guides



Moesha Tjindjou

Age:	25 years
Born:	Otjokavare and grew up there.
Schooling:	Ojtokavare Primary School. Completed Grade 12 at Cornellius Goreseb High School, Khorixas
Qualifications:	Completed a Office Administration Level 3 course (book and record keeping) at the Okakarara Vocational Training Centre
Employment:	Currently unemployed
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“Since my childhood days I enjoyed spending time in nature, listening to the birds’ sounds and nature’s vibe. When the chance of a Tour Guide course came to my conservancy I grabbed it with both hands as it would make my dreams come true.”

“Although learning about the flora and fauna was very important, I found astronomy to be the most interesting. We were taught about the various constellations and stars to be viewed in the

southern hemisphere, interesting facts I never knew.”

“We have a lot of protected animals, birds and plants around us. Hence one should know the animals’ and birds’ behaviour, how they live and survive under harsh conditions. And most importantly we should conserve our flora and fauna as being important for tourism and revenue.” Moesha would require further training to do guiding on national and international levels. “Definitely I would like more training on a national level to be a worldwide guide, to explore and learn how other people in other countries live.” She would like to differentiate between the types of zebra and how the night sky would look in the northern hemisphere.

“I would like to learn the basics of communicating in German and French. She speaks Otjiherero, English and understands some Afrikaans.”

“I would describe myself to a prospective employer as a polite, humble and friendly person but can be outspoken. I would like to be ahead of my responsibilities and punctuality is my most important quality.” She puts other people before her own safety. “You have to be mentally and physically prepared and put your emotions away when you work with a lot of people”.

“My community needs a lot of education on the conservation of natural resources as they currently think it can be abused. We as tour guides will have to teach them to take care of the natural resources for the sake of generations to come. Our country offers people from abroad the privilege to come and view elephants here. When tourism grows the Namibian economy will also grow.”

“I will engage my guests in the planning of an excursion and do my utmost to ensure that they see specific birds or animals they asked for. They should feel happy and well looked after.”

“My hobby is to go out into nature and observe the birds and plants.” Exploring other cultures/countries is another interest. She reads books and learns about astronomy on the internet.

Introducing the new Tour Guides



Baily Muharukua Taatite

Age:	25 years
Born:	Opuwo. Grew up in a village in the Omatendeka Communal Conservancy
Schooling:	Hunwga Primary School near Omuramba. Completed Grade 12 at Cornelius Goreseb High School, Khorixas
Qualifications:	None
Employment:	Currently unemployed
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“I grew up in a place with many wild animals and I looked after the livestock - giving attention to only animals. When observing wild animals at water holes I learned a lot about their behaviour but did not know more than that.”

“The courses on tour guiding brought a lot of meaning and information to what I saw in nature. I learned much about plants, trees, rocks - about how they grow and were formed.”

“Over and above everything, I know now that we are

here to conserve our natural resources. I am very grateful for what I have learned and I will take this information into the community I come from. I am sure they don't practice conservation like it should be. I will educate the youth and also communities close by, to preserve our natural resources.”

“My first customers, however, will be the tourists visiting our area. I have learned to make them feel welcome, their stay comfortable and their tours memorable, so that they will return many times.”

Baily liked the training about vegetation the most. He knows how to share information on trees, how they survive and what they offer in terms of uses, such as for traditional medicine.

Training at Level 3 has been the start to his profession. Level 4 would be the next. He says learning through practice is a process that never ends.

Baily will tell a future employer that he is a dedicated, driven and hardworking young man. He thrives in a team environment and with guests.

He speaks Otjiherero, English and understands Oshiwambo and Damara>Nama. He wants to learn Afrikaans and German and some basic words in French, Italian and Mandarin.

Before taking a group on a hike, he will brief them fully about what they will see, to be appropriately dressed for the field (hats, sun glasses, boots) as well as on the safety measures they should adhere to. When they see elephants he will stop, assess the situation, the wind direction, and move lead them to a safe place, leaving the animals unhindered.

Baily says his excursions will be memorable as he will share interesting information on the animals, trees, plants and rock formations.

During a tour he will encourage guests to ask questions and tell him if there is anything that is not to their liking. “Their emotions and body language will tell me if they enjoyed the tour and what he should improve on.”

After hours he likes to play soccer. Being in and studying nature is his other hobby. He reads books and surfs the internet about nature.

Introducing the new Tour Guides



Turii Turimba Tjimuhiva

- Age:** 37 years
- Born:** Opuwo. Raised at Otjetjekua
- Schooling:** Primary school at Kephass Muzuma Combined School, Otjokavare. Completed Grade 12 at Mureti Secondary School, Opuwo
- Qualifications:** Completed National Youth Service (Civic & Voluntary Services training) at Rietfontein Conservancy. Thereafter a course in Office Administration at COSDEC, Opuwo. Then did a Transformational Leadership Level 6 at the African Leadership Institute, Okahandja
- Employment:** Worked as an office administrator & financial officer at the Ehi-Rovipuka Communal Conservancy. Only helping out now
- Cell no:** 0817734432
- E-mail:** tturimba@gmail.com

“Previously I did not know about conservation. When I started working for the Ehi-Rovipuka Conservancy I developed an affection for nature and the protection of the natural resources. The courses developed my passion for Namibia’s flora and fauna much more.”

They were taught about geology, geography and astronomy. “When we watch the night sky we are unaware of the many interesting objects out there.” They were also trained in the basic skills of first-aid care.

My eyes and mind were opened by minute insects such as the mopani bee (fly), thinking that it is insignificant and an irritation, but it produces honey and pollinates the vegetation.

Turii says she would require further training at Level 4, as the tourism industry is so broad and requires more knowledge from tour guides. Before that she would like to increase her experience, and do courses in desert guiding and cooking.

She speaks Otjiherero, English and a little bit of Oshiwambo. She understands some Afrikaans but would like to speak it fluently as well as German.

A future employer would hear from Turii that she believes Namibia is one of the best tourist destinations, offering unique landscapes, impressive tourist attractions and abundant wildlife. “I’m an easy going person and easy to work with. I’m also a flexible and gets along with people from different backgrounds and traditions.” She can work in a team, on her own and under pressure.

“I will ensure that my guests are well prepared for the outdoors, informed on what they will see and know the safety procedures such as for elephants and lions. I will mainly stick to routes on high ground to see possible dangerous situations from far and keep a safe distance from these animals.” She will engage with everyone, meet their expectations, tell stories and answer their questions.

“I like to socialise, and when I watch television it will be the National Geographic channel on nature and wild animals. I will also check the internet for interesting topics on the environment.”

Tour Guides Graduation Ceremony, 10 November 2023

Hobatere Roadside Camp, Kunene Region



Left: The Minister of Environment, Forestry and Tourism, Honourable Pohamba Shifeta, who addressed the tour guides and handed certificates over to them.



Right: Mrs. Ulrike Metzger, Head of Development Cooperation with the German Embassy in Namibia, also spoke at the event and handed over certificates.

