



Discover Vesterålen

Vesterålen Guideservice

Guidemanual

LOFOTEN

GLASSFACTORY VIKTEN

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Tour description german

Tour description english

Rules how to act as a guide and check/list for guiding

ECS Appendix 14



Deutsch

Lofoten:

- Nordland Fylke (Regierungsbezirk)
- Ca. 80 Inseln
- etwa 100 – 300 km nördlich des Polarkreises
- Grenzt sich durch den Raftsund von den Vesterålen ab.
- Die südwestliche Spitze der Insel Hinnoya gilt als Teil der Lofoten, weil sie früher nur mit dem Boot von Svolvær aus erreichbar war.
- Größte Stadt Svolvær mit ca. 4000 Einwohnern und gleichzeitig Verwaltung der Lofoten
- 6 Kommunen: Vagan, Vestvågøy, Flakstad, Moskenes, Værøy, Rost
- Ca. 24 000 Einwohner auf einer Fläche von 1227 km²
- Seit ca 6000 Jahren bevölkert → ursprünglich durch Fischfang
 - o Eisfreie Häfen und das milde Klima sind unter anderem Gründe für die Besiedlung
 - o Geschichte der Fischbauern:
 Paar findet sich, er ist Fischer, sie ist Bäuerin. Er ist draußen auf dem Meer zum Fischen. Der Fisch wird auf dem Markt verkauft um Geld zu verdienen. Sie ist Bäuerin, alles was sie anbaut ist, um die Familie zu ernähren. Bekamen sie Kinder, musste mehr verkauft und mehr angebaut werden → er musste mehr fischen und sie mehr anbauen. Dazu wurde allerdings wiederum Hilfe benötigt. Somit wurden Angestellte eingestellt, welche Häuser brauchten. So wuchs langsam ein kleines Fischerdorf heran. Noch heute können wir an der Meerseite oft von den Küstenstraßen Bootshäuser sehen. Jeder Ort war autark, allerdings wollte man sich auch untereinander besuchen. Dies geschah erst mit Booten, später mit Pferdekarren. Straßen zwischen den Ortschaften wurden später gebaut. Die meisten Straßen der Vesterålen wurden um 1975 gebaut, das Straßennetz erst 1980 soweit fertig gestellt, dass man keine Fähren mehr brauchte.
- während der Wikingerzeit mehrere Siedlungen mit Häuptlingshöfen (Borg)
- ab 14. Jhr. Kaufleute aus Bergen → Fischhandel → Lofoten gehörten steuerlich zu Bergen
- Heringsvorkommen von 1880/1890 führte zur heutigen Besiedlung



- Größte Orte: Svolvær (4000 Einw), Leknes (2715), Kabelvåg (1880)
- Landschaft lange karg und kahl, wenige Bäume → Holz genutzt für Haus -, Schiff – und Trockengestellbau
 - o Baumbestand wieder angewachsen
- Vorrangig Ostseite besiedelt, im Unterschied dazu die Vesterålen (hier Westseite zum offenen Meer besiedelt – Fischbestände)
 - o Ostseite, da hier Wind und Seegang weniger stark angreifen, die stellenweise über 1200m hohen Berge haben alpinen Charakter → halten starke Wettereinflüsse ab
- Mildes Klima, auf Grund des Golfstromes
- Wirtschaft:
 - o Tourismus
 - o Fischfang und –verarbeitung → Fischfang von Mitte Januar bis Mitte April, Hauptanteil ist der geschlechtsreife Kabeljau (Dorsch)
 - o Dorsch wird verarbeitet zu Klippfisch oder zu Stockfisch
 - Klippfisch: gesalzen und luftgetrocknet; Fisch wird nass oder trocken gesalzen und nach Erlangen der Salzgarung durch Trocknen haltbar gemacht, Salzgehalt 18 – 20 %, bei der küchenmäßigen Zubereitung muss der Fisch gewässert werden, wodurch er dann quillt
 - Stockfisch: ausschließlich luftgetrocknet, Köpfe und Eingeweide werden vorher entfernt
 - Ursprüngliches „Arme-Leute-Essen“, weil Kabeljau in ausreichender Menge gefangen wurde
 - Diese Konservierungsmethode wurde ab dem 8. Jhr. in Nordnorwegen praktiziert.
 - Diente in früheren Zeiten der massenhaften Versorgung von Schiffsmannschaften und Soldaten.
 - Handel und Versorgung mit solch konservierten Fischen beeinflussten in erheblichem Maße die Entdeckungen und die Weltpolitik der westlichen Welt.



- Durch den starken Rückgang der Kabeljaubestände in den letzten Jahrzehnten ist der klassische Stockfisch heute relativ teuer geworden und hat somit seinen Ruf als „Arme-Leute-Essen“ weitgehend verloren.

Leknes:

- Lofot-Insel Beschreibung Vestvågøy
- ca. 2715 Einwohner.
- Gelegen am Buksnesfjord, besitzt den Flughafen Leknes und einen Seehafen.
- Der Name bedeutet so viel wie „Insel für Spiel und Tanz“ und zeigt uns, dass man sich schon früher hier gerne traf.

Glasbläserei Vikten:

- Ende der 60er Jahre brachte der Fischer Asvar Tangrand „Kavler“ mit nach Hause (aus Glas), um sie auf neue und künstlerische Weise zu nutzen. Er schuf Fenster und Türen.
- 1968 nahm er an einer Ausstellung in Oslo mit einer selbst gestalteten Außentür aus dem Glas der „Kavler“ teil.
- Gleichzeitig entwickelte er auch die bekannten „Lofotrana“, welche stilistisch die Essenz der Lofoten Inseln einfängt: mit Fisch, Boot und Mensch. Sie wurden zunächst als Wanddekoration aus Eisen hergestellt.
- Auf einer seiner Reisen nach Finnland, wurde er 1974 für finnische Glaskunst vorgestellt und entschied sich auf seiner Rückreise eine Glasbläserei auf den Lofoten zu eröffnen.
- Asvar Tangrand begann 1976 mit der ersten Glasbläserei in Nord-Norwegen



English

Lofoten:

- Nordland Fylke (county)
- ca. 80 islands
- ca. 100 - 300 km north of the polar circle
- separated from the Vesterålen by the Raftsund.
- The south-western tip of the island of Hinnoya is considered part of Lofoten, because in the past it could only be reached by boat from Svolvær.
- Largest city of Svolvær with about 4000 inhabitants and at the same time administration of the Lofoten
- 6 municipalities: Vagan, Vestvågøy, Flakstad, Moskenes, Værøy, Rost
- About 24 000 inhabitants on an area of 1227 km²
- Since about 6000 years originally populated by fishing
- Ice-free ports and the mild climate are among the reasons for settlement
- History of the fish farmers:

Couple finds himself, he's a fisherman, she's a farmer. He is out at sea fishing. The fish is sold at the market to earn money. She is a farmer, all she grows is to feed the family. If they had children, they had to sell more and grow more, they had to fish more and grow more. For this, however, help was needed again. So employees were hired, who needed houses. So slowly a small fishing village grew up. Still today we can often see boathouses on the sea side from the coastal roads. Each village was self-sufficient, but they also wanted to visit each other. This happened first with boats, later with horse carriages. Roads between the villages were built later. Most of the roads in Vesterålen were built around 1975, and the road network was completed in 1980, so that ferries were no longer needed.

- during the Viking Age several settlements with chieftains' farms (Borg)
- from the 14th century onwards, merchants from Bergen Fish trade Lofoten belonged to Bergen for tax purposes
- Herring deposits from 1880/1890 led to the current settlement
- Largest towns: Svolvær (4000 inhabitants), Leknes (2715), Kabelvåg (1880)
- Landscape long barren and bare, few trees Wood used for house, ship and dry frame construction



- Tree population has grown again
- Primarily populated on the east side, in contrast to the Vesterålen (here the west side is populated on the open sea - fish stocks)
- East side, as wind and swell are less strong here, the mountains, some of which are more than 1200m high, have an alpine character and keep strong weather influences at bay
- Mild climate, due to the Gulf Stream
- Economy:
 - Tourism
 - Fishing and processing Fishing from mid-January to mid-April, the main part being the sexually mature cod (cod)
 - Cod is processed into dried cod or codfish
 - Clipfish: salted and air-dried; fish is salted wet or dry and preserved by drying after obtaining the salt fermentation, salt content 18-20%, in the case of cooking, the fish must be soaked, which makes it swell
 - Stockfish: exclusively air-dried, heads and guts removed beforehand
 - Original "poor people food" because cod was caught in sufficient quantity
 - This method of preservation was practised in northern Norway from the 8th century onwards.
 - Used in earlier times for the mass supply of ship crews and soldiers.
 - Trade and supply of such preserved fish had a considerable influence on the discoveries and world politics of the western world.
 - As a result of the sharp decline in cod stocks in recent decades, classic stockfish is now thrown relatively expensively and has largely lost its reputation as a "poor people's food".

Leknes:

- Island Vestvågøy
- ca. 2715 inhabitants
- situated by the Buksnesfjord, Leknes Airport and a seaport are located in this area
- The name means "island for games and dancing" and shows us that people liked to meet here before.



Glassfactory Vikten:

- At the end of the 60's the fisherman Asvar Tangrand brought "Kavler" home (made of glass) to use it in a new and artistic way. He created windows and doors.
- In 1968 he took part in an exhibition in Oslo with a self-designed outer door made of glass from the "Kavler".
- At the same time he also developed the famous "Lofotrana", which stylistically captures the essence of the Lofoten Islands: with fish, boat and people. They were initially made of iron as wall decoration.
- On one of his trips to Finland, he was introduced to Finnish glass art in 1974 and on his return trip he decided to open a glassblowing workshop in Lofoten.
- Asvar Tangrand started the first glassblowing workshop in Northern Norway in 1976.



Rules how you should act as a guide

Before the Tour will start:

- **Be at the starting point 30 minutes before the tour will start**
- **Check the equipment**

Bus :

- We stay in front of the door and welcome every single guest.
- If necessary help the guests with the luggage
- If there are many busses make sure that the guests find the right bus. Usually your bus will get a number.
- Count the guests in your bus. **Do this always** after every break to be sure that all of your guests are in the bus and nobody is missing.
- If the guests have to leave the bus – check the traffic. Secure the streets. Tell them always at what time they have to be back at the bus.(not in how many minutes, tell the exact time)
- When the tour starts, give a short instruction of who you are and who is the bus driver. Ask the guests to fasten the seatbelts. Tell them where the exits of the bus are and how to come out of the bus by accident. Show them the fire drencher and the first aid kit (Ask the bus driver – he should know his bus)

Introduction/Welcome:

- Introduce yourself
- Introduce the bus driver
- Tour title
- Bus Number
- Summary of tour itinerary in brief

Body of the Tour:

- Be enthusiastic, informative and engaging
- Body language
- Sit in the front seat or jump seat (reserve before guests arrive)



- Check that the guests are comfortable at all times (microphone, A/C)
- During the stops it is important to give clear instructions on where the bus will be located and when to be back.
- Point out locations of bathrooms
- Recount each stop before continuing on itinerary.
- Point out the sights; make sure to tell guests what to look for and where to look for it before you drive by.
- Give background information on the sights.

Return/Farewell:

- Thank the bus driver.
- Mention where they have to go to get back to the ship.
- TIPS – Do not mention it.
- Share tips with the busdriver
- Check the bus for left behind belongings; anything left should be given to a designated crew member.

Advanced Guiding:

- Make eye contact with guests at every interaction, always with a friendly being engaging genuine and sincere but never too familiar or informal.
- Use positive body language to demonstrate your openness and desire to assist in any way you can.

Take care of yourself and each other:

This means:

- good personal hygiene
- natural looking cosmetics
- tattoos never visible
- clean clothes
- Your clothing is free from the smell of smoke
- a professional and natural looking hairstyle
- pierced jewelry only in ear lobes with one small earring per ear, jewelry that is simple in style and limited to one ring per hand, a watch, one bracelet, and a simple necklace



- personal cell phones only used for business purpose
- be prepared: run down of the itinerary so you know the tour program and expectations
- Ensure with your bus drivers that the bus is clean inside and outside, AC is working, microphone is working (to be all tested before guests arrive)
- Take care of your guests by asking if they feel comfortable with the AC, Mic can be heard at the back of the bus

Cityguiding/Natureguiding:

- Collect the group around you.
- Count the guest in the group. Ask them to stay together or give them a time and place where they have to meet again if they do not want to follow the group. Tell them that this is their own responsibility to show up at the right time at the right place.
- Start your guiding. Check that the whole group is following you. When you say something, make sure that everybody will hear you. Wait until everybody is around you. There are always guest who are not interesting in what you will say. Do not wait for them.
- If you have to cross a road –secure the road for traffic.

Eating/drinking

- When we are out for dinner/lunch check always with the restaurant that they know that we are coming and check the menu if you have a vegetarian or a person with allergy in your group.
- Be the first in the restaurant but also the last who sit down. Check that everybody got food before you start eating. Check with the restaurant, that they explain what they serve.

How to act in the nature:

- Allemansretten:
 - Stay on the path
 - Do not take stones or plants with you
 - Take rubbish with you
- Guide has a garbage bag and toilet paper

**Guide should always have:**

- first aid kit
- Flashlight
- Garbage bag
- Toilet paper
- List with numbers for the case of emergency

Make sure your guests have:

- Flashlight
- Good clothes: head, gloves, hiking boots (check the clothes of your guests!!)

How to act as a guide:

- Every guest need to be registered in case it is a privat tour
- Tell your guests about the tour:
 - What is the tour about
 - How long is the tour
 - What will happen at the tour
 - Level of difficulty
- Check if the guests have enough food and water
- Call the office when you will start the tour
- In Winter:
 - Check the quality of the ways, check of any danger
 - Check the danger of avalanches at this link:
<http://www.varsom.no/>

General:

- Anyway were you are going with your group. Call always the restaurants, museum or hotel at least 30min before arriving and check if they still remember that you are coming.
- You will always get a time-list. Call the next place when you know that you will be late.



Do's and Don't's:

Do's	Don't's
Engage	Smoke; chew gum; drink alcohol
Enthusiasm	Be boring
Interesting	Rattle of facts
Knowledge	Run ahead
Wait for slower guest	Ignore guests questions
Counter guests after stops	Use mobile phone constantly
Pay attention to guests	
Repeat questions and answers so everyone hears, everyone has the desire to learn	
Share tips with the bus driver	

Storytelling:

- Most time you will get some information what you should say and/or what you should not say.
- Tell your own story. Find your own information on internet or somewhere or use the stories in the active of *Discover Vesterålen*.
- Check what kind of group you will get and select your stories on this.
- DV will normally give you all information/stories which you will need for your guiding.

(specially for cruiseguests)

- You work for *Discover Vesterålen (DV)*. A guide service on Vesterålen. And this is no secret. (Sometimes we have a client which has its own rules.)
- Rules for Discover Arctic (DA): DA is our biggest client. When DV works for DA, we mostly use the company name DA. But it is no problem to say that we are DV and a cooperation partner of DA. If you have guiding-clothes from DA you have to use them. You can also use these working clothes for other jobs.
- Rules of Visit Vesterålen / Nord Norsk Reiseliv : This companies is played by its members. When we are on tour, we should only talk about the companies who are member of Visit Vesterålen / Nord Norsk Reiseliv.
- Cruiseships: Only make the stops you got on your schedule (!!), never prepare a new



tour; if there will be something different call the dispatch

Control

- Sometimes our client is joining the group or a person who should control us.
- If the client is with the group or a person who represent the client, we do whatever this person says. If he/she wants to change something, we do it but we tell him also that this could mean that the coasts of this tour can change.
- Other times, especially by cruise boats, we will have a person in our group who just shout report to the boat if everything is o.k. This person can be very helpful for you but also very annoying. In this case, just keep on the timetable you got from DV and the information you got. Make this person happy, but most important is that the group is happy. In worst case just ask the person to step beside and just observe. And then concentrate on your job.

Others

- Tell about yourself. That is good for your tip.
- Go around in your group and collect their questions and answer them in front of the whole group. This could be good if you have to drive 1-2 hours and you do not pass any interesting places.
- Make your own folder with pictures. So you have something to show around.
- It is important to have always something to drink (water) and a snack (Apple, chocolate) with you. Most times DV will meet you at the bus and give you a bag with all information and food for the guiding tour.

Cruise

- Do you have your ID-card for the port?
- Be always at least 30 min before your guiding tour starts at the bus.
- Also if you are a guide on a bus and know that some more guides have to guide the same direction, it can be that you have a different timetable. Be not surprised if you have a stop and the other busses are passing you. They will have their stop on the way back.
- Try not to be later than 15 min after tour time schedule. Call the DOR (the person who booted you – it stands on your confirmationpaper)



ECS Appendix 14

SAFETY INSTRUCTIONS ON BUSES

Local guides are instructed to read the following message before the tour starts for all coaches on tours operated by European Cruise service. Please confer with the bus driver the location and use of all safety measures on board.

“For your comfort and safety we would like to point out the safety features of this coach. In the event that you are unable to leave the coach by the usual exits, alternative emergency exits are provided.

On this coach **(state the following where relevant)**

1. Emergency exit windows are situated in the front **and / or rear (please say one)** of the coach on both sides, and the hammers to break the glass are located next to the windows
2. Emergency roof exits are fitted to the front **and / or rear (please say one)** of the coach **(please state how to open)**
3. An emergency exit door is positioned on the **left / right (please say one)** of the coach when looking forward, and can be opened manually **(please state how to open)**
4. Fire extinguisher are located **(please say where and how to operate)**
5. First aid kit is located **(please say where)**



DISCOVER VESTERÅLEN

(IF the coach has seatbelts please say the following) This coach is equipped with seat belts. It is a legal requirement in Norway that the seatbelts should be

used IF the bus is equipped with such. Therefore we kindly ask that you ensure that these are fastened throughout the journey.

Please secure the armrests on aisle seats in the horizontal position. We would also like to remind you that smoking is not permitted on the coach and, ask that for your own safety you remain seated whilst the coach is in motion. Before leaving the coach, please ensure that you have all your belongings with you.