



Discover Vesterålen

Vesterålen Guideservice

Guidemanual

Narvik

City Sightseeing

©Holmvik Brygge & Discover Vesterålen AS org.no 993572128



Tour description English

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

ECS Appendix 14



City Sightseeing Narvik

The entire **municipality** of Narvik counts around 18600 inhabitants, the **city** around 14000 and is named after the old Narvik farm (Narduigh – 1567). The port was once called Victoriahavn after Queen Victoria of the United Kingdom, however Sweden's Crown Princess Victoria was also honoured.

The city Narvik is located at the Ofot Fjord and it is situated 220 km inside the arctic circle (220km north of the polar circle and 2420km from the North Pole) and one of the most northerly towns in the world.

The Gulf-Stream gives Narvik a milder climate than one might expect for a town in this latitude.

The modern city was founded in **1902** and grew up as an important ice-free port for Sweden/ for the Swedish iron ore exports. Before the port and the iron railway were constructed there were only a few farms on the peninsula.

The history of modern Narvik starts in the **1870s**, when the Swedish government began to understand the potential of the iron ore mines in Kiruna. But obtaining iron ore from Kiruna had one significant problem: There was no suitable port in Sweden. Luleå port had limitations. It was covered with ice all winter and far away from Kiruna. Because of the Gulf-Stream Narvik port is ice free. It is naturally large and its allowing boats of virtually any size to anchor. So a swedish company built the iron ore line, called Malmbanen, to the boarder to Norway.

The iron ore railway (in Norway to the Swedish Boarder also known as Ofotbanen) was finally built from **1898 to 1902**. In that time was an intense activity in Narvik and in the mountains. The Ofotbanen from Narvik to the Swedish plateau was a notable achievement. The railway was electrified in **1923**.

The control of the iron ore fields at Kiruna/Sweden and of the port of Narvik was a key motive for the German attack in **1940** and the allied intervention. During and after the german invasion of Norway, Narvik was the scene of fierce battles between allied and german forces. The town was totally destroyed and the fjord full of shipwrecks.



We pass the **Sjømannskirka**– Seaman church: the Swedish Church, so called because most of the ship´s that transported the iron ore out of Narvik at one time were Swedish. It was used as a seaman´s mission.

After it we pass the peace monument Trinigon: Trinigon is a symbol for 50 years of peace from 1945 to 1995 unveiled by Norway´s Kong Harald in May 1995.

Pass Lady Statue, Norwegian **Dama på Torvet**. The actual name is “Liv opp av kaos” = “Life up of chaos” as a memory of the liberation from the occupation during World War II.

Framnes Villaveien

Old Swiss style houses that were models in the period 1840 – 1920´s. These are from around 1925 and that escaped from any real damaged during the war. The oldest houses here are Grade II listed which means they can´t change the exterior look.

These are houses from around 1930 and we see from the buildings that Narvik has at one time been a very prosperous town compared to many in the north. The houses are placed at a good distance from one another and have plenty of space for a front garden.

Kirkegata

The old white houses are where the directors of LKAB used to live with their own gardners and private drivers. These houses are also Grade II listed and the like the others the fasade cannot be changed including the colour.

Narvik Churh

Narvik church finished in 1925, the architect was Olav Nordhaugen, it has a beautiful altar of granite slate by Eilif Petersen and the seating capacity is 700. The stone used to construct the church is all local from Rombak and Skjomen. During the bombing in World War II not a single window in this church broke.

Ned Tårnveien til Bjørkveien

After the war when we were trying to rebuild the town the Swedish Red Cross presented Narvik with about 70 houses – so called Swedish houses. You can see from the shape that they are basically all the same.



These were the first prefabricated houses to be constructed in Norway.

Narvik Marina

There are no registered fishing boats here. The boats are mainly leisure and hobby fishing boats which are used in and around the Ofotfjord. Leisure boats in Norway are very popular. In the area of Narvik we do not find fishing industry.

Hålogalandsbrua The Hålogaland Bridge is Norway's second longest suspension Bridge, 1533 metres long. It was opened at 09th of December in 2018. The bridge towers are 179 metres tall and the span between the towers 1145 metres.

It was built to shorten the driving distance from the town of Narvik to the village of Bjerkvik by 17 kilometers and from Narvik to Bjørnfjell, via European Route E10 by 5 kilometers.

Hamsuns Vei

Named after Knut Hamsun (1859-1952), a Norwegian novelist who lived 150km south of Narvik. Hamsun was awarded the Nobel prize for Literature in 1920 for his famous novel *Markens Grøde*.

Further to our left we see what is called the technology town, here we find representatives for one of Narvik's main developments. Over the last few years firms have established themselves in Narvik.

Railwaystation

The railway station in Narvik opened in 1902 with it the modern city was founded.

Tøttaveien

To the left is the first proper shopping centre built in Narvik (Narvik Storsenter). It opened in 1999.

Straight ahead is the cable car that takes us up to the mountain restaurant, 650 meters above sea level. Highest point of Narvikfjell is 1003 m.



Narvikfjellet Ski Center is a ski and ski resort in Fagernesfjellet. The facility has 13 slopes, six ski lifts, ski tows and a gondola run operated by the limited company Narvikfjellet. The ski center has a total running distance of ten kilometers with a longest continuous slope of five kilometers.

Applied for the World Championship in 2027.

Ankenes Church

Ankenes Church is a parish church of the Church and is located in the village of Ankenesstranda. It is the main church for the Ankenes parish which is part of the Ofoten prosti (deanery) in the Diocese of Sør-Hålogaland.

The white, wooden church was built in an **octagonal** style in **1842** by the architect Ingebrigt Julin. **Restored in 1947** after it was damaged during the war. Seats 290 people.

LKAB

LKAB = *Luossavaara-Kiirunavaara Aktiebolag*, Swedish mining corporation which still ships the major of its ore from Narvik and it is still important in the area as an employer and landowner. LKAB is located at Kiruna and Malmberget in northern Sweden and was established in 1890. The production sells throughout much of the world. Principal markets are the the European steel mills, North Africa, Middle East and Southeast Asia. LKAB has around 4000 employees, of which more than 600 are outside of Sweden.

The iron ore is processed to pellets and sinter fines, which are transported by Iore trains (Malmbanan) to the harbours at Narvik and Luleå and to the steelmill at Luleå.

There are iron ore mines, processing plants and ore harbors in northern Sweden and Norway, and sales office in Germany. LKAB has subsidiaries for industrial minerals with processing plants in Sweden, Finland, the UK, the Netherlands, Turkey and China. Additional subsidiaries are in Germany, the US and Hong Kong as well as representative offices in Slovakia, Greece, Spain and South Africa.

1976 LKAB becomes a government-owned corporation.



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)**