Guam Visitors Bureau

Tour Guide Certification Training
(Day 1 & 2)
Tour guides play an important role in Guam tourism industry.
1. They form the *first and last memorable impressions* for our visitors.
2. Professional tour guides can help to *create a positive experience for visitors* to our island.
3. *Satisfied visitor* will be Guam’s best form of advertisement and have potential to become repeat guests.
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With the passage of Public Law 23-136, Guam Visitors Bureau began certifying Guam tour guides in December 1997. Guam Community College provides the training for anyone interested in the tour guide profession. This certification training provides candidates with tour guiding and interpretation techniques in addition to topics in Guam’s history, culture and geography.

(http://202.128.4.46/Public_Laws_24th/P.L.%2024-106.pdf)
The tour guide certification training course prepares you to become certified Guam Tour Guides. This course provides thirty hours of learning in the principles of tour guiding and knowledge about Guam’s history and culture. Visiting historic and scenic sites as “special project island tour” will be part of this training.

Upon successful completion of training, you will be able to manage tour groups, provide customer service, research and give accurate descriptions of historic and scenic sites to tourist.
Course Content

Part A – Guam’s History, Culture & Geography

1.1 History of Guam – Pre-Contact, Spanish, Naval, Post-War
1.2 Geography – Location, topography, climate, flora & fauna
1.3 Culture & Legends – Chamorros, Government, Religion, Customs, Foods, Legends
1.4 Historical and Scenic sites – Northern, Central, Southern
1.5 Review & Exam
1.6 Special Projects – My Island Tour
Course Content

Part B – Principles of Tour Guiding

2.1 Rules & Regulations
2.2 Characteristics of a Tour Guide – types (different markets), conduct, & ethics
2.3 Tour Operations – Daily routines, tasks, preparation, guiding & reports
2.4 Customer Service – Satisfying customers’ needs & expectations
2.5 Safety & Security – Emergencies, Homeland Security issues
2.6 Communications & Public Speaking – Presentation skills & tour site knowledge
2.7 Review, presentation & exam
Course Schedule

Day 1: Part A – Guam History, Geography
Day 2: Part A – Culture, Historical & Scenic Sites
Day 5: Part A-B – Review & Exam
Day 6: Part A-B – Special Project – My Island Tour
Day 7: Part A-B – Public Speaking, Review & Re-Exam
This module provides an overview of Guam. Upon successful completion of the module, you will be able to:

- Answer basic questions relating to Guam.
- Tell where Guam is located and indicating the countries near Guam.
- Provide an insight as to how Guam is governed, its population, and its size.

*Keywords to Think About…*

(http://www.guampedia.com/about-guam/)
The Chamorro people originally settled in Guam several thousand years before the Spanish conquered it in the late 17th century. The United States claimed Guam after the Spanish-American War in 1898 and except for the Japanese occupation during World War II, Guam has been governed by American laws since the Treaty of Paris of 1898. The Organic Act governs the relations between Guam and the United States and provides for full American citizenship for all the people of Guam. In short, it is a U.S. territory in the Western Pacific. Guam is governed by local (elected) government and the Constitution of the United States; the U.S. dollar is the currency; and the Internal Revenue Code is the income tax law.

(http://www.guampedia.com/about-guam/)
Guam is the hub of the western Pacific and undeniably Micronesia's most cosmopolitan destination; it’s a true example of the great American melting pot. In addition to the indigenous Chamorro people and 'stateside' Americans, Guam boasts large populations of Filipinos, Chinese, Japanese, Koreans, and Micronesian Islanders, as well as a few Vietnamese, Indians, and Europeans. The current population of Guam is approximately 170,000 people. (2010 Census)

(http://www.guampedia.com/about-guam/)
Guam covers an area of 212 square miles and is about 30 miles long, with a width of 8 1/2 miles at the northern tip and a maximum width in the south of 11 1/2 miles. As in most tropical islands in the western Pacific, the weather on Guam is warm throughout the year with less humidity from November through March.

Guam is the southernmost and largest of the islands in the Mariana archipelago, a group of 15 islands located within approximately four hours of major Asian cities. To the north, the landscape is defined by limestone, but to the south the visitors will find lush, volcanic soil, and rich, black beaches. The terrain in the south is mountainous, and lush streams can be found cascading through the crevices in the rainy season.

Tumon Bay, with its beautiful white sand beaches and protected waters, has developed over the last four decades into Guam’s tourism center.

The large number of latte stones and other archeological finds around Tumon Bay are evidence that Tumon Bay, with its freshwater springs and excellent inshore fishing, has long been a major population center of the island. During the Spanish conquest of Guam in the late seventeenth century, Tumon (Tumhun), Ipao, and Apotguan were all listed as major villages. However, with the resettlement of Chamorros during the Spanish-Chamorro wars the area was completely emptied of people. For the next two centuries the area was primarily used for ranching, hunting and fishing.

http://www.guampedia.com/tamuning/#Points_of_interest
This module is designed to introduce you to the earliest era of Guam history, the Ancient Era. This module emphasizes the theorized origins of the people of the Mariana Islands and describes some of their life ways based on archeological and historical evidence. Upon successful completion of this module, you will be able to:

- Provide a basic explanation for the origins of the Chamorro people.
- List and describe features of social organization and life of the ancient Chamorros.
- Describe the structure and explain the significance of the Latte in Chamorro history and culture.

**Keywords to Think About…**
Island Southeast Asia, Austronesian, Marianas Red Ware, Lattes, Tasa, Haligi, Rice, Ancestral Spirits, Makahna, Matrilineal

The first people to venture into the Mariana Islands sailed here over four thousand years ago from “Island Southeast Asia”. In their large sturdy canoes, these ancient mariners traveled thousands of miles of miles on the open ocean. Their language belonged to a broad family of languages known as Austronesian.

History – About Guam:
Ancient Era
As they settled in the Marianas, these ancient people utilized natural materials and plants they brought with them, as well as resources from the sea and surrounding reefs. They settled first along the islands’ coastlines moving inward as their populations grew. They created a unique form of decorative clay pottery, called Marianas Redware. It is characterized by thin shallow bodies and incised patterns filled with white lime.

Lattes are the large stone structures unique to the Mariana islands.

They are made of two sections: the tasa or capstone, and the haligi, or pillar.

They vary in height, but usually appear in sets of 5 to 8 pairs of stones laid out in parallel rows, a few feet apart.

Archeologists believe lattes were used as foundations for buildings and canoe houses. Lattes can be seen today in the jungles of Guam and along some coastlines.

History – About Guam: Ancient Era
The ancient Chamorros fished, hunted birds and bats, and gathered plants and shellfish for food. Although they lived primarily on diets of fish, fruits, and vegetables, they were also the only Pacific Islanders that cultivated rice. They used the rice for trading with others or for healing ceremonies.

The Chamorros did not seem to have a formalized religion, but they did believe in the power of spirits in nature and their ancestors to influence the world. They had a creation story. A brother and sister spirit created the world and human beings. They also worshiped ancestral spirits, sometimes keeping the skulls of dead ancestors in their homes.

Some individuals, known as makahna, could communicate with these spirits and intervene on behalf of ordinary humans. The spirits helped to heal injuries and cure illness.

Chamorros lived in villages organized by ranked matrilineal clans. Social taboos set the rules of conduct. It also limited the behavior between the social classes and the sexes. Limited warfare was common to settle disputes or create alliances between clans. The Chamorros emphasized respect for elders, cooperation, hospitality, and a type of equal give-and-take relationship as a means of peacefully living together as a small island community.

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This module is designed for you to gain a basic understanding of the evolution of Chamorro cultural heritage in the context of Guam’s history from ancient times to the eras of colonization. This module will provide the context for understanding the other modules of Cultural Values. Upon successful completion of the module, you will be able to:

• Identify the islands in the Marianas archipelago settled by the Chamorros.
• List the different countries that colonized Guam and influenced Chamorro culture.
• List and describe some of the key cultural values of the ancient Chamorros.
• Explain how ancient Chamorros passed on their traditions without a written history.

*Keywords to Think About*…
Culture, Unique civilization, Spirituality, Clan, Respect for the elderly

The word culture refers to knowledge, belief, art, law, morals, customs, and habits acquired by individuals as members of society. Every society has a culture.

The Chamorros have been in existence for about 4,000 years. Except for the last four centuries, Chamorros had a unique civilization in this part of the world, specifically the island chain that came to be known as the Mariana archipelago including the islands of Guam, Saipan, Tinian, Rota and several other smaller islands.

The Chamorros possessed certain attributes and lived according to certain human values. They believed in the after-life and the spirituality of their ancestors. They placed great value in the family and the welfare of the clan over individual needs. They had great respect for the elderly and the natural environment.

With the arrival of European voyagers in the 16th century led to the eventual colonization of the Mariana Islands by the Spaniards, over a period of more than 200 years. Chamorro culture began to transform with the introduction of the Spanish language, Christianity and other aspects of life, including clothing styles, foods, music and other art forms. People from other countries also began migrating to the Mariana Islands. Because the Chamorros lacked resources to document their history and culture in writing, their stories were passed on orally from generation to generation.

When the United States purchased Guam at the end of the 19th century, the Americanization of the island and people began. Guam’s people underwent yet another transition during the Japanese occupation in World War II. Despite centuries of colonization, the Chamorros were able to maintain their cultural heritage. Currently, the Chamorros share their history and values with visitors who come to enjoy the island’s beauty and the warmth of our people.

This module is designed to introduce the Spanish era of Guam history. It emphasizes the beginnings of Spanish colonization of the Mariana Islands. Describes some of the major activities within the Marianas and the political, social, religious, and cultural influences that impacted the Chamorros under the Spanish rule. Upon successful completion of this module, you will be able to:

• Distinguish between the features of life during the Ancient Era of Guam history and under Spanish colonial rule.
• List and describe basic features of social organization, customs, and activities of the Chamorros, during Spanish times.
• List a general timeline of significant events and people that represent the Spanish Era and the challenges the native Chamorro’s faced under Spanish rule.

*Keywords to Think About…*
Ferdinand Magellan, Las Islas de los Ladrones, The Island of thieves, Fr. Diego Luis de San Vitores, The Mariana Islands, Chief Kepuha, Chief Matapang, Queen Mariana, Chamorro-Spanish Wars, Spanish-American War

In 1521, the European explorer Ferdinand Magellan landed on Guam. He was determined to find a trade route across the Pacific and claimed all the lands they encountered for Spain.

Little was known about the Chamorro society, until 1597 and 1602. During this time, two Spanish Catholic priests jumped ship and lived among the Chamorros in Guam and Rota, for almost a year.

In 1668, the first Roman Catholic mission was set up in the islands by Spanish Jesuit Priest, Father Diego Luis de San Vitores. He renamed the islands, “The Mariana Islands,” after Queen Mariana of Spain.

After converting some of the Chamorro natives and Chief Kepuha, San Vitores was killed in 1672 by another chief, Matapang. Chief Matapang killed San Vitores because the priest baptized his daughter, against his wishes. The Chamorro people thought that the baptismal waters the priests use was poisonous.

For more than twenty years the Chamorros and Spanish fought intermittently for control of the islands. In 1695, the Spanish had won with their superior weapons. In order to maintain control over the natives, the Spanish removed them from their villages and forced them to live in districts. Many Chamorros died during the Chamorro-Spanish Wars. By 1710, the Chamorro population was reduced to less than 4,000 people mainly from diseases.

History – About Guam: Spanish Era

The Spanish introduced a social organization that shifted the matrilineal and clan based systems to a patriarchal system. The Church was the center of social life and dictated obligations and family networks.

Many families had ranches where they grew crops, raised animals, and hid from their Spanish colonial oppressors. Although the Chamorros were no longer able to build large canoes, they did continue to build small canoes to use in the lagoons. They learned other skills, including large scale agriculture, blacksmithing, goldsmithing, stone masonry, and construction.

Even after the end of the Spanish galleon trade in 1815, the Marianas remained a crossroad for whalers and traders traveling through the Pacific.

The Spanish-American War of 1898 ended Spanish colonial rule in the Mariana Islands. In spite of 230 years of Spanish occupation, the Chamorro language and cultural values of respect and the importance of women were maintained.

This module is designed to introduce the Naval Era of Guam history. It emphasizes the beginnings of American colonization of the Mariana Islands until the World War II Japanese invasion in 1941. It describes some of the major activities within the Marianas and the political, social, and economical influences that impacted the Chamorros. Upon successful completion of the module, you will be able to:

• Distinguish the features of life during the Spanish Era of Guam history against the Naval Era.
• Provide a basic explanation for the political separation of the Northern Mariana Islands into the US territory of Guam.
• List and describe the impacts of western society.
• List a general timeline of events and people that represent the American Era and the challenges the native Chamorros faced under American rule.

*Keywords to Think About…*
Henry Glass, Congress, English, Naval government, Pan Am Clipper, American culture, The Guam Newsletter, War Atrocities

On June 1898, the arrival of the USS Charleston at Apra Harbor and the capture of Guam by the Americans during the Spanish-American War was the beginning of significant change for the Chamorro people. US Naval Captain Henry Glass claimed Guam for the US before proceeding to the Philippines.

For the first time, Guam was under a separate rule from the rest of the Mariana Islands. The United States took only Guam, while the other islands were sold by Spain to Germany.

The Germans administered the islands (NMI: Saipan, Tinian, Rota) until after World War I and then they were ceded to Japan by the League of Nations.

As a possession of the US, Guam was placed under the control of the Congress. The Americans brought not only a new style of colonialism, but also imposed economic restrictions and many rules through a long line of naval governors.

Chamorros were not US citizens, but were still subjects of the United States. People were encouraged to speak English.

The naval government tried to modernize the island. They improved the infrastructure, built roads and schools, encouraged agriculture, provided jobs, and introduced a new wage economy. After the first American hospital was built, a native nurses training program was established. The first news publication, the Guam Newsletter was created as more young people learned to read and write in English. The Americans also introduced American culture to the Chamorros.

Naval Government brings trade and commerce. Communication lines open to the world with telephone, radio, postal service. Pan Am Clipper brings travelers along with outward migration to the US for military service and education. However, the influence and force of the Catholic church remained.

On December 10, 1941, Japan invaded Guam’s shores and took over the island for the duration of World War II.

The Chamorros on Guam, struggled under the strict Japanese rule for two and a half years, suffering many war atrocities, until the Americans came back to reclaim the island on July 21, 1944.

This module is designed to introduce you to the Japanese era of Guam history. This module emphasizes the Japanese occupation of Guam during World War II and the subsequent retaking of the island by American forces in 1944. It further discusses the rebuilding of the island and other significant changes in the late 1940s under US Naval rule for a second time. It describes some of the major activities and influences that impacted the Marianas. Upon successful completion of the module, you will be able to:

- Describe how Japan took over Guam during World War II in the Pacific.
- Provide a basic explanation of the Chamorro people during the early months of the occupation.
- List and explain some of the major events or occurrences during the American occupation.

**Keywords to Think About…**
December 8, 1941, George J. McMillin, Japanese Occupation, Camp Roxas, Naval Station, Santa Rita, Agat, Organic Act

The outbreak of the Pacific War began with Japan’s attack on Pearl Harbor in Honolulu, Hawaii.

At the same time, Japan attacked Guam’s military facilities by air, on December 8, 1941.

After the Guam Insular Force and the US Navy fought at the Plaza de España in Hagåtña for about half an hour, Governor of Guam and US Naval Captain, George J. McMillin, surrendered.

By mid-1942, all public schools were reopened. Students were required to bow to the emperor before classes commenced in the morning. At school, they learned the Japanese language, Japanese culture, and mathematics.

Life was hard under Japanese occupation, but some Chamorros did recall experiences of friendship and kindness from certain individuals. However, the atrocities of war had a major impact on the Chamorro people.

The bombings had many Chamorro families displaced from their homes and ranches.

The Japanese administration of Guam continued until the US Marines landing operation on July 21, 1944. After less than a month of intense fighting, the island was recaptured by the Americans. It soon became the temporary home to the US military, as a forward base for the continuing war in the Pacific and Asia.

The retaking of Guam by the US allowed for the influx of more than 200,000 US military personnel. Large tracts of land were taken to support the large US military presence. Workers were brought from the Philippines and lived in large camps, such as Camp Roxas, to help rebuild the island.

Village of Sumay was absorbed as part of Naval Station (Navy Base Guam) and its residents were moved to the newly established villages of Santa Rita and Agat. Although they were relocated, most families protested the loss of their land.

President Harry S. Truman signed the Organic Act on August 1, 1950. This act solidified Guam’s status as an unincorporated territory and established Guam’s government, while granting American citizenship to the local Chamorro population.

This module is designed to introduce the geography of Guam, the location on a map, the topography, climate, flora and fauna. Upon successful completion of the module, you will be able to:

- Describe the features of the island.
- Provide a basic explanation of the topography and general makeup of the land.
- Describe the weather and patterns.
- Describe the types of fauna and flora.
- Name major Asian cities closes to Guam.

**Keywords to Think About…**
Flame tree, breadfruit tree, hibiscus flower, plumeria flower, bougainvillea flower, fanihi (fruit bat), coconut crab (ayuyu), Guam Rail (Koku), Micronesian Kingfisher

http://ns.gov.gu/geography.html
• 30 miles long; 8 ½ miles wide in the north and 11 ½ miles wide in the south; located at 13° North (Latitude 13).
• Largest (214 mi²); Most populated (160K+/-) and southernmost of 15 Marianas Islands.
• Tropical and warm year-long; less humid from November through March.
• Limestone plateaus in the north; lush volcanic soil with mountainous terrain and streams in the south.
• Four hours from most major Asian cities.

http://www.guampedia.com/geography-of-guam/
http://ns.gov.gu/geography.html
Geography – About Guam: *Location, Topography, Climate, Flora & Fauna*

**Major Countries in the Region**

**All point of the compass**
Geography – About Guam:  *Location, Topography, Climate, Flora & Fauna*

**Northern: Plateaus & Cliffs**

**Southern: Rolling Hills & Valleys**

http://ns.gov.gu/geography.html
Geography – About Guam: 
*Flora & Fauna*

http://www.herbarium.hawaii.edu/efloras/guam/index.php

http://lntreasures.com/guam.html

http://www.guamreeflife.com/
Geography – About Guam: Location, Topography, Climate, Flora & Fauna

Plumeria

Bougainvillea

(Kalachucha)

(Puti tai nobiu)

http://www.herbarium.hawaii.edu/efloras/guam/index.php
Geography – About Guam: *Location, Topography, Climate, Flora & Fauna*

Flame Tree

(Bronkon Atbot)

http://www.herbarium.hawaii.edu/efloras/guam/index.php

Breadfruit

(Lemai)
Geography – About Guam: *Location, Topography, Climate, Flora & Fauna*

**Guam Rail**

**Coconut Crab**

(Koku)  
(Ayuyu)

http://Intreasures.com/guam.html
Geography – About Guam: Location, Topography, Climate, Flora & Fauna

Marianas Fruitbat

Gecko

(Fanihi)

(Gualieg)

http://lnntreasures.com/guam.html
This module is designed to provide you with a basic understanding of some of Guam’s landmarks. Upon successful completion of the module, you will be able to:

- Talk about the predominant landmarks on Guam.
- Tell about the historic significance of the landmarks.
- List and describe Guam’s landmarks.
- Explain the historic events of Guam’s landmarks.

*Keywords to Think About…*

Two Lovers Point, Sen. Angel L. G. Santos Latte Stone Park, Lujan House, Santo Papa as Juan Pablo Dos Monument, Chamorro Village, San Dionisio, Santa Marian Kamalen, Gef Pa’go

Two Lovers Point, also known as Puntan Dos Amantes is located on a cliff that marks the northern border of Tumon Bay. It is a popular tourist attraction that offers dramatic views and a historic legend. The legend tells of two Chamorro lovers, during the early Spanish period, who leaped to their deaths bound by their hair.

http://www.twoloverspoint.com/legend.htm
The bronze statue, **Santo Papa as Juan Pablo Dos Monument**, commemorates Pope John Paul II’s visit to Guam in 1981. This was the first papal visit to the island. The statue is located in Hagåtña near the Cathedral.

Island residents and visitors can meet face to face at the **Chamorro Village**. It is located in Hagåtña and is known for the local and international cuisine, gifts, fresh local produce, dance groups, carabao rides, and other cultural activities.

The **Lujan House** in Hagåtña is one of the few remaining pre-World War II houses. The house was built in 1911 by Jose Pangelinan Lujan and was first used as a residence and then later a school. The Guam Institute was listed on the National Register of Historic Places. It was recently renovated for and is now home to the Guam Preservation Trust.

The Spanish settled in the Marianas in 1668 with the arrival of Father Diego Luis de San Vitores. Many of the structures built during the Spanish Era are still existent because the Spanish used stone and mortar construction. Churches, bridges, forts, and parts of the Spanish Palace in Hagåtña can still be seen around the island.

From 1680 until 1810, four Spanish fortifications were built around Umatac Bay to protect the harbor from pirates and privateers.

The Plaza de España in Hagåtña was the location of the Governor’s Palace during the Spanish Era. It served as the seat of government for both the Spanish and the US Naval Government. Most of the palace was destroyed by the shelling of Hagåtña during World War II. Another small building at the Plaza is the Chocolate House. It functioned as a merienda place, where the Spanish and American administrators and their families were entertained and served morning and afternoon beverages, as well as pastries. Hagåtña is the oldest city of European-heritage in Oceania. Chief Kepuha donated the land to establish the first mission and church.

The Dulce Nombre de Maria Cathedral-Basilica is built on the site of the first Roman Catholic mission in the Mariana Islands and Oceania. Chief Kepuha was the first to be buried beneath the church. The statue of the patron saint of the Mariana Islands, Santa Marian Kamalen (Sweet Name of Mary), is also housed at the Cathedral.

History - About Guam: 
Landmarks & Scenic Points

The Plaza de España and Sen. Angel L. G. Santos Latte Stone Park

http://www.guampedia.com/
The Gef Pa'go Cultural Village in Inarajan is considered a living museum showcasing the Chamorro culture and life in the past. It has thatched huts, traditional buildings and live demonstrations such as hand-woven ropes from tree bark, hats and bowls handmade from natural fibers and with local resident staff speaking about ancient customs and history.

Staff members demonstrate traditional Chamorro arts, crafts, and cooking for an interactive learning experience. Modeled after a community from the 40s and 50s, when the Chamorro life ways were more prevalently practiced and in the Chamorro Spirit!

http://www.inetnongefepago.com/
History - About Guam:
Gef Pa'go Cultural Village

Inetnon Gefpago:
http://www.inetnongefpago.com/
History - About Guam: Gef Pa'go Cultural Village

Inetnon Gefpago:
http://www.inetnongefpago.com/
Guam Information Links

- Guam Historic Resources Division: [http://historicguam.org/](http://historicguam.org/)
- Living National Treasures (Guam): [http://Intreasures.com/guam.html](http://Intreasures.com/guam.html)