MICHAEL RIVERO

Tour Guide & Live Host

7+ years hosting cruise guests in Miami · 860+ five-star reviews

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See me in action

Scan for 860+ guest reviews, tour photos, and my full work history.

michaelrivero.netlify.app

PROFILE

Tour guide and live host with **7+ years** in Miami's cruise and tourism industry. Has hosted guests from **more than ten cruise lines** and visitors from around the world, on tours ranging from private VIP groups to **open-top buses of up to 75**. **Builds a rapport with each group early** and keeps the conversation going all day, earning **860+ five-star reviews**. Also leads **ship-day dispatch at PortMiami**, bringing an understanding of how a cruise day runs from the pier side. Works as an **independent contractor** for several tour operators.

GUEST HOSTING EXPERIENCE

Shore Excursion Host & Dispatch Lead

Destinations North America (DNA), PortMiami — **2023 – Present**

- Started as a shore excursion host and was **promoted to dispatch lead**, now trusted with ship days of **10 to 30+ motorcoaches**.
- Work alongside **ship staff from major cruise lines**, seeing the guest's day from the pier side as well as from the bus.
- Continue to host excursions for Norwegian, Regent Seven Seas, Oceania, Azamara, and Explora Journeys guests, and **train new guides** to deliver the same experience.

Shore Excursion Host

Global Cruises — **2022 – Present**

- Host Miami shore excursions for **Royal Caribbean and Celebrity Cruises** guests, adding a **different style of traveler** and crowd to the repertoire.
- Built a **lasting working relationship** with the Global Cruises team, and remain on call when they need support.

Shore Excursion Host & Guide Lead

Miami Shore Excursions — **2022 – 2025**

- Hosted **several Carnival Cruise Line excursions a week** for groups of **40 to 50 guests**, and that steady volume **sharpened hosting skills** and built a strong understanding of cruise guests.
- Led multi-stop tours throughout the city, **keeping guests organized** on and off the bus.
- Took on dispatch and operations work as well, scheduling and **managing a team of guides** and coordinating routes with local vendors so tours ran **smoothly and on time**, including those ending at MIA and FLL.

Tour Guide & Live Commentary Host

Big Bus Tours Miami — **2019 – 2025**

- **First role in hospitality**, and the training ground for the **conversational hosting style** used in every role since.
- Hosted open-top city and night tours for **up to 75 guests per bus** across full-day shifts, building a rapport with each new group and making visitors from around the world **feel at home**.
- **Curated the onboard music** to set the tone for each tour.

Lead Tour Guide

Zoological Wildlife Foundation — **2020 – 2022**

- Guided public walking groups and **private high-net-worth clients** through one- to three-hour wildlife experiences, shaping each visit around what the group was most excited to see.
- Stepped into a **first leadership role** in 2021, supervising the guide team and coordinating tour and event schedules.
- Responsible for **guest safety around exotic animals**, and handled **active on-site emergencies** by following safety procedures and keeping guests safe until each situation was resolved.

Tour Guide

GuideFather Tours — **2019 – Present**

- Lead private and small-group walking tours in Miami, including **Cuban food and culture tours** in Little Havana.
- The small-group setting built **the other half of hosting**: connecting with guests one on one and tailoring each tour to them in real time.
- That personal approach has built a steady base of **repeat guests and referrals**.

SKILLS

Live narration & microphone work	Engaging large & small groups
Reading a room & adapting in real time	Guest care & service recovery
Emergency procedures & guest safety	Guide training, scheduling & team leadership
Vendor & transportation coordination	English (native), Spanish (proficient)

ADDITIONAL

- **Music Bingo Host,** Great Big Trivia: host weekly music bingo nights at a Miami restaurant, leading the room through a live game.
- **Musician:** University of Miami pep band; plays five instruments (trumpet, trombone, tuba, saxophone, percussion); former high school band captain.
- **Avid cruiser:** has sailed with many major cruise lines.