



Wrangler and Tour Guide Job Description Overview and Duties

- The main duties are providing safety for our guests, horses and our ranch team, and
- attending to any needs that horses have. The duties also include saddling and cleanup of barn and headquarters. A quick check and touch up of Outhouse is to be completed, prior to guest arrival.
- Wranglers will be dressed in traditional Cowboy attire. Boots, jeans, long sleeved and collared shirt, Cowboy Hat. Spurs can be used if not harsh.
- The Wrangler is part of a ranch team that exhibits courteous and good-mannered behavior to team members and guests.
- The Wrangler will greet guests in courteous and respectful manner and make guests feel comfortable with the ranch, horses, and riding process. The Wrangler assists guests with riding instruction and also assists with guest saddle mounting, adjustments, and touring.
- The Wrangler supports the Lead Wrangler with tour information, when needed.
- The Wrangler assesses safety concerns during the ride by observing guest riding mannerisms and safety issues, saddle and tack maintenance, and any terrain concerns. The Wrangler will also give guests a brief biography of the horses that they are riding. The Wrangler will take action immediately to correct any issues or immediately inform the Lead Wrangler on issues that need taken care of.
- The Wrangler duties also include unsaddling, putting away tack in the appropriate area, and in a manner to insure protection of the tack.
- Cleanup of barn and headquarters will be completed and doors to barn, pavilion, headquarters and outhouse will need to be secured.
- Horses will be released into whatever location is deemed appropriate for the day.
- A scan of the area, insuring there is ample water and food for horses and livestock is to be completed.
- Hours will be logged into time book.
- All gates will be closed and locks secured, prior to leaving ranch.

When being a part of the **Chuck Wagon Event**, the Wrangler will clean, tidy up, and assist in setting up the Western Pavilion for the event. Details for this will include, but will not be limited to, floor cleaning, staging barn for guest viewing, setting up tables, chairs, and setting tablecloths on table and setting other items needed for guest needs and team member needs.

One and Half hours before guests arrive:

Begin horse feeding and checking the barn, ranch, guest environment:

- a. Gather horses and begin feeding process, putting horses in separated areas.
- b. Scan barn and guest contact areas and begin correcting any issues or cleanup needed.

One hour before guest arrival:

Begin saddling, Inspecting and attending to horses:

- a. Make sure horses are secured in appropriate area to eliminate fighting and biting.
- b. Have lead short and tight enough to keep horses from picking on their neighbor.
- c. Make sure horses are free of hindering blemishes or cuts. If so, discuss with Trail Boss what action to take.
- d. Make sure all blankets, pads, and tack fits horses correctly. Make sure that your movements with pads, saddles, etc are calm enough to not cause horses to pull away from fence.
- e. Fit appropriate saddle to horse, based on rider size and weight.
- f. Spray horses with fly spray.
- g. Provide appropriate bridle for horse.
- h. Use hoof picks to eliminate any rock or hard mud from horse hooves.
- i. After horses have been taken care of, Wranglers will put on chinks, hats, sunscreen, etc., in barn area.

Guest Mounting:

- a. Mounting will occur after the Trail Boss has completed waiver signing, history and horseback riding safety tutorial.
- b. Prior to guest interaction, team members will have quick meeting with Lead Wrangler about the skill set and any issues of riders to help with horse selection.
- c. Put guests in safe area for the " horseback mounting and riding tutorial. One Wrangler will complete this process and other team members will support this tutorial by being quiet and not distracting guests.
- d. After the tutorial is completed, Wranglers will pull different horses and begin the mounting process for all guests.
- e. After all guests are mounted, the Wrangler first on horseback will do another quick review while the other team member(s) mount .

Touring

- a. Guide Rider in front of riders, scanning for terrain issues, rattlesnakes, etc. and also leading guests in appropriate direction of tour.
- b. Guests and Wranglers to follow behind in "posse style" manner.
- c. Wrangler(s) at back or side of guests always keeping an eye on their horsemanship skills and horse positions.
- d. Assigned Guide Wrangler will describe land, our flora fauna, horses, answer questions, etc. Wranglers will interact with guests, doing the same.
- e. Do not forget to give important points while ride. Stop guests, and gather to make eye contact with guests. This gives guests who are not so experienced on horseback a rest and impact the history in a greater manner. At this time, Wranglers will be attentive to guests, altering cinches, adjusting stirrups, etc.
- f. After this has been done, Wranglers will not talk during history points, as it is distracting to guests and other team members.
- g. Continue ride in safe manner, always taking into consideration the delicate nature of any riders and the skill level of all riders. Make sure that the ride is completed to the skill level of the weakest rider. If there are enough Wranglers, we can split the ride up to accommodate a quicker pace for more skilled riders.
- h. Make sure that you are at the barn 8-10 minutes before next ride time.
- i. Assist guests in dismounting and placement of horses, to insure no accidents occur with guests dismounting or horses picking on one another.
- j. After dismount, we will have guests help with putting away tack. If another ride is occurring, we will give them time for photographs and then Assigned wrangler will take into headquarters for snacks, water, Tripadvisor card and souvenir.

Preparing to Leave:

- a. The Wrangler duties also include unsaddling, putting away tack in the appropriate area, and in a manner to insure protection of the tack.
- b. Cleanup of barn and headquarters will be completed and doors to barn, pavilion, headquarters and outhouse will need to be secured.
- c. Horses will be released into whatever location is deemed appropriate for the day.
- d. A scan of the area, insuring there is ample water and food for horses and livestock is to be completed.
- e. Hours will be logged into time book.
- f. All stall doors and gates will be closed and locks secured, prior to leaving ranch.

Wrangler Don'ts

- **Do not be late. (Be at ranch 1 ½ hours prior to start of guest ride.)**
- **Do not text, post on social media during ride. (For safety, Wrangler focus needs to be on all moves of guest and horse.)**
- **Do not talk about yourself, unless you are answering questions of inquiry. And if so, keep it brief.**
- **Do not talk about any other horseback riding outfitters. (Again, guests pay for a limited amount of time on our horses – let's focus on OUR company's experience)**
- **(Guests have paid to hear about History, Horses, and the Texas way of life.)**
- **Do not talk badly about our horses or your bad history of horseback with accidents. (These comments make guests feel anxious and can lead to a bad experience.)**
- **Do not curse or act disrespectfully to guests or team members. (We all want to have a great day at the office.)**
- **Do not wear inappropriate or revealing attire. (Guests need to focus on safety and the ride.)**
- **Do not ride in a quick, or close manner to other horses. (Do not create any horse biting or any situation that would result in another horse becoming aggressive or taking a misstep.)**

Down time duties will include deep cleaning, stocking supplies, putting together souvenirs, spraying for insects, or any other items that need to be taken care of.

Wrangler: _____ Date _____