

Discussion - Starting a tour

February 24, 2014

Arrive early and check in with Lead Docent or front desk
Dress code – professional looking, you represent the museum
Positive attitude
Have fun and they will too!

Best place to start – away from the front entrance to avoid congestion

Introduce yourself – a few personal details
Chat so they know the conversation will be two ways
Tell them you want **them** to ask questions and make comments
Ask if they have been here before

Introduce the museum
Anna Rice Cooke
Picture of house

Overview of museum and orientation - for adult tours
East is west / west is east
6 courtyards
Restrooms
Café
Shop
Theater

Ask about your visitors
Who they are
Where from

Rules: No touch – tell before they do it!
Bags/carts
Food/drink
Phones
Cameras
Pencils

Tell them what today's tour is and how long it will last

Ask what they want to see

Let them know in the end you will ask them a question ----- and they will need to have an answer (this keeps them attentive)