

Discussion - Starting a tour

January 31, 2011

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

Best place to stand

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

Introduce the museum

- Anna Rice Cooke
- Picture of house, mango tree
- View from house

Overview of museum and orientation

- 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/lockers
- Food/drink
- Phones
- Cameras
- Pencils

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

Ask what they want to see