

Tour Logistics | Garden Docent Training Program

Monday, April 29, 2019

Let's Walk the Walk | Radios

Garden docents utilize radios to perform:



- Radio checks



- Contact visitor services regarding tour tickets



- Report any incidents and emergencies to Security



Mansion Security Control Room

► Radio Procedures

Let's Walk the Walk | Reporting Incidents

What type of incidents require a call to Security?



- Accidents: trip, fall, etc., no matter how minor



- Suspicious behavior



- All medical emergencies



- Lost visitor

► Reporting Incidents

Scenario | Conducting an Initial Radio Check



► Radio Procedures



Scenario | Responding to an Incident on a Garden Tour

Keeps/Changes:

- What did the docent do right?
- What should be changed in the response?



► Responding to an Incident









Let's Walk the Walk | Docent Leader for Tour "A"

- Tour "A" is the leader of the day
- 15 minutes prior to the tour, greet all tour participants before dividing visitors into smaller groups
- Helps set the tone for the tour experience by:
 - Providing an overview of visitor guidelines
 - Dividing visitors among fellow docents



► Docent Leader of the Day

Scenario | Docent Leader for Tour "A"

	1. Greet visitors
	2. Review visitor guidelines:
	a. Photography policy
	b. Silence cell phones
	c. No picking flowers
	d. Stay on the pathways/don't walk in flower beds
	e. Seating available
	3. Divide group among docents
	4. Start the tour and have fun!



► Tour Leader



Hillwood Game Night: Tour Logistics Trivia



Marjorie Post, Dina Merrill, and others at Camp Topridge (Aug 1969)

When are the garden tours offered and when are the garden tour seasons? What are Hillwood's hours?



10:30 a.m.



12:30 p.m.

Tour seasons: spring (Apr-Jun) and fall (Sep-mid-Nov)

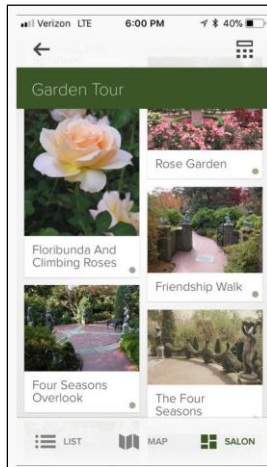
Operating hours: 10 a.m.-5 p.m., Tues-Sun

What is the visitor/docent ratio for a guided tour?

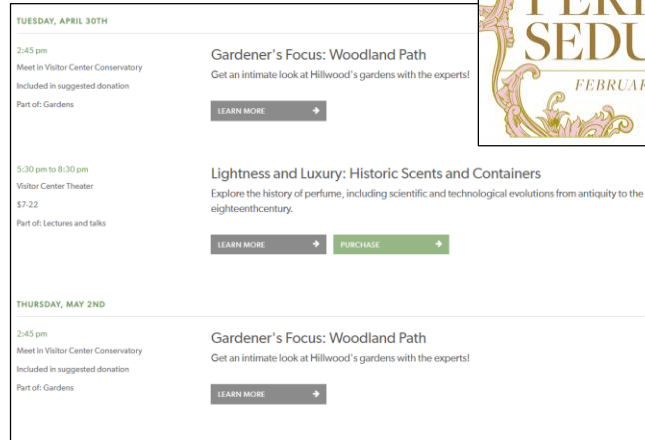


Between 1 to 20 visitors/docent

In addition to a guided garden tour, what other offerings are available to visitors to further engage with Hillwood?



Mobile app



Special exhibition

Hillwood's website



Who sits on the board at Hillwood?

- Local and national distinguished community members
- Including members of the Post family
- Approximately 30 members
- Supported by an Advisory Council of about 55 people



General Foods Board Meeting at Maxwell House, 1949

What is the dress code for volunteers?

- Business casual
- Sun/weather protection is recommended, i.e. umbrellas, rain jackets, sunscreen, sun hats, comfortable shoes, water bottles



What do I do if I'm running late or need to cancel a docent shift last minute?

Weekday shifts:

Lisa Horvath ASAP at **202.243.3938** or
LHorvath@HillwoodMuseum.org

Weekend shifts:

Security control room at **202.686.8524**



What is the difference between a public tour, private tour, and custom tour?




- **Public tours:** regularly scheduled and offered to the general public.
 - Garden Tours: 10:30 a.m. and 12:30 p.m., Tuesday-Sunday
 - Mansion Tours: 11:30 a.m. and 1:30 p.m., Tuesday-Thursday
11:30 a.m., 1:30 p.m., and 3:30 p.m., Friday-Sunday



- **Private tours:** groups paying an additional cost for a pre-arranged private tour booked outside of the public tour times.



- **Custom tours:** groups paying an additional cost for a private tour with a customized experience, such as an altered tour route and/or tour focus.  **Note:** these are rare requests

How do you handle “hangers-on’s,” i.e.: visitors who tag along on public tours?

Unless it is a private tour, docents should aim to be flexible and gracious to accommodate additional visitors on their tour.



If visitors ask about joining a private tour: “I’m sorry, but this is a private tour. The volunteers in the visitor center can share with you ways you can experience Hillwood.”

Once you have arrived at Hillwood, what are your first two steps for your volunteer shift?

Hillwood Estate, Museum & Gardens Interpretation Volunteer Daily Schedule Sunday, March 10, 2019				Hillwood Estate, Museum & Gardens Volunteer Notes Sunday, March 10, 2019																																															
<p>Total number of pre-registered visitors for the day: 45</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3">MANSION DOCENTS</th> </tr> </thead> <tbody> <tr> <td>11:30 a.m. tour - 4 docents:</td> <td>1:30 p.m. tour - 4 docents:</td> <td>3:30 p.m. tour - 4 docents:</td> </tr> <tr> <td>0 group tickets</td> <td>12 Constellation Culinary Group</td> <td>0 group tickets</td> </tr> <tr> <td>40 day-of-tickets available</td> <td>2 Walter and Rebecca Powers</td> <td>40 day-of-tickets available</td> </tr> <tr> <td></td> <td>26 day-of-tickets available</td> <td></td> </tr> </tbody> </table>				MANSION DOCENTS			11:30 a.m. tour - 4 docents:	1:30 p.m. tour - 4 docents:	3:30 p.m. tour - 4 docents:	0 group tickets	12 Constellation Culinary Group	0 group tickets	40 day-of-tickets available	2 Walter and Rebecca Powers	40 day-of-tickets available		26 day-of-tickets available		<p>NOTES</p> <p>Groups Please note there is one scheduled group for today.</p> <p>Cafe Express Service Our cafe is undergoing exciting renovations! Seated service is not available, but express service is available in the visitor center conservatory from 11 a.m. until 4 p.m.</p> <p>New Exhibition Open Perfume and Seduction, February 16 - June 9, 2019 Discover the finest examples of perfume bottles, gold boxes, porcelain objects, and other eighteenth-century luxury items that were used in the bathing and dressing ritual known as <i>toilette</i>. Originally a ritual of court society introduced by King Louis XIV, the term <i>toilette</i> derives from the French word for a cloth—or <i>toile</i>—that covered the dressing table. This special exhibition will present examples of objects from Hillwood's collection that represent the finest luxury objects used in this elaborate ritual. A selection of objects from the private European collection of Givaudan will complement the Hillwood collection. Presented for the first time in the United States, the Givaudan collection of luxury objects for the <i>service de toilette</i> is one of the most important and complete in Europe.</p> <p>Orchid 101: How to Get Your Orchid to Rebloom 10 a.m. Beginner and intermediate-level orchid growers will learn the basics of growing healthy orchids. Healthy plants can live for decades and will produce countless blooms during their lifetimes. This class will focus on several of the most commonly available orchids including the Phalaenopsis, moth orchid, and the classic Cattleya, or corsage orchid. Techniques which encourage plants to rebloom will be particularly emphasized. This program is limited to twelve people. Payment is required in advance and is non-refundable.</p> <p>Orchid Workshop: To Repot or Not? 2 p.m. Is it time to repot your orchids? Regularly repotting orchids not only provides new nourishment and space to grow, but the opportunity to assess their health and treat anything that may be ailing your plants. Bring an orchid or two from home and your plant will leave this hands-on workshop with a "good home." This program is limited to ten people. Payment is required in advance and is non-refundable.</p> <p>New Volunteer Website Launched! In coordination with the start of the 2019 garden docent training program, the new volunteer website has launched. While the web address remains the same (http://volunteer.hillwoodmuseum.org), the website has a new, sleeker look and continues to house a multitude of Hillwood resources, including the lecture video archives, training and onboarding resources, and more. Be sure to visit the website today!</p> <p>Help Visitors Stay in Touch with Hillwood The best way for visitors to receive Hillwood news is through our monthly email. Encourage visitors to sign up today using the kiosk on the first floor of the visitor center or filling out a form with the associates at the front desk.</p>																																
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What times should docents report to the motor court for the garden tours? What do you do during that time?



10:15 a.m.



12:15 p.m.

A visitor has a suggestion, compliment, or complaint. What is the best way to handle visitor feedback?

Visitors are welcome to leave their feedback on a comment card at the visitor center front desk.

Docents can also pass along feedback they hear from visitors onto Lisa Horvath.

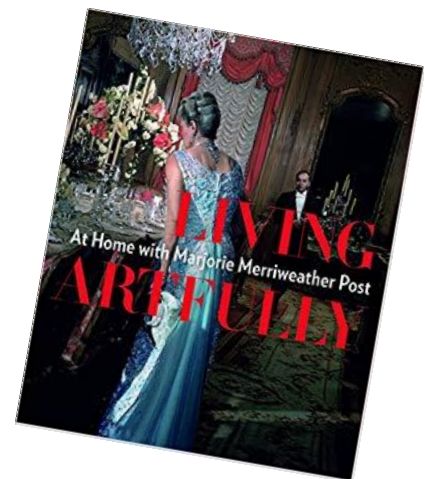
HILLWOOD ESTATE, MUSEUM & GARDENS					
Name:	_____				
Email:	_____				
Date:	_____				
Are you a Hillwood Member?	Y	<input type="checkbox"/>	N	<input type="checkbox"/>	
Is this your first visit to Hillwood?	Y	<input type="checkbox"/>	N	<input type="checkbox"/>	
Please rate your visit:					
	Poor	Average		Excellent	
	1	2	3	4	5
Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tours/ Docents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How are we doing?					

<small>If you would like more information about becoming a Hillwood Member, please stop by the Information Desk before you leave today!</small> Your comments are valuable to us. Thank you!					

A visitor would like to share a first-hand account of their interaction with Marjorie Post, her estates, or staff. Who should they contact?

Visitors can get a business card for the curatorial department, which runs the oral history program, at the visitor center front desk.

They can also leave their contact information with the front desk staff.



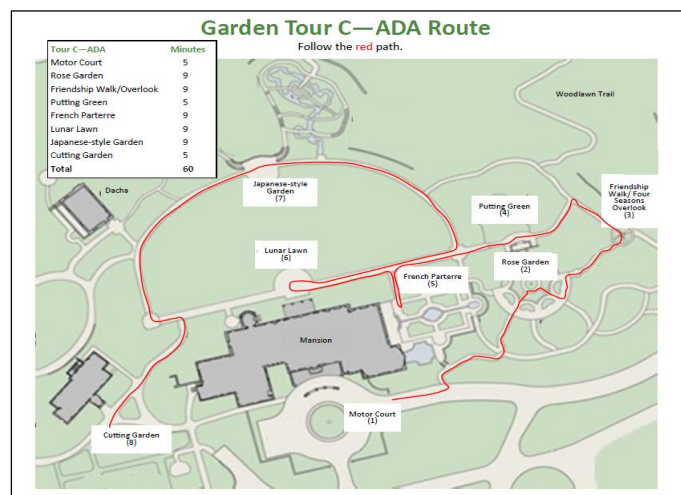
What happens when there are not enough visitors for a tour?

- Docents decide who will lead tour(s)
- One docent should wait in the motor court for late arrivals
- If no further tours scheduled for the day, and no late arrivals:
 - Non-touring docent(s) can do self-study
 - The non-touring docent(s) can leave early

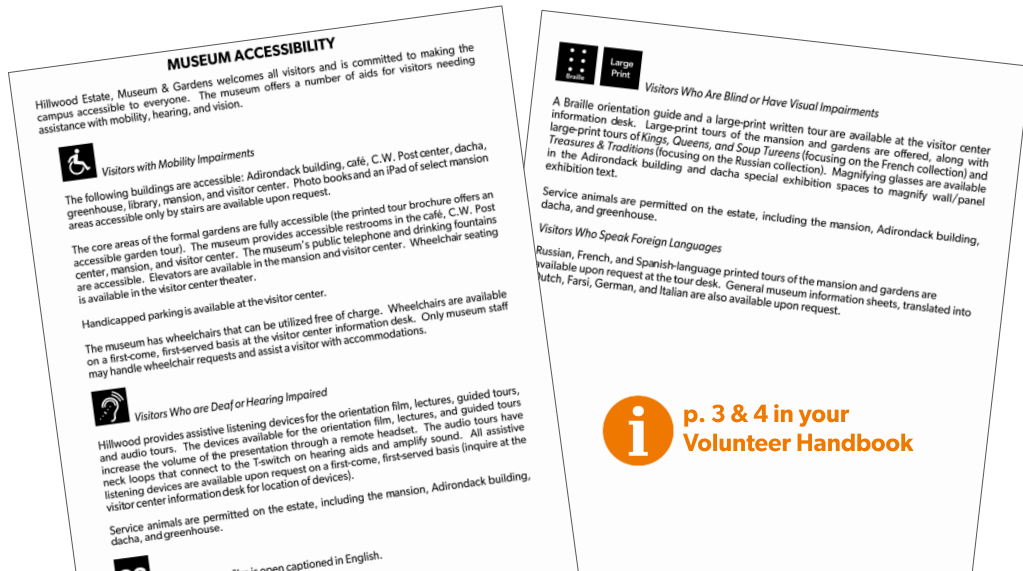


Which garden tour route is ADA compliant?

Tour Route C is ADA compliant; the route keeps to flat surfaces only.



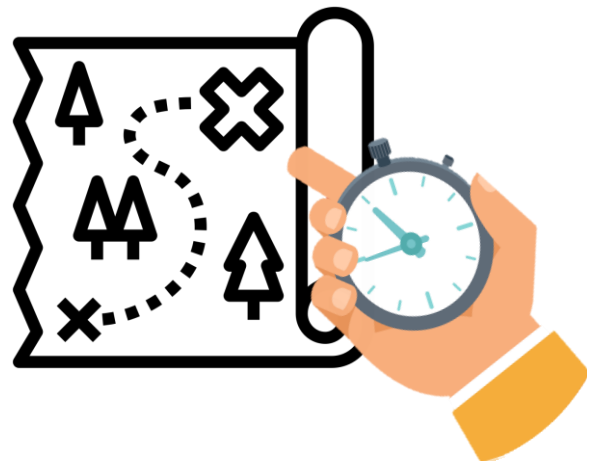
What accessibility services are available to visitors?



How do you manage a group of visitors, who are moving slowly on your tour? For example, you're touring a group/visitors with special needs or mobility issues.

Create room for travel time:

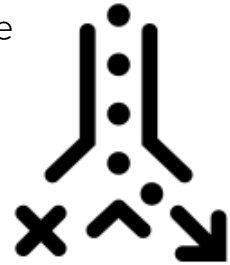
- Distill your content further
- Focus on less items per room



What do you do when a fellow docent goes too long or off the tour path?


In the moment

- Inform the docent or make eye contact, so they know you are nearby
- Be flexible – adjust the location of where you deliver your room presentation
- Adjust voice level.



Afterwards

- Privately follow up with the docent.
- If the concern continues, notify Lisa so she can assist in the conversation.

 **Note:** this doesn't happen often in the gardens

What is the best way to “fact check” a story from a visitor or a fellow volunteer that you are not sure is accurate?

- Ask for the source
- Use disclaimers if sharing information you are uncertain of the source.
 - For example: “I’ve heard this said but have not seen a source for...”



What can visitors do in the gardens? What can visitors not do in the gardens?



Can Do:

- All ages welcome!
- Sit on the furniture in the garden rooms
- Wheelchairs and walkers welcome!
- Take non-flash, vacation-style photos
- Tripods are allowed
- Services animals are permitted
- Picnic in designated areas
- Stay on the sidewalks and paths
- Food and beverages can be enjoyed outside



Cannot Do:

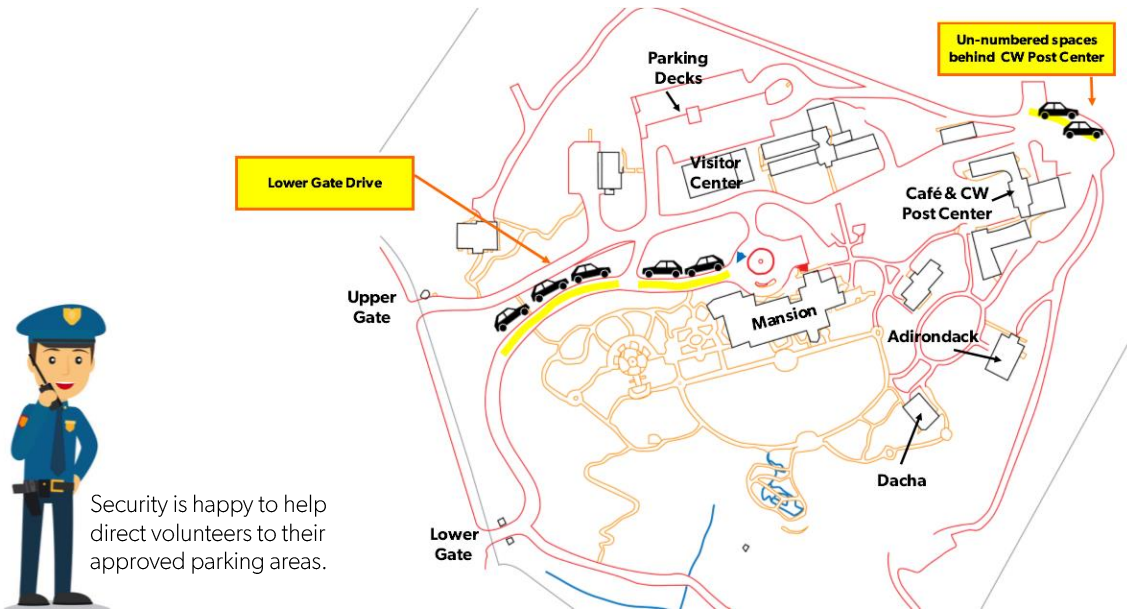
- Leave a mess after eating – clean up after self
- No smoking, firearms, or weapons
- Wireless devices should be on silent or vibrate
- No climbing on the statuary or entering the water features and fountains
- No picking plants

How do you respond to a question you don't know the answer to?

- "That's an excellent question. I'm not sure of the answer, but I'll make sure I know for your next visit."
- "That's an interesting question. I'm not sure of the answer, but what I do know is... (fill in the blank)."
- Look up the answer together after the tour.
- Comment cards at the visitor center front desk.



Where do volunteers park?



Under what weather circumstances are garden tours cancelled?

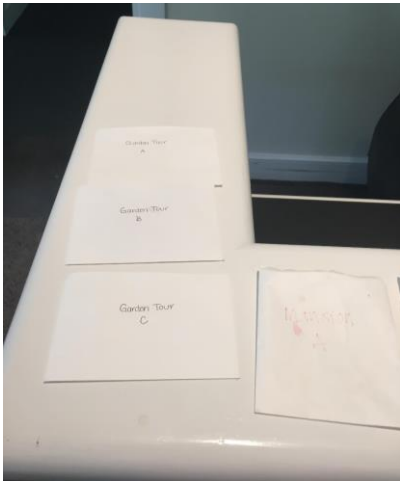
Severe weather conditions:



What areas of the estate are available for visitors to picnic?



Is there a tour route cheat sheet docents can take with them on tours?



A hand holds a white tour route cheat sheet with a table of tour components and their durations in minutes.

Tour B	Minutes
Motor Court	5
French Parterre	9
Rose Garden	9
Friendship Walk/Overlook	9
Putting Green	5
Japanese-style Garden	9
Lunar Lawn	9
Cutting Garden	5
Total	60

What are some of the volunteer resources available to volunteers?



Volunteer lounge

Hillwood Happenings for Volunteers

All Hillwood volunteers are invited to take advantage of the educational offerings listed below. While advance registration is not necessary for all continuing education events, **please register in advance when stated**, as space is limited for some opportunities. Advanced registration can be completed on the clipboard at the horticulture sign-in station or by contacting Drew Asbury at 202.243.3907 or DAsbury@hillwoodmuseum.org.

Earth Day in the Woods | Monday, April 22, 9 a.m.–12 p.m.

Celebrate Earth Day by joining the horticulture staff for a morning of removing invasive plants from Hillwood's woodlands and natural areas. There is no need to RSVP, the more the merrier. Meet in the horticulture break room.

Hanging Basket Workshop | Tuesday, May 14, 11:30 a.m.

Join Drew Asbury, horticulturist, in the greenhouse workroom to create your very own summer-flowering hanging basket from a selection of flowering and trailing plants. A \$25 fee covers the cost of materials. Space is limited to 12 volunteers. Please sign up on the clipboard in the horticulture office area. Meet in the greenhouse workroom.

Container Workshop | Wednesday, May 15, 11:30 a.m.

Jessica Bonilla, head gardener, will provide inspiration to help you create your very own container of summer-flowering plants. A \$25 fee covers the cost of materials. Please sign up on the clipboard in the horticulture office area. Space is limited to 12 volunteers. Meet in the horticulture break room.

Garden Tour: Trees at Hillwood | Tuesday, May 21 through Thursday, May 23, and Saturday, May 25, 11:30 a.m.

Join Marshall Paquin, senior gardener, as he discusses and highlights the diverse collection of trees in the gardens. Please sign up on the clipboard in the horticulture office area. Space is limited to 15 volunteers. Meet in the horticulture break room.

Plant ID Walk: Early Summer Blooms | Tuesday, June 4 through Friday, June 7, 11:30 a.m.

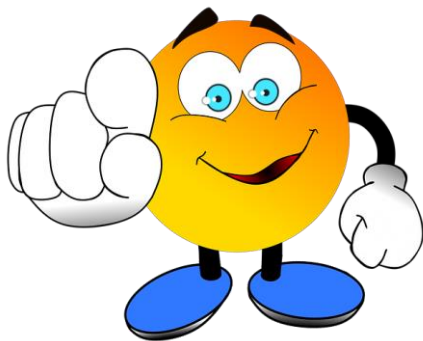
Join Drew Asbury, horticulturist, for a walk in the gardens. We will focus our discussion on plants in bloom. Please sign up on the clipboard in the horticulture office area. Space is limited to 15 volunteers. Meet in the horticulture break room.

Mid-Century Master: The Photography of Alfred Eisenstaedt Volunteer Education Lecture | Monday, June 10, 10:30 a.m.

Join us as Megan Martinelli, assistant curator of apparel, jewelry, and accessories, speaks about Hillwood's new exhibition *Mid-Century Master: The Photography of Alfred Eisenstaedt*, opening to the public on June 8 in the Adirondack building. Volunteers are invited to attend a presentation in the visitor center theater. Following the lecture, Megan will be available on-station in the exhibition to answer questions. No RSVP is required, and the presentation in the visitor center theater will be recorded and shared on the volunteer website.

Who can conduct tours at Hillwood?

Hillwood-trained docents and staff



If you encounter an unauthorized tour:
Please notify visitor services staff at your convenience.

Where can volunteers leave their belongings during a shift?



Closet



Cubbies

What should docents do if the touch screen computer is not working and they cannot log their hours?

1. Notify staff
 - Lisa Horvath
 - Visitor Services
2. Record hours at home
 - Step-by-step instructions in the Volgistics User Guide (p. 14).

Volunteer information for Lisa Horvath

Home Mail My Profile My Schedule My Service History **Time Sheet** Account

Instructions
To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.

Time Sheet

What was the date of your service?

March 2019

S	M	T	W	T	F	S
24	25	26	27	28	29	30
31						

April 2019

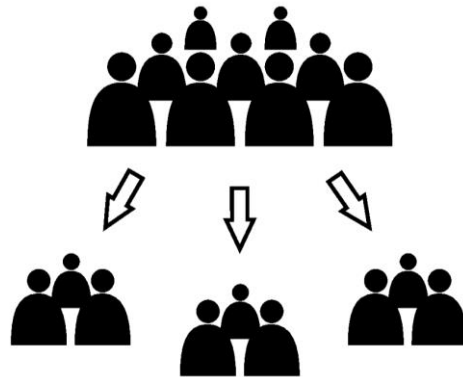
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23				

Which assignment did you serve in?

How many hours did you serve? hours, minutes

What should docents do if there are expected visitors missing at the tour time?

- Response will vary based on number of missing visitors
- Docents divide the present visitors among them and begin their tour in the motor court, keeping an eye out for the anticipated visitors.



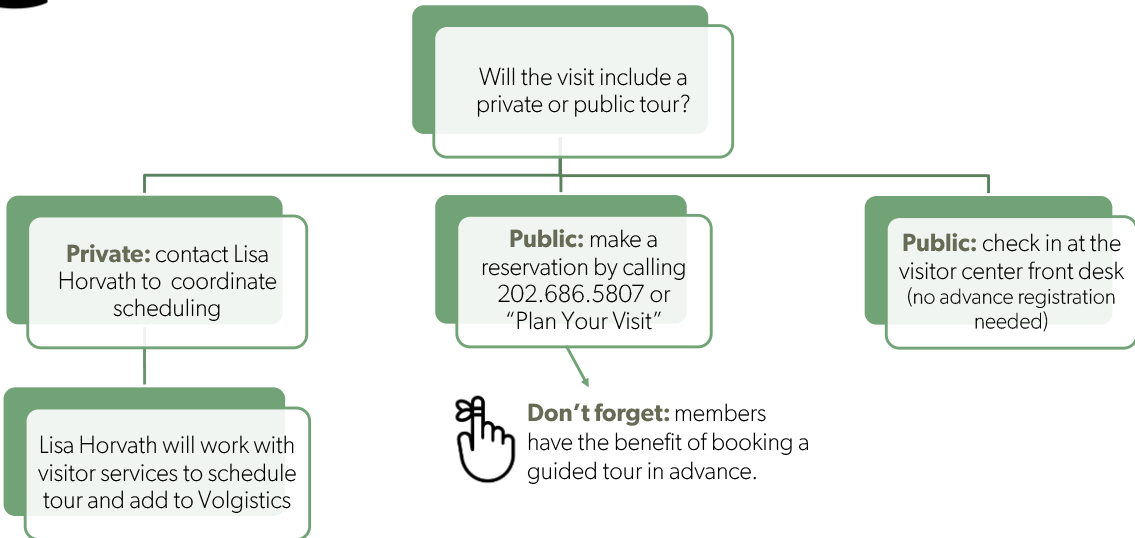
A visitor from my tour would like to leave a tip. Is this allowed?



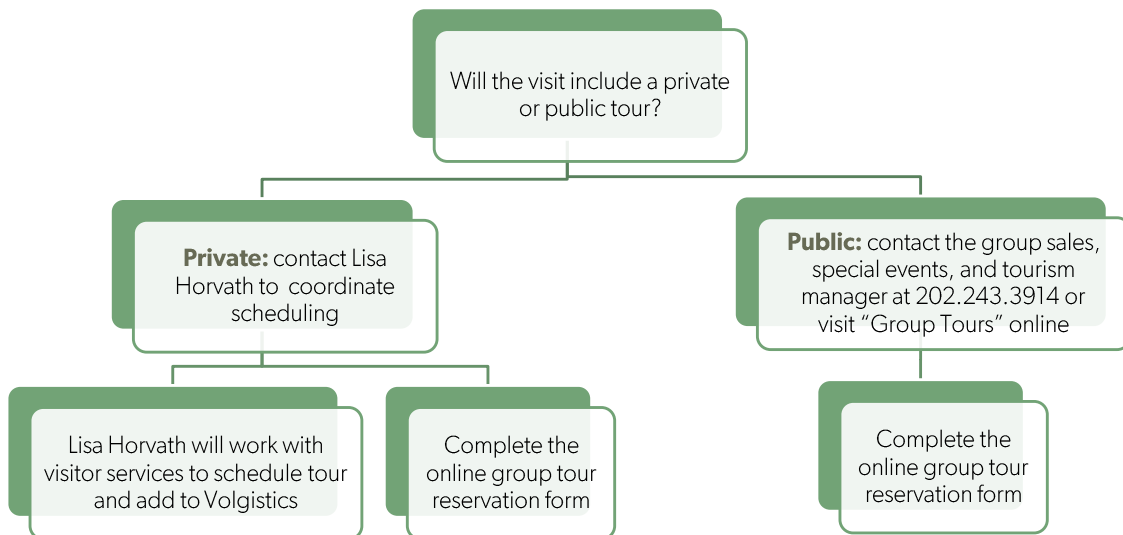
Donations are welcome at the visitor center.



You want to bring a small group (9 or less people) to Hillwood. How do you make arrangements?



You want to bring a larger group (10 or more people) to Hillwood. How do you make arrangements?



What is Hillwood's photo policy?



Can Do:

- Vacation style, informal photos
- Mansion, gardens, visitor center, greenhouses, and exhibition spaces (unless otherwise noted)
- Tripods and selfie sticks can be used in the gardens but not in the mansion.
- Professional photography in the gardens can be scheduled by appointment:
 - Contacting the visitor information office at 202.686.5807
 - Staffed at the time of the appointment.



Cannot Do:

- No flash or video recording indoors.
- No selfie sticks or tripods indoors.
- No photographic equipment, like flashes, reflectors, models, costumes, etc.
- Professional photography is not permitted in the mansion or exhibition spaces.



Follow us and use **#HifromHillwood**

Can I display my garden club's recruitment pamphlet at Hillwood? My HOA's petition against...?

No. Volunteers may not distribute non-Hillwood literature or conduct non-Hillwood business on property.

But, we encourage volunteers to advertise Hillwood among their networks 😊

Apply now for Hillwood's 2019 garden docent training program!

Do you...

- Have a **love of plants and nature** that you would like to **share with others**?
- Love to meet other **garden and decorative arts enthusiasts**?
- Want to learn more about **Hillwood and Marjorie Merriweather Post**?

See back for details regarding volunteer positions and how to apply.



Hillwood Estate, Museum & Gardens, photographed by [unreadable]



Next Steps | Transitioning to Active Docent Status



Submit Self-assessment & Written Lesson Plan

- ▶ Due within 2 days of qualifying tour



Log into Volgistics & Schedule

- ▶ On a rolling basis as they qualify, newly minted docents sign up for tours in May & June
- ▶ Veteran garden docents have already begun signing up for May tours; you will find tours not yet booked with docents



2019 Tour Seasons

- ▶ Spring: Tuesday, April 2-Sunday, June 30
- ▶ Fall: Sunday, September 1-Sunday, November 10

- ▶ Active Docent Status

Keep Engaged with Us!



Fill your “off-season” with a VSV or Horticulture volunteer role!

- ▶ Check listings in “Jobs & Volunteering” on www.hillwoodmuseum.org

Continuing learning with us through:



- ▶ Horticulture staff-led workshops, plant ID walks, and garden tours (more info *The Post Serial*, Spring 2019)
- ▶ Exhibition trainings: *Mid-Century Master: The Photography of Alfred Eisenstaedt* (June 10, 10:30 am)
- ▶ New publication: 2019 Marjorie Post Biography (Dec 9, 10:30 am/2pm/6:30pm)



Attend a Hillwood event:

- ▶ Parties (Feb & June), member & public programs (lots of lectures are digitally recorded, remember!), & circles member trips

- ▶ Keep Engaged!

Cohort Power Activate!

You are a **Mighty Group of 16**, who share a special bond of having done the 2019 Garden Docent Training!

We hope you've had a chance to get to know each other, and wish you continued opportunities to get to know each other more.

- ▶ **Learning:** bounce tour ideas off, share good readings/videos/places to visit, ask for help or advice from
- ▶ **Socialize:** you share an interest in gardening & Hillwood, and are life-long learners! And you are all lovely people!



▶ Cohort Power

Get to Know Your Extended Volunteer Family



Party together

- ▶ May 20, 5-7 pm
Volunteer Appreciation Reception
- ▶ Oct 7, 1-2:30 pm
Fall Season Kick-off Meeting & Reception for Newly-minted Garden Docents

Read *The Post Serial*

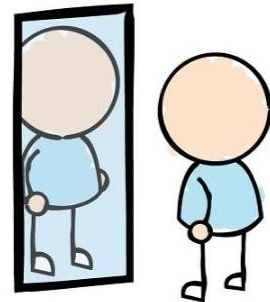
- ▶ Keep up on volunteer topics

Enjoy getting to know the other volunteers!

▶ Get to know fellow volunteers

Learn from Visitors: Being Reflective Practitioners

- ▶ Continue being a reflective practitioner, using “keeps/changes” model for reflection.
- ▶ You each will have performance goals enumerated on your self-assessment worksheet (completed after giving a qualifying tour). Use those as you go forth, “into the wild.”
- ▶ Remember: We are ALL “good, getting better,” and always learning.



▶ Learn from visitors

Roles of Lisa and Audra after Training Ends

- ▶ Our doors, on mansion’s second floor, are always open!
- ▶ We want to hear how you are doing, so stop by!

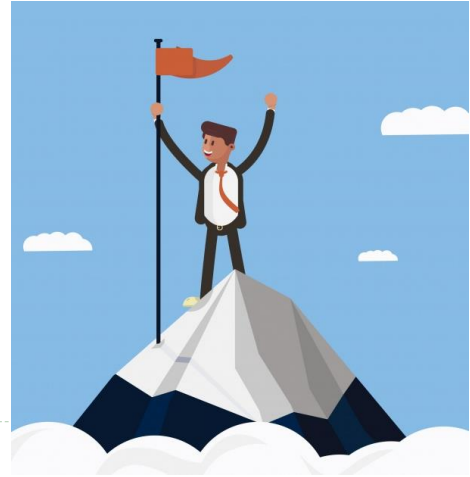


- ▶ **Lisa H:** guru of all things volunteer program management, scheduling, and communications.
- ▶ **Audra:** cheerleader for all who’ve completed this “hard-work adventure,” and always interested in crafting training opportunities.

▶ Roles of Lisa and Audra

Step Back

- ▶ What are the key pieces you will take away from tonight's session?
- ▶ Questions/concerns?
- ▶ Looking forward to your qualifying tours in May!
- ▶ And a "thank you" for going on this "Hard Work Adventure" with us!



▶ Step back