

**“The Best Possible Visitor Experience”  
2019 Garden Docent Training  
Hillwood Estate, Museum & Gardens**

**April 29 Workshop: Tour Logistics**

**Objectives**

After completing this session of the training program, participants will be better able to:

1. Identify the key procedures and policies related to being a docent at Hillwood;
  2. Describe how the training journey ends after the qualifying tour but the refining never stops.
- 
- I. Introduction
    - A. Review objectives and agenda of our last class ☹️
    - B. TCB, or takin’ care of business: collect pink forms; future: class evaluation
  - II. A Toast and A Treat
  - III. Volunteer Procedures & Policies
    - A. What questions about procedures/policies do you want answered tonight?
    - B. Volgistics Resources: User Guide and Lisa H.
    - C. Let’s Walk the Walk! Scenarios: Radios, Incidents, Docent Leader for Tour A
    - D. Get Your Game On!
  - IV. Where the training journey ends but the refining never stops
    - A. After the qualifying tour: next steps
      - i. Spring Season: Tuesday, April 2-Sunday, June 30
      - ii. Fall Season: Sunday, September 1-Sunday, November 10
    - B. Keep engaged
    - C. Cohort power activate!
    - D. Get to know the extended volunteer family
    - E. Learning from visitors: being reflective practitioners
    - F. Roles of Lisa and Audra after training ends 😊
  - V. Step Back
    - A. What are the key pieces you will take away from tonight’s session?
    - B. Did we meet the objectives?
    - C. Questions/concerns?
    - D. And now onward to the qualifying tours in May!
  - VI. A Thank You for Going On This “Hard Work Adventure” With Us!