





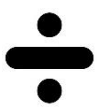



## “The Best Possible Visitor Experience” 2019 Garden Docent Training Hillwood Estate, Museum & Gardens

### Role Playing | Docent Leader of the Day

During the 15 minutes before the tour begins, the docent leader of the day will greet all tour participants before dividing visitors into smaller groups. The brief welcome helps set the tone for the tour experience by providing an overview of the necessary visitor guidelines and organizing the visitors among the docents scheduled. The docent scheduled for tour route “A” is the leader of the day, who will give the welcome.

For this exercise, staff will demonstrate the welcome. You will then partner with a fellow docent-in-training and practice giving the tour welcome to each other. Below you’ll find a “cheat sheet” of the welcome along with the full script on the back of this handout.

	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!

Full script on reverse



## **Welcome Script**

*Good morning/afternoon. My name is \_\_\_\_\_ and on behalf of the museum and my fellow docents, welcome to Hillwood!*

*We are about to embark on an hour-long highlights tour of the gardens. If you have not done so already, be sure to give your tour ticket to either myself or one of the other docents. At the conclusion of the guided tour, you are most welcome to stay in the gardens as long as you like. The estate will be open until 5:00 p.m.*

*To ensure we all have the best possible experience, I have a few guidelines to review:*

- *You're welcome to take photographs and video record in the gardens; please note flash photography and video recording are not permitted indoors.*
- *Please turn off or silence any cell phones or electronic devices.*
- *We ask that you not walk in the planting beds or pick any of the plants.*
- *If you need to leave the tour at any time, please feel free to do so.*
- *If you need to take a seat during the tour, there is seating in many of the gardens that you are welcome to use.*

*We will divide you into X number of smaller groups, each with XX number of people per group. Each group will see the same garden rooms, just in a slightly different order. May I have XX number of people go with (insert docent's name), (and so on...)*