



GARDEN DOCENT  
GUIDELINES, RESOURCES,  
& FREQUENTLY ASKED QUESTIONS

April 2019

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These guidelines and resources are provided to help ensure the best possible experience for docents and visitors on guided tours.

## GARDEN TOUR OVERVIEW

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### PRIMARY RESPONSIBILITIES

A docent's goal, as is Hillwood's, is to provide the best possible visitor experience. Garden docents are an integral part of the Hillwood community and serve several important roles. They:

- Conduct garden tours
- Conduct specific 20-minute garden room talks at festivals and public programming, as needed
- Assist with public programming and special events, as needed
- Assure a positive, enjoyable visitor experience

### TOUR STRUCTURE

- Docent-led tours are "highlights" tours, intended to give a general overview of Hillwood and the gardens centered on overarching themes and distilled information, rather than on minutiae.
- Docents use frameworks and interpretive messages to craft their tour's structure and content.
- A docent-led tour is but one point of entry for a visitor into a quality Hillwood experience. Depending upon the visitor's learning style and needs, other options, such as a self-guided experience, the audio tour, or the mobile app may be more appealing. The gardens are open to all types of visitors, and those self-guiding or listening to an audio tour or the mobile app could potentially tag along on your tour, or already be in the garden rooms when you arrive with your group.
- Docent-led garden tours are offered regularly Tuesday-Sunday from 10:30 a.m.-11:30 a.m. and 12:30-1:30 p.m. during the garden touring seasons: Spring (April-June) and Fall (September-mid-November). The general operating hours of the estate are 10 a.m.-5 p.m., Tuesday-Sunday. Hillwood is closed on Mondays, most national holidays, and several weeks in January.
- Garden tours take place in rain or shine, except during severe weather conditions, like lightening or a heat advisory. Hillwood staff will determine if a tour needs to be shortened or cancelled due to inclement weather and will notify the docents scheduled. This mostly happens day-of with docent consultation.
- Docents serve a 4 hour shift (10 a.m.-2 p.m. Tuesday through Sunday), which allows for a lunch break between tours.
- Docents serve a minimum of two shifts per month equating to between 50 and 92 service hours annually. All new docents are assigned to a floating schedule as dictated by Hillwood's scheduling needs.
- We encourage docents to serve additional hours and recognize those who exceed the standards. Extra hours are available through group requests (leading private or custom tours) and during programming (conducting garden room talks during festivals).

- Only Hillwood docents and staff are permitted to lead guided tours of the mansion and gardens. Outside tour guides/operators are not permitted to tour groups on Hillwood property. If you encounter an unauthorized tour, please notify visitor services staff in the visitor center at your convenience.

## TOUR TIMEFRAME

- Tours last 60 minutes in length. The tour time of 60 minutes strikes a balance between the needs of the visitors for a comfortable and convenient length of time to be on a guided experience, and the museum and docent's desire to provide a quality educational interaction centered on the design, features, and Marjorie Post/museum today stories. The allotted time for each garden room on the tour includes travel time from one garden room to the next, as well as time for the introduction and conclusion at the beginning and end of each tour.
- Docents should be comfortable telling visitors that if they want to learn more than what is discussed on the tour there are multiple ways to do so, including:
  - taking the audio tour, or downloading the mobile app
  - taking a docent-led mansion tour,
  - visiting the special exhibition or the greenhouse,
  - joining as a member,
  - attending a public program,
  - or becoming a volunteer.

Instruct visitors to inquire at the visitor center for more information on a specific topic or visit Hillwood's website at [www.hillwoodmuseum.org](http://www.hillwoodmuseum.org), where they can learn how to deepen their engagement with the museum.

- If you have difficulties with a fellow docent not keeping to the 60-minute timeframe, graciously discuss the matter directly with the docent. If the concern continues, notify Lisa Horvath so she can assist in the conversation. See Frequently Asked Questions: Interacting with Visitors & Docents for more tips.

## VISITOR/DOCENT RATIO

- Each docent will generally guide between 1-15 visitors on a tour. Flexibility will be required of docents to structure their tour according to group size. Groups may expand to as many as 20 visitors per docent, but this is a rare occurrence.
- Groups of 10 or more, as well as Hillwood members, have the privilege of reserving a docent-led tour in advance. The remaining tour tickets for the regularly scheduled tours are distributed on a first-come, first-served basis at the visitor center tour desk. Some groups may request a private tour, which is scheduled at some time other than the 10:30 a.m. and 12:30 p.m. public tours.
- Docents should expect to see a diverse audience on a tour: visitors will vary by age, life experience, culture, interest in Hillwood, physical capability, and in other ways. Docents will have to accommodate and strive to engage each group.
- Additional visitors or, as we sometimes refer to them, "hangers-on," may join a tour once it has started. Unless the tour is a private or custom tour, each docent should aim to be flexible and

gracious to additional visitors. Most often these types of visitors may listen in for one or two garden rooms, and then self-select to continue with their self-guided experience.

## DOCENT-LED MANSION, GARDENER'S FOCUS, PRIVATE, AND CUSTOM TOURS

- Another reason garden highlights tours should be 60 minutes is because other tours occur before and after the highlight tours.
- Docent-led mansion tours are offered Tuesday-Sunday from 11:30 a.m.-12:30 p.m. and 1:30-2:30 p.m. with an additional tour offered Friday-Sunday from 3:30-4:30 p.m. year round.
- Gardener's focus tours (a type of public program) led by horticulture staff highlighting seasonal blooms/garden rooms are offered at various times throughout the year. For more information, visit the Events and Program page on Hillwood's website.
- Private and custom tours happen at various times before and after the highlights tours.
  - Private tours are groups paying an additional cost for a private mansion or garden tour booked outside of the regularly scheduled tours offered for groups and the public.
  - Custom tours are groups paying an additional cost for a private tour where the group has requested a customized experience, such as an altered tour route and/or tour focus. Custom tours are typically booked at some time other than the public tours. Information regarding the group's request is emailed in advance to the scheduled docents.
  - Some groups may also request a private or custom tour led by Hillwood staff. These are accommodated based on the staff's availability and other tours scheduled for the day.
  - If you are leading a private or custom tour and general visitors inquire or try to join the tour, please gently explain the tour is private and additional ways to learn in the gardens (brochures, audio guides, etc.) are available in the visitor center.
  - **Reminder:** Groups of 10 or more can also book onto a regular, public tour at 10:30 a.m. and 12:30 p.m.

## SCHEDULING

- Docents submit their monthly availability in the month prior via Volgistics, Hillwood's online scheduling software.
- Please see the Volgistics User Guide document for step-by-step instructions on procedures and policies related to self-scheduling, cancellation, leave of absence, and inclement weather as well as other features offered through Volgistics.
- The "[How to Use Volgistics](#)" video tutorial is available for viewing on the volunteer website under the "Volgistics" tab.
- Lisa Horvath is available to answer any questions regarding scheduling. She can be reached at [LHorvath@HillwoodMuseum.org](mailto:LHorvath@HillwoodMuseum.org) or 202.243.3938.

## ARRIVAL & DEPARTURE FOR EACH SHIFT

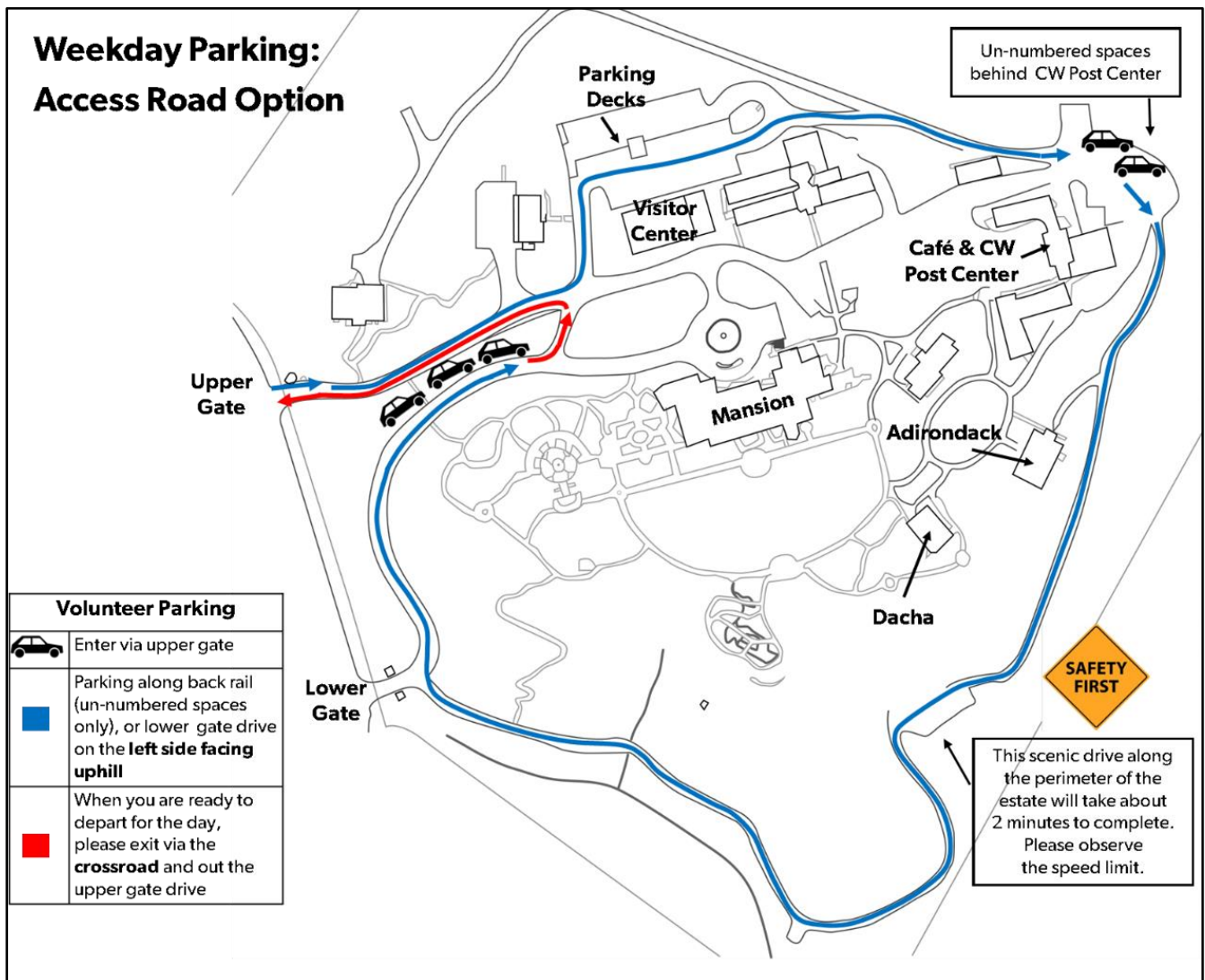
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### ENTERING, DRIVING, & PARKING

Maps detailing the volunteer parking areas are available below and on the [volunteer website](#). There are two designated areas for volunteers to park at Hillwood: along the back railing behind the café, C.W. Post, and administration building or along the lower gate drive. Please follow the instructions given by the security officer at the upper gate.

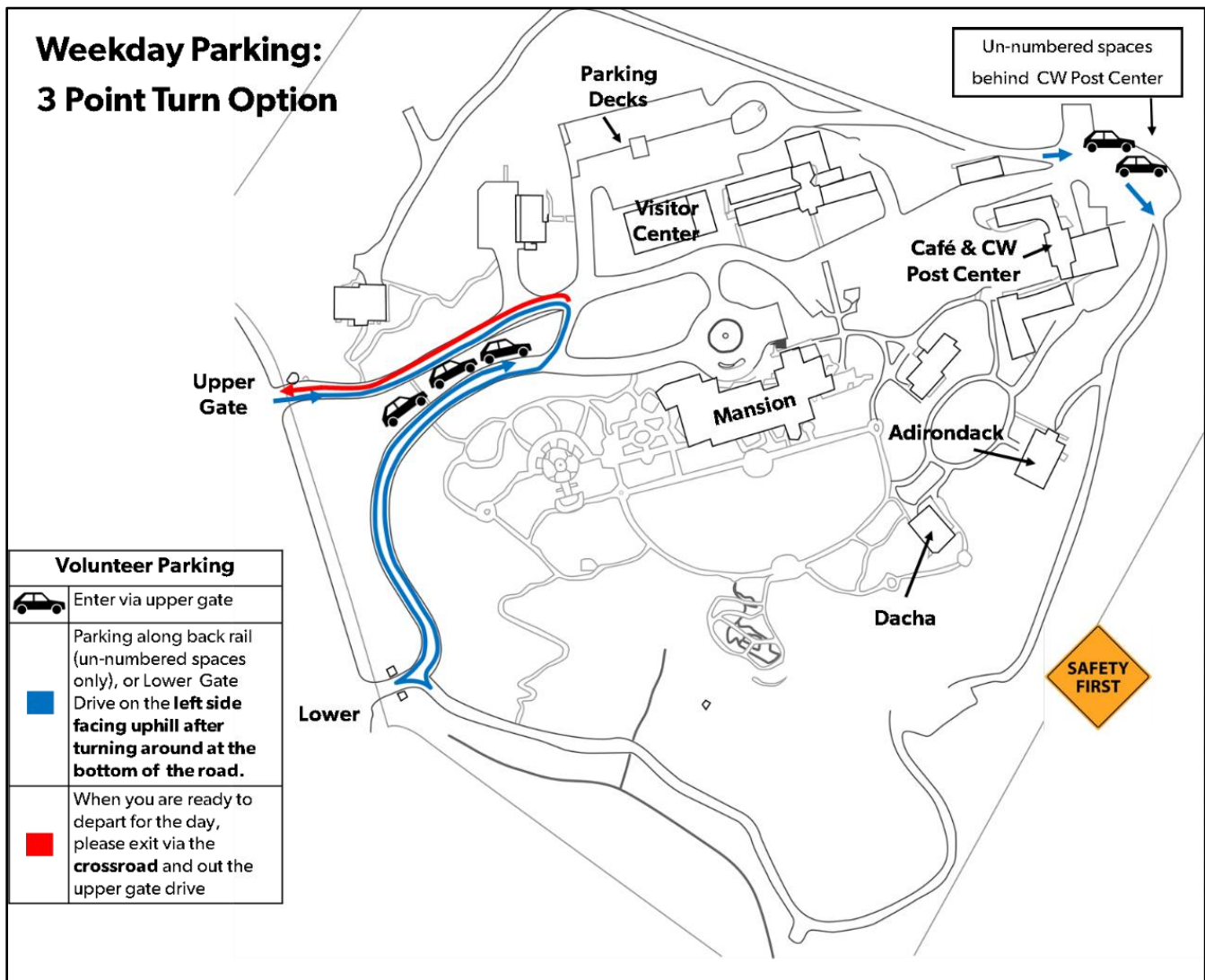
### Weekday Parking

- After entering through the upper gate, volunteers can choose to park along the back railing (space permitting) by driving through the visitor center parking lot and following the road to the parking area behind the café and administration building.
- Please remember: the first parking spaces on the left of the back railing are reserved for buses.
- During the week, volunteers can park in the **unnumbered** spaces along the back railing behind the café and C.W. Post or on the lower gate drive.
- For volunteers who would prefer to utilize the parking on the lower gate drive, please use caution when driving to the lower gate drive parking area, whether by completing a three-point turn at the lower gate or using the access road.
- At the end of your day, please exit Hillwood as normal along the upper gate drive and out the upper gate. As always, please use extreme caution, especially in those areas where many do not expect to see vehicular traffic.



Go to next page for second weekday parking map.





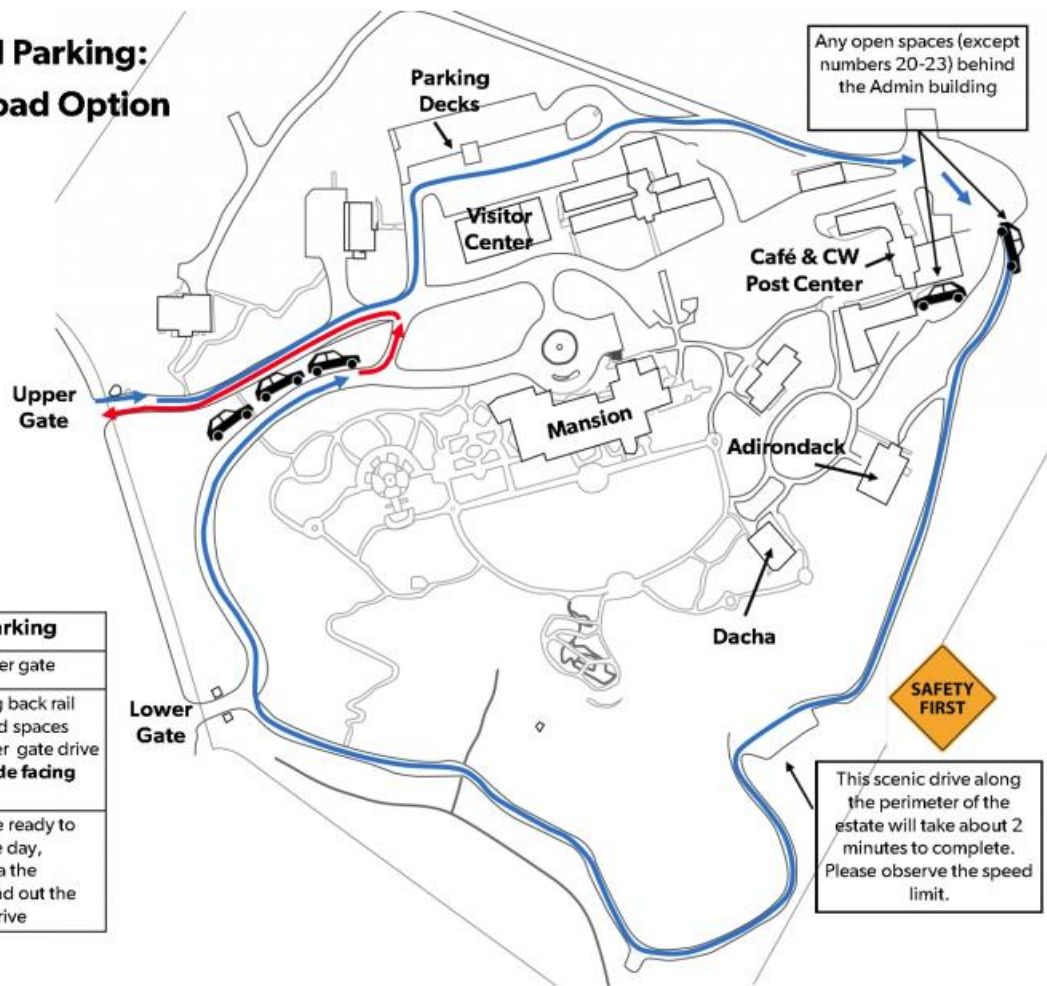
### Weekend Parking

- After entering through the upper gate, volunteers can choose to park along the back railing (space permitting) by driving through the visitor center parking lot and following the road to the parking area behind the café and administration building.
- Please remember: the first parking spaces on the left of the back railing are reserved for buses.
- Over the weekend, volunteers can utilize the **numbered** spaces behind the café, C.W. Post, and the administration building with the exception of spaces 20-23, which are reserved for the café weekend staff.
- For volunteers who would prefer to utilize the parking on the lower gate drive, please use caution when driving to the lower gate drive parking area, whether by using the access road or completing a three-point turn at the lower gate.
- At the end of your day, please exit Hillwood as normal along the upper gate drive and out the upper gate. As always, please use extreme caution, especially in those areas where many do not expect to see vehicular traffic.

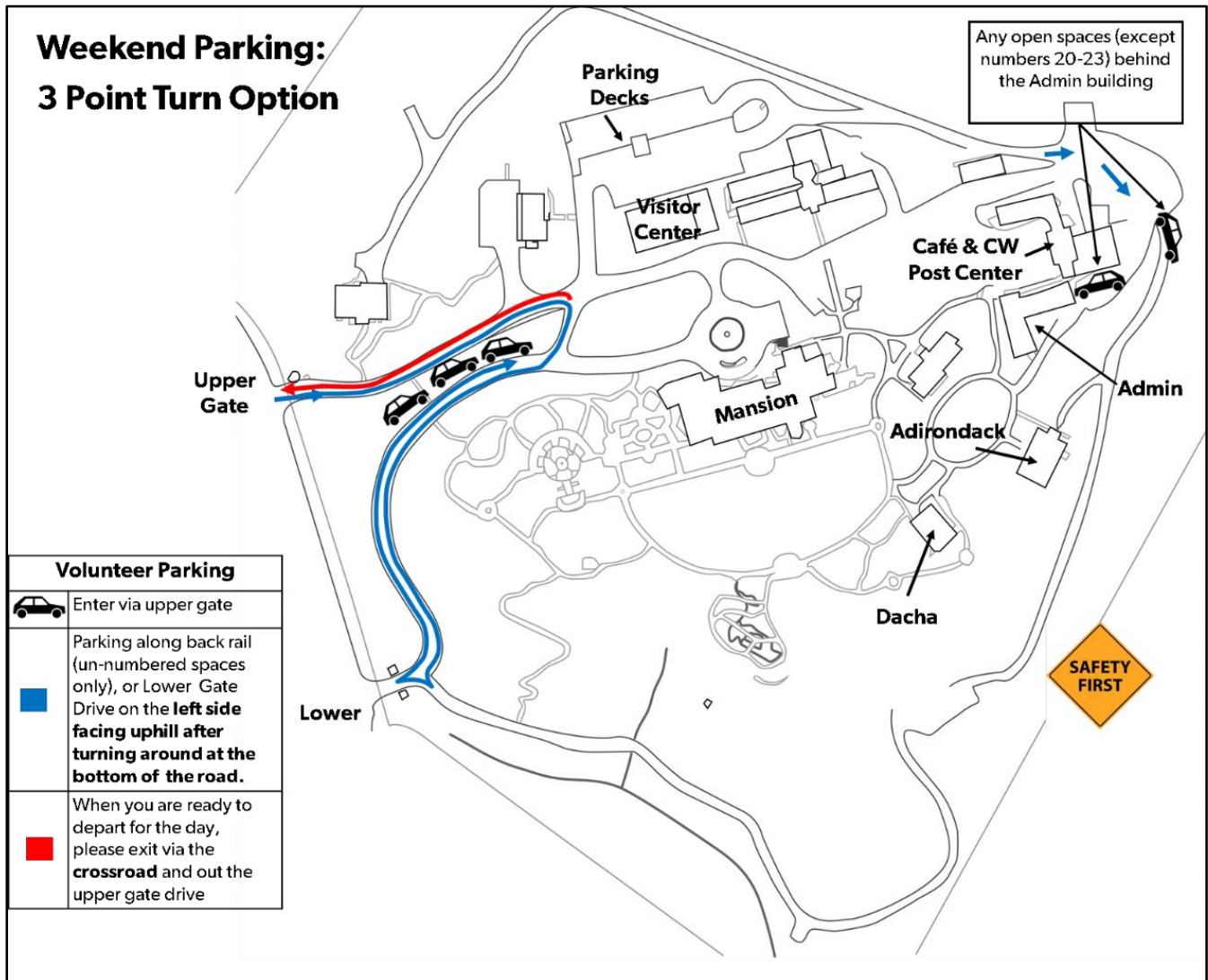


## Weekend Parking: Access Road Option

Volunteer Parking	
	Enter via upper gate
	Parking along back rail (un-numbered spaces only), or lower gate drive on the <b>left side facing uphill</b>
	When you are ready to depart for the day, please exit via the <b>crossroad</b> and out the upper gate drive



Go to next page for second weekend parking map.



## IDENTIFICATION

- Volunteers will be given a name tag as well as a volunteer photo ID badge to wear during their shifts. These will be distributed once the docents-in-training have passed their qualifying tour.
- Volunteers are welcome to store their name tags on the white board in the hallway leading to the volunteer lounge on the second floor of the mansion.

## COATS & PERSONAL BELONGINGS

- Mansion: A closet and cubbies (with locks) are located near the volunteer lounge on the second floor of the mansion for volunteers to store their personal affects while at Hillwood. Most garden docents opt to store their belongings in the storage space near the volunteer lounge.
- Visitor Center: A coat rack is available in the kitchen.

## RECORDING YOUR VOLUNTEER HOURS

- Each volunteer is given a pin number to use to manage their volunteer hours. Using the touch screen computer in the mansion volunteer lounge or visitor center kitchen, enter your personal pin number both when you arrive and depart to record your volunteer hours at Hillwood. This is how your yearly hours are calculated.
- If the touch screen computer is not working, please:
  - Notify a staff member in visitor services or volunteer management.
  - Record your hours from home using your Volgistics account. See the Volgistics User Guide for step-by-step instructions for entering volunteer hours in the “Time Sheet” tab.

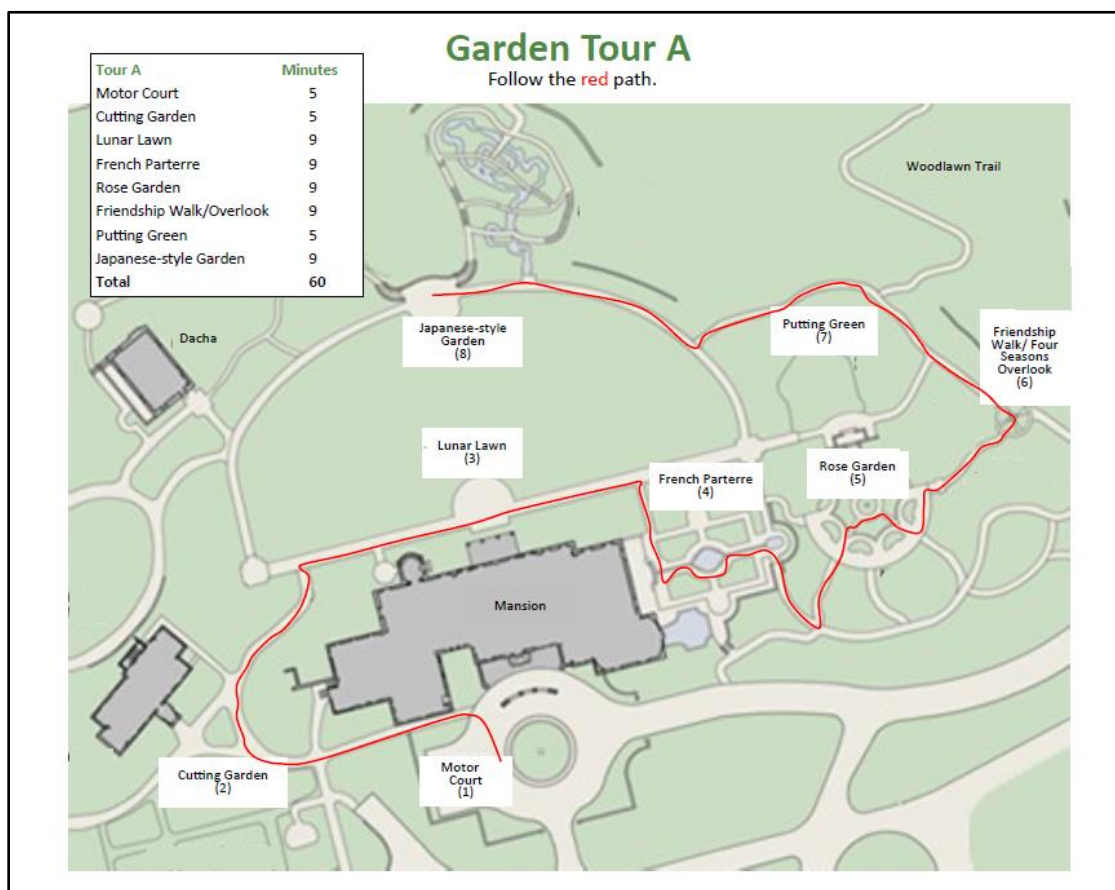
## DAILY SCHEDULE & GROUPS REPORT & TOUR ATTENDANCE SHEET

- After logging in on the touch screen computer, volunteers should review the daily schedule, volunteer notes, and groups report to learn their volunteer assignment and make note of updates/news for the day. These are available at the mansion volunteer lounge, mansion coat check room (off the entry hall), and visitor center tour desk, as well with various staff members such as visitor services and security. An example of each document can be found in the addendum section starting on page 31.
- The **daily volunteer schedule** includes:
  - Number of pre-registered visitors for day
  - Tour space availability for mansion and garden tours
  - Groups and/or members pre-booked for a guided tour
  - Volunteers scheduled for the day
- The **volunteer notes** include:
  - Updates and news relating to Hillwood and the volunteer program
  - Program information specific to the day’s activities
- The **groups report** will provide details on any groups pre-booked for the day and includes:
  - Group name
  - Group size
  - Group itinerary (touring method such as guided or self-guided, café reservations, etc.)
  - Special notes regarding a group (accessibility needs, etc.)

**Please note:** if no groups are scheduled for the day, then the group report will not be printed.
- After each tour, docents write the number of visitors they had on their tour on the **tour attendance log** provided in the volunteer lounge. These numbers help Hillwood track trends in visitor attendance on guided tours.

# GARDEN TOUR ROUTES & MAPS

- Docents follow one of three tour routes. While each tour route follows a different path after starting in the motor court, the same eight garden rooms are included on each tour route. Each tour visits the same rooms, but in a different order.
- Tour Route "C", which complies with the Americans with Disability Act, keeps the tour path on all flat surfaces, avoiding any stairs/steps in the gardens.
- The maximum number of tours at one time is three. Choreographed so docents can move easily around each other, each garden room has a specified time allotted, with the total tour lasting sixty minutes.
- The times include travel time from one garden room to the next, as well as time for the introduction and conclusion at the beginning and end of each tour.
- Docents help their tour visitors understand all that is available to visitors, to include garden rooms that are self-guided like the pet cemetery, ellipse, and woodland paths, greenhouse, exhibitions in the dacha or Adirondack building, mansion, shop, and cafe.
- [Maps of the tour routes](#) can be found on the following pages and on the volunteer website. Pocket-sized lists of the tour routes to carry when touring as an easy route reminder are available in the mansion volunteer lounge.

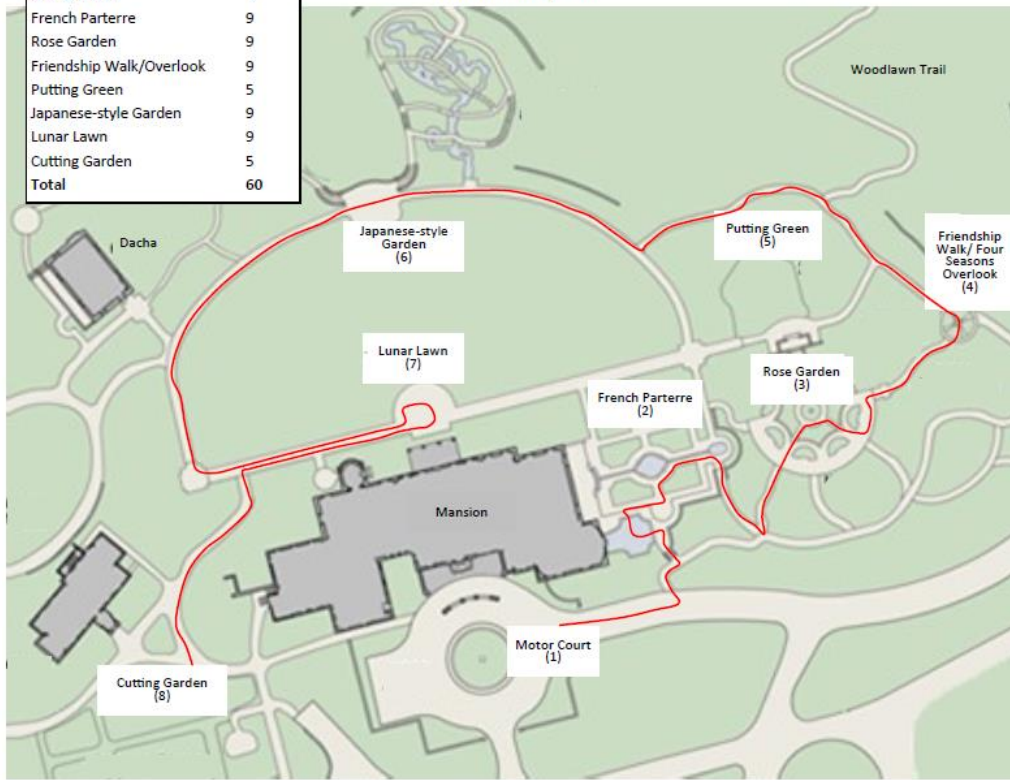




## Garden Tour B

Follow the red path.

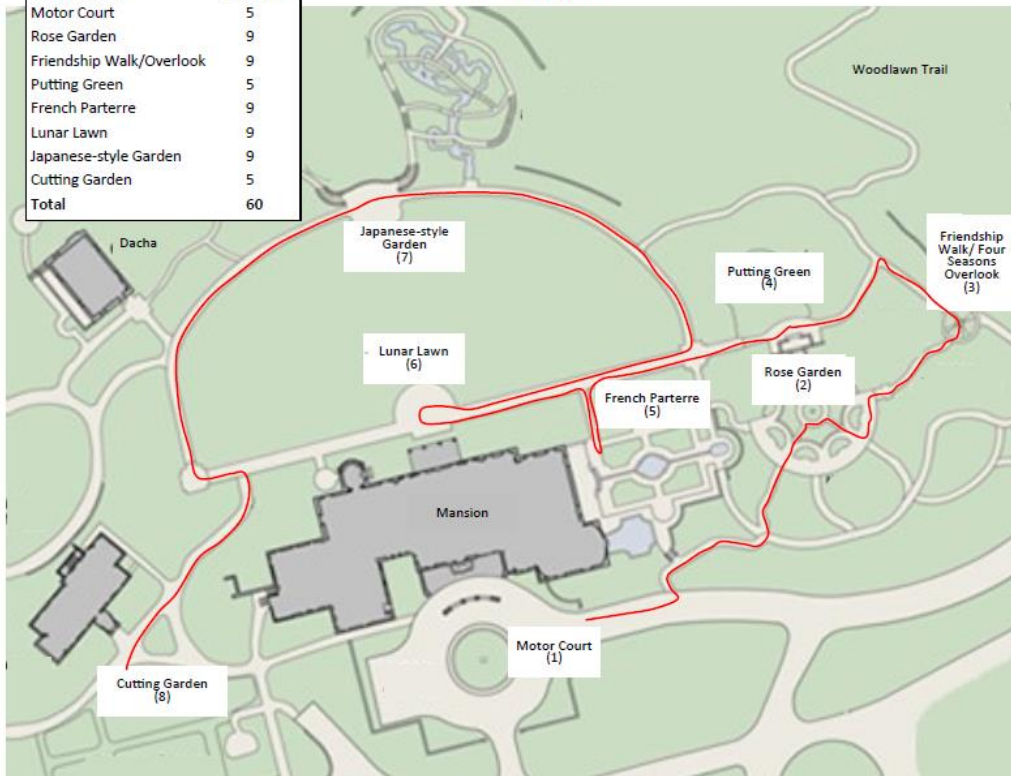
Tour B	Minutes
Motor Court	5
French Parterre	9
Rose Garden	9
Friendship Walk/Overlook	9
Putting Green	5
Japanese-style Garden	9
Lunar Lawn	9
Cutting Garden	5
<b>Total</b>	<b>60</b>



## Garden Tour C—ADA Route

Follow the red path.

Tour C—ADA	Minutes
Motor Court	5
Rose Garden	9
Friendship Walk/Overlook	9
Putting Green	5
French Parterre	9
Lunar Lawn	9
Japanese-style Garden	9
Cutting Garden	5
<b>Total</b>	<b>60</b>



# DOCENT-LED GARDEN TOUR PROCEDURES

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## DOCENT-LED GARDEN TOUR GUIDELINES

While in the gardens, please adhere to the following guidelines:

1. Once you've signed in using the touch screen computer, refer to the daily volunteer schedule and volunteer notes (see page 11 for more details) for your shift assignment and updates regarding the day's activities.
2. Pick up a radio from the security control room next to the mansion side entrance and perform a radio check. Garden docents are required to carry a radio while leading tours in case of emergencies, such as medical emergencies or potential threats/concerns regarding the visitors and/or gardens. Radio procedures can be found on the following pages.
3. Arrive in the motor court by 10:15 a.m. and 12:15 p.m. ready to greet visitors. The 15 minutes prior to the tour starting is a great opportunity to build a rapport with the visitors signed-up for the tour. This is a perfect time to learn about any special interests or accommodations that the tour participants may have.
4. Using your radio, turn the channel selector to visitor services and radio at 10:25 a.m. and 12:25 p.m. to determine the number of visitors signed up for the tour. The staff member at the front desk will let you know how many tour tickets have been distributed. For more details on operating a radio, see Procedures for Using the Radio on page 17.
5. Collect tour tickets from garden tour participants and count to confirm the number matches the expected tour size/group. Store the tour tickets in the plastic box on the back of the "Garden Tour Meets Here" sign in the motor court.
6. The docent leader of the day will provide the overall tour welcome and divide the visitors into smaller groups. Before you start your tour and lead them to a specific area of the motor court, confirm you have the correct number of visitors for your tour. See the next section for the docent leader of the day duties.
  - a. If there are visitors missing at the tour start time, divide the present visitors among the docents to begin their tour, ensuring enough docents are staying behind to wait for the anticipated, late visitors. For example, if a group of 30 is arriving late, two docents will wait for the visitors while the third docent begins their tour.
  - b. **Helpful tip:** Tour route C is Americans with Disabilities Act (ADA) compliant. If you have visitors with mobility or accessibility limitations, please follow Tour Route C.
7. Using the tour framework, lead an engaging, visitor-friendly tour keeping within the 60-minute timeframe.
8. Once your tour concludes, write your total tour number on the tour attendance log in the volunteer lounge.
9. Sign out at the end of your shift using the touch screen computer in the volunteer lounge.



## DOCENT LEADER OF THE DAY

- Each day one docent will be designated a “docent leader of the day.” The docent scheduled for the “A” tour will serve as the docent leader.
- The responsibilities of the docent leader include:
  1. Ensuring all docents scheduled for service have arrived and are stationed in the motor court by 10:15 a.m. and 12:15 p.m. ready to greet visitors.
    - a. If docents are missing, please notify Lisa Horvath. Her office is located on the second floor of the mansion at the top of the green stairs, and her phone number is 202.243.3938.
  2. Using the radio, turn the channel selector to visitor services and radio at 10:25 a.m. and 12:25 p.m. to determine the number of visitors signed up for the tour. For more details on operating a radio, see Procedures for Using the Radio on page 17.
  3. Ensuring the tours start at the appropriate time, 10:30 a.m. and 12:30 p.m. (i.e. not early or late), and starting their tour last to accommodate late arrivals.
  4. Providing additional customer service, as needed, such as accommodating unexpected extra visitors on the tours, graciously welcoming and including latecomers, or assisting visitors with special needs.

**5. Welcome the tour visitors, using this 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. 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 in the gardens, but please refrain from flash photography and videotaping.*
- *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...)*

Listed below are accessibility resources and tips:

- [Hillwood's accessibility policy](#) is listed on the website.
- Visitors can check out wheelchairs to use in the visitor center. Direct visitors to speak to a visitor services staff member to obtain a wheelchair.
- An elevator is available to move between the first and second floors of the mansion. Areas of the mansion that are not accessible are: the pavilion, Marjorie Post's bedroom suite, and the Russian Sacred Arts Gallery.
- The mansion coat room houses an iPad with photos of the pavilion, Marjorie Post's bedroom suite, the Russian Sacred Arts Gallery, and the current special exhibition that volunteers can share with visitors.
- The Japanese-style garden is the predominant garden tour room that is not easily accessible. A photobook is available for garden docents to utilize on their tour in the mansion coat room.
- Braille and large print resources are available for visitors in the visitor center.
- Visitors can pick up T-coil listening aids for the audio guides at the tour desk in the visitor center. Voice projectors are available for docents to utilize for their tour in the mansion coat room.

### Tips for Leading an Accessibility Tour

- In the 15 minutes prior to your tour while in the motor court, build a rapport with the tour participants. Ask if any visitors would prefer a tour that avoids steps/stairs. This will help you plan and accommodate their needs into your tour.
- Follow Tour Route C, which is ADA compliant.
- For groups who move slowly, decrease the amount of time spent in the garden rooms, allowing more time to travel between rooms. Edit your content by furthering your distillation and focusing on only one or two objects in each room.
- The French parterre has an entrance at each corner of the room. As you continue along your tour route with your group, you can enter the French parterre at these corners to see the different perspectives of the space without traversing across the rill or gravel pathways.
- **Japanese-style garden:** Depending on the mobility of your group, you may elect to discuss the Japanese-style garden at the overlook or vista terrace, allowing visitors to utilize the chairs there.
  - If you have a mix of visitors, you can provide content at the overlook before encouraging those who want to venture into the garden to do so.
  - Give them an assignment to look for features you plan to discuss and a specific timeframe to return to you.
  - While those in your group who elect to go into the Japanese-style garden, stay with those who stayed at the top and continue distilling and answering questions from them.
  - Once the group is together, discuss the features you asked the visitors to look for.

## PROCEDURES FOR USING THE RADIO

Garden docents utilize radios to perform radio-checks (i.e.: confirming the radio is functioning properly), contact visitor services regarding tour tickets, and report any incidents and emergencies to security. All radios come equipped with a clip on the back to hook onto a belt or waistband.

### Conducting an Initial Radio-Check

1. Turn the radio on by turning the knob located on the left end of the top of the radio, in a clockwise fashion. This knob is also used to adjust the volume and it is recommended that you turn the knob at least 180°, listening to your first incoming transmission and then adjusting the volume to your preference.
2. The LCD screen on the face of the radio should read "Security", and if not, adjust the selector knob until it does. The channel selector knob is in the center of the top of the radio.
3. Push and hold the talk button on the left side of the radio to talk.
4. While maintaining pressure on the talk button, say "This is [your name] to control for a radio-check" and then release the talk button.
5. The control room officer will state the condition of your transmission such as, "Loud and clear."
6. Respond with "Copy" and then turn your radio off.



If you don't understand the control room's transmission or control gives you a condition for your radio that is not satisfactory like "You are not coming in clearly," take your radio to the control room and inform them of the situation.

**Note:** Please remember the FCC has strict guidelines for radio usage. Transmissions must always be professional in nature and all profanity is against FCC Regulation and could lead to a fine or loss of license.

## RESPONDING TO AN INCIDENT ON A GARDEN TOUR

### Situations that Merit a Radio Call to Security

Any incidents regarding a visitor, fellow volunteer, staff member, or yourself **must** be reported to security **immediately**. A volunteer's main responsibility in response to an incident is notifying security. Hillwood's security team will offer the necessary assistance and document the event for future reference. An incident includes:

1. Accidents – trip, fall, etc., no matter how minor.
2. All medical emergencies, including wasps and bee stings. **Helpful hint:** more information on how to manage a wasp and bee sting can be located in the Volunteer Handbook, page 16.

3. Suspicious behavior – if it is safe for you to do so. If not, wait until it is safe to use the radio. As a last resort, covertly press and hold the side button so we can hear what is going on where you are, realizing you may be unable to talk.
4. Lost visitor – do not delay the radio communication of critical data i.e. age, clothing, race, features, last known location, etc.

### **Responding to an Incident during a Garden Tour**

1. If you are upset, try to calm yourself – take a deep breath and help the individual.
2. Notify the visitor, that per Hillwood procedure, you are contacting security for assistance.
  - a. **Injury/Medical Emergency:** If the sick or injured party is hesitant to receive help or insists they are fine, explain that you would feel more comfortable checking in with security. An officer will meet you to ask a few questions and determine if any first aid is required.
  - a. **Missing Person:** Ask for description of the missing visitor to relay to security.
3. Contact Security using one of the following means:
  - a. Radio
  - b. Call control at extension 8524 on your mobile phone
  - c. In person (if nearby)
4. State **your name, location,** and give a **brief description of the situation.** For example, using a radio:
  - a. **Injury/Medical Emergency:** “Lisa to control. I am located in the French parterre where a female visitor has tripped on the steps leading up to the swan fountain. We may need first-aid assistance.”
    - i. In a life or death situation and if appropriately certified, volunteers may administer first aid or CPR to the visitor. Notify security immediately before providing first aid or CPR and continue to provide aid until an officer arrives on scene.
  - b. **Missing Person:** “Lisa to control. I am located on the Lunar Lawn with an individual who has reported a missing girl. The missing female is four years-old, has long brown hair, is wearing a red dress, and answers to the name Jane Doe. She was last seen in the French parterre.”
5. Remain at the same location with the individual while you wait for security to arrive.
  - a. **Injury/Medical Emergency:** Security will stay in contact with you and will provide directions until they arrive on the scene. Make sure to listen carefully for any additional contact over the radio until a security officer has arrived.
  - b. **Missing Person:** This will bring the reporting person comfort and will facilitate any information that may come up from security or others engaged in the search for the missing person while the supervisor is in route to your location.
6. Do not discuss with other visitors the cause or conditions of the incident and avoid unnecessary conversation about the incident.
7. After the tour, please give security a thorough report of what you saw and heard during the incident.
8. If you are unable to continue your tour due to the situation, notify Security who will relay the message to Lisa Horvath and the visitor services staff.

## TEXTMARKS

Volunteers can sign up to receive emergency alert messages from TextMarks, a digital notification system that affords mass text notification. Hillwood has created an account to notify volunteers and staff during emergency situations that occur on campus. If you would like to sign up to receive emergency notifications from Hillwood on your cell phone, follow the instructions below:

1. Create a contact in your phone named TextMarks and assign the phone number 41411. Though it is not a ten-digit number, it will work.
2. Go to that contact and text to it: **HVEES** (just these five letters)  
You may receive a message stating a charge for the text will be applied, please disregard and send the message. You will not incur any charges using TextMarks.
3. You should receive a welcome confirmation from TextMarks.
4. If you do not receive a welcome text, then repeat Steps 1-3.

## GARDEN ROOM TALKS PROCEDURES

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### GARDEN ROOM TALKS OVERVIEW

During high volume days such as festivals or special events and programs (such as French Festival and Tanabata), guided tours may be suspended and docents may lead garden room talks in specific gardens in lieu of leading docent-led tours. With a goal to continue the gracious experience offered throughout the estate, docents leading garden room talks:

- Engage visitors in short conversations centered around the design, features, and Marjorie Post/museum today stories in specific garden rooms
- Answers questions about the garden rooms and their features
- Provides directions to visitors
- Explains audio tour or mobile app use

### ADDITIONAL NOTES FOR GARDEN TOURS AND TALKS

- **Friendly Reminder:** the security staff is here for you if you have any concerns regarding a visitor or Hillwood in general.
- Familiarize yourself with Hillwood's estate and garden guidelines as well as the accessibility guidelines (available in your Operational Supplement Handbook on page 16 as well as Hillwood's website).
- Many of the garden rooms have seating available for visitors to use. Please encourage visitors to sit as needed during a tour or garden room talk.

# RESPONDING TO VISITOR QUESTIONS

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## WHAT TO DO WHEN YOU DON'T KNOW THE ANSWER

"I don't know" is a perfectly acceptable response when you are unsure of the answer to a visitor's question. Listed below are some ways to help you frame up a response to a question you don't know the answer to:

- "That's an excellent question. I'm not sure of the answer."
- "That's an interesting question. I am not sure of the answer, but what I do know is... (fill in the blank)." Even if you don't know the specifics to a question, you can re-direct or link a response to a big idea or key point or similar object.
- If the visitor is very interested, follow up with "If you are very interested and have a few moments, we can look this up together after the tour concludes and try to find the answer."
- If you cannot find the answer to a visitor question and they are still interested, direct them to submit a visitor comment card at the visitor center front desk.

## BEST PRACTICES FOR NAVIGATING VISITOR CONCERNS

Every now and again, we'll catch wind of an individual's negative opinion of something about Hillwood, for instance regarding our Russian collection. Most times the comments are conversational, and standard interpretive messages and graciousness will see you through. For example:

### **Interpretive messages for the Russian collection:**

- Marjorie Post was in the Soviet Union at a time when the government sold imperial-era objects to finance industrialization. There, she purchased through government-sponsored commission shops.
- She continued to collect for the rest of her life through well-established dealers and auction houses.

### **Graciousness:**

- I appreciate your concern and encourage you to complete a comment card before you leave, available in the visitor center. The museum's administration will respond to you.

On the rare occasion, a person might elect a more confrontational way of sharing their view—either by disrupting or derailing a formal tour or through inappropriate conversations with stationed volunteers. In this case, if reinforcing interpretive messages does not bring the visitor's behavior back in line, the protocol is:

- Excuse yourself from your visitor/s or group and contact security using your radio. Remain in contact with security control until an officer and/or other staff member has arrived.
- From this point, staff will navigate the situation.
  - In most circumstances, security will first remind the visitor of expected museum behavior. If the person feels he/she can comply and continue his/her visit without further disruption, he/she will be permitted to do so. If not, he/she will be asked to leave and escorted from the estate.
- You should gather yourself and, if possible, return to your visitor/s or group.
- If you are not able to do so, please ask a fellow volunteer or staff to attend to your visitor/s or group.



## ON-SITE VOLUNTEER CONTINUING EDUCATION

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Hillwood offers a variety of continuing education to volunteers that focus on our founder Marjorie Post, the art collections, gardens, and more. Details for upcoming continuing education can be found in the monthly e-mail sent to all volunteers, *The Post Serial*, Hillwood's volunteer newsletter, or in the "Events Calendar" of the volunteer website.

### VOLUNTEER BUSINESS MEETING

The volunteer business meeting, held every January or February, is a wonderful opportunity to hear from several upper management staff regarding big picture topics for the coming year, such as Hillwood's strategic plan and upcoming exhibitions.

### CURATOR-LED LECTURES

Curator-led lectures are offered to volunteers in conjunction with Hillwood's temporary exhibitions. The lectures associated with a docent training program are also open and available to active volunteers and staff members. The video links for the lectures as well as any supporting documents, such as exhibition label text, are made available on the volunteer website.

### HORTICULTURE-LED PLANT ID WALKS & LECTURES

Throughout the year the horticulture department schedules staff-led plant ID walks in the gardens and horticulture-focused lectures in the visitor center theater.

## VOLUNTEER LOUNGE & LIBRARY RESOURCES

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The volunteer lounge, located on the second floor of the mansion, is the home of the volunteer library. With over 900 titles, the library holdings reflect the museum's collection of imperial Russian, 18th-century French decorative arts and gardens. The lounge also offers many documents available to volunteers, for instance:

- Hard copies of *The Post Serial*, the volunteer newsletter
- Information about mansion rotation displays and temporary exhibitions, including label text
- Audio tour scripts
- Comprehensive garden notes, plant resource guide, and seasonal garden displays

## MANSION COAT ROOM RESOURCES

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### AUDIO TOUR SCRIPTS

Printed copies of the text to the mansion, garden, youth, and French and Russian focus audio tours are available on the top shelf in the mansion coat check. The audio tours are organized by room.

### MANSION RESOURCE BINDER

- Collection information on the first and second floor of the mansion organized by room
- Additional Topics/Glossary
- Marjorie Post's Biographical Information

## RESOURCE BINDER FOR GARDEN DOCENTS

- Comprehensive Garden Notes
- Plant ID Resource Guide
- Seasonal Display Changes
- Seasonal Design Overview

## HILLWOOD PUBLICATIONS

- *Fabergé Rediscovered*
- *Living Artfully: At Home with Marjorie Merriweather Post*
- *Hillwood Estate, Museum & Gardens Souvenir Book*
- *A Taste for Splendor: Russian Imperial and European Treasures from the Hillwood Museum*
- *Russian Icons at Hillwood*
- *Russian Imperial Porcelain at Hillwood*
- *Russian Glass at Hillwood*
- *Fabergé at Hillwood*
- *Sèvres Porcelain at Hillwood*

## ONLINE RESOURCES

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### VOLUNTEER WEBSITE

The volunteer website (<http://volunteer.hillwoodmuseum.org>) has a wealth of information. You can find the following:

- Videos of past volunteer continuing education session and most public lectures starting from 2011
- Issues of *The Post Serial*, the volunteer newsletter
- Information about mansion rotation displays and temporary exhibitions, including label text
- Garden & mansion docent training materials
- Comprehensive garden notes, plant resource guide, and seasonal garden displays
- Links to other resources like Hillwood's main website and the art research library

### ONLINE COLLECTION DATABASE

Hillwood's collection database is accessible on Hillwood's main website at [www.hillwoodmuseum.org](http://www.hillwoodmuseum.org). From Hillwood's homepage on the website, scroll towards the bottom of the page. You will see some images from the collection and can click on "Full Collection" to access the database. A link to the online collection is also on the volunteer website under "Helpful Links" at the bottom of each page.

Explore nearly 17,000 objects from Hillwood's collection of Russian imperial art, French eighteenth-century decorative art, and Marjorie Post's personal collection of apparel, jewelry, and accessories.

This online collection is a work in progress and many of the records here are not accompanied with an image or title and do not necessarily reflect complete or current knowledge about the objects.

Research is ongoing. If you have information about any of these objects, please feel free to contact us at [info@HillwoodMuseum.org](mailto:info@HillwoodMuseum.org).

## OXFORD ART ONLINE, BERG FASHION LIBRARY, WOMEN'S MAGAZINE ARCHIVE AND JSTOR

By logging onto a Hillwood computer (such as the computer available in the volunteer lounge on your left as you enter), volunteers have access to four research sites that require a subscription fee if accessed off-site.

- *Oxford Art Online*  
This is a searchable online art resource that allows users access to the more than 23,000 subject entries, 21,000 biographies, 500,000 bibliographic citations, 40,000 image links and 5,500 images contained within *Grove Art Online*, as well as access to more than 5,000 entries and 500 images from the *Oxford Companion to Western Art*, the *Concise Dictionary of Art Terms*, and Oxford's *Encyclopedia of Aesthetics*.
- *Berg Fashion Library*  
This is the leading resource for researchers of Fashion Studies. More than 13,000 color images, over 100 academic eBooks, an invaluable museum directory, an unique exhibition archive, reference works and teaching resources are available to enrich and enliven studies across many disciplines.
- *Women's Magazine Archive*  
An archival research resource comprising the back files of leading women's interest consumer magazine. Issues are scanned in high-resolution color and feature detailed article-level indexing. Coverage ranges from the late-19<sup>th</sup> century through to 2005 and these key primary sources permit the examination of the events, trends and attitudes of this period. Among the research fields served by this material are gender studies, social history, economics/marketing/media, fashion, politics and popular culture.
- *JSTOR*  
JSTOR is a digital library of more than 1,500 academic journals, books, and primary sources. JSTOR helps people discover, use, and build upon a wide range of content through a powerful research and teaching platform, and preserves this content for future generations. JSTOR is part of [ITHAKA](#), a not-for-profit organization that also includes [Ithaka S+R](#) and [Portico](#).

To access the Oxford Art Online, Berg Fashion Library, Women's Magazine Archive or JSTOR:

- Oxford Art Online (by IP address, no login)  
<http://www.oxfordartonline.com/>
- Berg Fashion Library (by IP address, no login)  
<https://www.bloomsburyfashioncentral.com/>
- Women's Magazine Archive (by IP address, no login)  
<https://search.proquest.com/wma?accountid=180095>
- JSTOR – (by IP address, no login)  
<http://www.jstor.org/>

## HILLWOOD'S SPECIAL COLLECTIONS LIBRARY

To search Hillwood's library's catalog:

- Visit <http://library.hillwoodmuseum.org/>
- Search the library catalog using the search boxes at the top of the page

A dynamic research collection, the special collections library contains over 38,000 volumes including monographs, serials, auction catalogs, and electronic resources. The holdings of the library reflect the museum's collection of imperial Russian, 18th-century French decorative arts and gardens. The library can be visited by appointment Monday through Friday, 10 a.m. to 4 p.m. Please direct email inquiries to [libraryinfo@hillwoodmuseum.org](mailto:libraryinfo@hillwoodmuseum.org) or call 202.243.3953 for more information about the library or to make an appointment.

## HILLWOOD'S ARCHIVES

The scope of the Hillwood archives is focused on Marjorie Post and the museum she bequeathed to the public. In addition to the Marjorie Merriweather Post Collection, the Hillwood archives holds collections created by her family, staff, and close friends as well as the institutional records of the Hillwood Estate, Museum & Gardens. Researchers may access the archives by appointment only and may be made via email to [astambach@hillwoodmuseum.org](mailto:astambach@hillwoodmuseum.org).

## FREQUENTLY ASKED QUESTIONS

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### VOLUNTEER SHIFT

- **When will I become an active docent/begin leading tours for the public?**  
Docents-in-training will transition to active docents once they have successfully completed their qualifying tours in May. Once you pass the qualifying tour, you will be given access to scheduling in Volgistics, Hillwood's volunteer database and scheduling software.
- **What is the dress code for garden docents?**  
Volunteers serve as representatives of Hillwood and should follow Hillwood's business casual dress code. Garden docents are subject to environmental conditions, so it is helpful to wear a hat for protection from the sun and comfortable walking shoes. Sun protection for the skin is recommended as well.
- **Are there cheat sheets for the garden tour routes?**  
Yes, garden docents can obtain pocket-sized cheat sheets of the garden tour routes in the mansion volunteer lounge.
- **Can I use my cell phone when volunteering at Hillwood?**  
You're encouraged to keep your cell phone on you in case of emergencies, but we discourage volunteers using their cell phones (calling or texting) while touring at Hillwood.
- **A visitor would like to leave a suggestion, compliment or complaint. What is the best way handle visitor feedback?**  
Direct those visitors to the visitor services staff members at the visitor center front desk. The visitor will be asked to fill out a comment card, which is reviewed by staff on a weekly basis.

- **A visitor would like to share their first-hand story or connection to Marjorie Post. Who should they contact?**  
Direct those visitors to the visitor services staff members at the visitor center front desk. They will provide the visitor with the business card for our curatorial department, which runs the oral history program. The visitor can also leave their contact information with the visitor services staff at the front desk as well.
- **A member from my tour would like to leave a tip. Is this allowed?**  
Hillwood does not accept tips, but visitors are welcome to apply what they would like to give towards a donation or Hillwood membership. The visitor should be directed to the front desk in the visitor center.
- **Due to the seasonality of the garden tour schedule, I'd like to add another volunteer role. How do I go about doing so?**  
We love when our volunteers want to further their engagement with Hillwood and wear multiple volunteer hats. If you are interested in picking up another volunteer role, please contact Lisa Horvath at Lhorvath@HillwoodMuseum.org.

## FRIENDS, GROUPS & AUCTION REQUESTS

- **Can I make arrangements at Hillwood for friends/family or a group/organization to visit Hillwood?**  
Yes, please follow the guidelines below:
  - *Personal Contacts/Friends/Family Visit*
    - To make arrangements for a visit, call the visitor information office at 202.686.5807 or visit the "Planning Your Visit" page on Hillwood's website (hillwoodmuseum.org). If you are planning to lead your guests on a tour, please contact Lisa Horvath at LHorvath@HillwoodMuseum.org so she can update your volunteer schedule accordingly.
  - *Groups/Organizations Visit*
    - Groups of ten or more must have advance reservations, which can be made by calling the group sales, special events & tourism manager at 202.243.3914 or by visiting the "Group Tours" page on Hillwood's website (hillwoodmuseum.org).
- **Can Hillwood participate in an auction request?**  
If you have an organization or club you work with or belong to and would like Hillwood to participate in an auction, please contact the visitor information office at info@hillwoodmuseum.org at least four weeks in advance of the auction date. Once the required information is submitted, reviewed, and processed for an auction request, your organization will receive a voucher good for up to four guests to be used on general visitation days. **Please note:** Hillwood does not offer custom/private tours for auction requests.

## INTERACTING WITH VISITORS & DOCENTS

- **What happens if there are more docents than visitors present, meaning not enough visitors for every docent to lead a tour at that tour time?**  
If there are not enough visitors for all the docents scheduled, the docents discretely decide together who will lead the tour. The docent not leading a tour due to low visitation is encouraged to stay in the motor court 5-10 minutes past the tour start time—it is not uncommon to have a late arrival

inquiring to take the tour. If there are no takers and the docent is scheduled for a second tour, the docent may opt to fill that time by returning to the volunteer lounge for self-study or exploring the garden, mansion and/or exhibition (walking the estate with an audio guide or mobile app is a great refresher!). If the docent not needed has no more scheduled tours for the day, he/she is welcome to end his/her shift early and sign out.

- **What should a docent do if his/her tour group is moving at a pace that is slower than typical?**

Our goal is to honor the 1-hour time frame. To accommodate visitors who need more time, adjust your tour by editing down content in the rooms, which will offset the slower travel time. The visitors will appreciate the pace and can more comfortably enjoy their Hillwood experience.

- **What happens if you hear another docent providing information that you are not sure is accurate?**

Kindly ask the docent for the source of the information you are curious about. If they cannot remember or it is hearsay, the rule of thumb is to fact check first before sharing with visitors. Docents should include a disclaimer when sharing information of which they are uncertain of the source, such as "It is speculated that (insert information)" or "I have heard this said, but have not seen a source for (insert information)," but this tactic should be used judiciously and with caution.

- **What happens if a fellow docent does not follow best practices?**

Sometimes mistakes happen: a tour runs significantly over or under 60 minutes, or a docent does not follow the tour route (goes into rooms out of order, or goes into rooms not on the tour route). When docents do not adhere to best practices during their tour, they will unintentionally disrupt their fellow docents and visitors. Most likely these actions result in docents overlapping and wanting to be in the same room. We recommend graciously and calmly acknowledging this both during and after the tour.

- **Responding during the tour:** Kindly inform the docent, or catch their eye, so they can understand you are nearby. You may choose to enter the room (space allowing), or gather somewhere adjacent. This may involve keeping your group close to you, and adjusting your voice level to not disrupt the other group in the space.
- **Responding after the tour:** Once the tour concludes, find a private space to follow up with your fellow docent. The conversation may start "Thank you for flexing with me in the (room name). It seemed like our timing became mixed up and both ended up there." The conversation can then continue to a problem-solving discussion of ways to help prevent that situation next time.

- **Is Lisa Horvath's proverbial door always open?**

Yes! Lisa Horvath is available to answer questions and provide guidance on the challenges unique to docents. With such a large volunteer cohort (380 people and growing!), it is not uncommon to run into personalities, approaches, or mindsets that may differ from docent to docent. Both staff and volunteers embrace the "good, but growing" culture at Hillwood – we can always improve what we do. We trust and care about each other, creating a climate that conveys the sense that we want to help one another. If docents encounter any difficult situations with a fellow docent, the first step is to calmly and gently address the concern directly with the docent. In most cases, the docent may not be aware there is a concern. If the behavior continues, reach out to Lisa Horvath. She can best determine advice/tips for the future or if immediate action from staff is needed. Hillwood is committed to providing an environment that is free from intentional or unintentional harassment, discrimination, and violence. For more details on these policies, please see pages 8-11 in the [Volunteer Handbook](#).



## HILLWOOD

- **When was Hillwood originally built?**  
The original house was called Arbremont by the original owners and built in 1926 for Col. Henry Parsons Erwin. The house was designed by John Deibet.
- **When did Marjorie Post purchase Hillwood?**  
Marjorie Post purchased Hillwood in 1955 and spent two years renovating the mansion and gardens. She moved in once the renovations were completed in 1957.
- **How large is the property?**  
Hillwood sits on 25 acres near Rock Creek Park. Visitors can explore 13 acres that are open to the public.
- **How many square feet is the house?**  
25,000 square feet
- **Why are there so few bedrooms in the house?**  
Marjorie Post spent about 8-10 weeks at Hillwood during the spring and fall. She traditionally entertained overnight guests at her other estates, such as Camp Topridge in upstate New York and Mar-A-lago in Palm Beach, Florida. If Post had overnight guests while she was in residence at Hillwood, they would stay at the Shoreham Hotel.
- **Why is there no pool or tennis court at Hillwood?**  
A pool and tennis court was included at Arbremont. Marjorie Post removed the tennis court for the cutting garden and the pool for the dacha.
- **How is Hillwood supported?**  
Hillwood is a non-profit museum (classified by the IRS as a 501(c) (3) public charity). Much support comes from our exciting membership program, grants, donations, etc. Encourage interested visitors to join by stopping by the visitor center front desk or visit Hillwood's website ([hillwoodmuseum.org](http://hillwoodmuseum.org)).
- **Are any of the Post family members involved with Hillwood?**  
Yes, Ellen Charles, Post's granddaughter, is actively involved with Hillwood as President Emerita. Ellen served as President of the Board for 25 years.
- **When did Hillwood open as a museum?**  
Hillwood opened as a public institution in 1977.
- **How often do plantings change in the gardens?**  
Horticulture changes our seasonal beds in the spring, summer, and fall. Documents detailing seasonal display design and plants are provided to garden docents via email and the volunteer website.
- **How often do the displays in the mansion rotate/change?**  
While most mansion rooms have static displays, there are several areas that routinely have object displays that change throughout the year. They change to provide added interest to the returning visitor, and the opportunity for the museum to showcase objects normally off-view or in storage, or in need of short display windows (like textiles that are sensitive to light).

Typically the museum changes or “rotates” object displays in the following areas:

- Dining & breakfast room table displays of porcelain, glass, flatware, and dining textiles
- Post’s bedroom closets (large & small) with displays of Post’s fashions, and the nearby accessory case, jewelry case, and lace case (lace, undergarments, etc.)
- First floor library table cases displaying small object collections like snuff mulls, and lacquer, neillo, and Cartier boxes
- Second floor library displaying books from Hillwood’s library collections
- Kitchen with seasonal menus

Rotation displays usually tie first and foremost to the themes of the temporary exhibition. In addition, they will often highlight an auspicious anniversary or date. Sometimes they highlight a new acquisition. Generally the first rotation runs February-June; the second rotation runs June-December, and a Christmas holiday rotation (often featuring holiday table settings in the dining & breakfast rooms, and themed trees throughout other rooms) runs the Tuesday of the week of Thanksgiving through the first week of January.

Docents, and all volunteers, are provided the label text for the rotation displays so they can answer visitor questions during their shifts. Copies of the text are also available in the volunteer lounge (hard copy) and on the volunteer website.

- **What is Hillwood’s photo policy?**

Hillwood welcomes guests to take informal “vacation style” photographs in the visitor center, mansion, all garden spaces, and the greenhouse for personal, non-commercial/non-promotional use. Photography is not permitted in the exhibition spaces (dacha and/or Adirondack building).

Flash photography, video recordings, and the use of photographic equipment (flashes, tripods, reflectors, models, costumes, video cameras) are prohibited in all spaces. Tripods and selfie sticks may be used in the gardens.

Professional photography in the gardens can be scheduled by appointment and is not permitted in the mansion or exhibition spaces. Interested visitors should contact visitor services at [info@HillwoodMuseum.org](mailto:info@HillwoodMuseum.org) or 202.686.5807.

## MARJORIE MERRIWEATHER POST

- **How should we refer to Marjorie Merriweather Post?**

Marjorie Post’s name changed over her lifetime. You may see it written many different ways depending upon the author/time period—it’s messy! **Rule of thumb:** use full name first (Marjorie Merriweather Post), then use Marjorie Post or Post. (You will see some uses of Marjorie by Hillwood, mainly in more personal documents or occurrences, like website.)

- **How should I talk about Marjorie Post?**

Telling a biographical story is tricky business! There are many choices to make, and some choices can prove more useful than others. Here is some advice on tactics you can employ when speaking with visitors:

- Use a respectful tone – remember Marjorie Post had many accomplishments and qualities that the museum uses as guiding principles today: her graciousness is one example.
- Her times are not our times, and she, like us, is a product of her times.
- Benefit of the doubt...life-stories are complex, people are complex...consider how you would like your life decisions to be viewed.

- Beware of analyzing her psychology (thoughts, intentions, emotions, rationales)-- in many cases we do not have evidence of them.
  - Our understanding of Post changes over time: for example, the publication and 2013 exhibition of *Living Artfully: At Home with Marjorie Merriweather Post* has added to our understanding of our founder.
  - Stick to the facts, without speculation. Ask for help if you want a second opinion, run into a sticky spot – from Lisa Horvath, visitor services staff, or fellow volunteers.
- **How many children did Marjorie Post have?**  
Three daughters: Adelaide (1908-1998), Eleanor (1909-2006), and Nedenia (later known as Dina Merrill) (1923-2017).
  - **Did any of the children live with Marjorie Post at Hillwood?**  
No, Marjorie Post moved into Hillwood in 1957 at the age of 70. Her daughters had grown families. They and the grandchildren visited here.
  - **Are Marjorie Post's children still alive?**  
No, Adelaide died in 1998, Eleanor died in 2006, and Dina Merrill died in 2017.
  - **Did any weddings take place at Hillwood?**  
In 1966, Dina Merrill married Cliff Robertson in the French drawing room.
  - **How many times was Marjorie Post married?**  
Marjorie Post was married four times:
    - Edward Bennet Close (m. 1905-1919)
    - E.F. Hutton (m. 1920-1935)
    - Joseph Davies (m. 1935-1955)
    - Herbert May (m. 1958-1964)
  - **How do I handle questions regarding the multiple marriages?**
    - To paraphrase Estella Chung, director of collections: She did not have a perfect life, but she tried her best to make it so.
    - Her times are not our times, and the societal pressures on women to marry were different then from now. For instance, contemporary Americans are more open to women being single and living on their own now than then.
    - She was married for significant lengths of time with each relationship (shortest 7 years; bulk of the other 3 each lasted about 15 years; all years spent married is 50+).
    - Never shy from the facts--for instance, the number of marriages and husbands-- as visitors will ask. Remember marriages are complicated relationships!
  - **How do I handle questions regarding Marjorie Post's wealth?**
    - What did she do with this collection? She left it to the public. She could have made a different choice.
    - Lived a luxurious lifestyle and enjoyed her life, and gave much money to philanthropic endeavors throughout her life. Ranged from supporting arts organizations like the symphony and ballet, to bringing Vietnam veterans and college students to Hillwood.
    - Her intentionality with her homes--turn them into government or educational institutions (Hillwood NY: college; Hillwood DC: museum; Mar-a-Lago: wanted to be southern Camp David).

- **As a noted philanthropist, what causes did Marjorie Post support?**  
The Salvation Army, the American Red Cross, the National Symphony Orchestra, the Kennedy Center, and the Washington Ballet Guild, to name a few.
- **Where is Marjorie Post buried?**  
Marjorie Post died on September 12, 1973 at the age of 86. Her ashes rest in the base of the pink granite monument in the rose garden. Hillwood's horticulture staff places a floral arrangement at the obelisk to honor her birthday date (March 15, 1887) and death date (September 12, 1973).
- **What is the current status of Marjorie Post's other estates?**
  - Hillwood, Long Island is now part of the Long Island University campus.
  - The Tregaron Conservancy maintains walking paths on the former Tregaron estate. The Washington International School operates its middle and upper schools on 6 acres of the former estate, including the mansion and dacha.
  - Mar-A-Lago is an exclusive club run by Donald Trump.
  - Camp Topridge is privately owned.
- **How do I handle questions regarding Marjorie Post's Russian collection?**
  - From 1937-38 Marjorie Post was in the Soviet Union as ambassadress. While there, she fell in love with the Russian culture and its art.
  - She was in the Soviet Union at a time when the government was selling confiscated imperial-era objects for hard currency to fund its industrialization.
  - She purchased Russian art through government-sponsored commission shops. These shops were where Russian and Western art dealers and members of the diplomatic corps could purchase prized items.
  - She purchased only the nucleus of her collection while in Moscow, and acquired most of her collection over the next thirty years in Europe and the United States at auction and from art dealers and private collectors.
  - She was by far the most significant collector of Russian art in the United States during her lifetime.
  - Post's decision that her collections would become a museum resulted in the preservation of these objects for the public's enjoyment and education. As Mikhail Piotrovsky, director of the State Hermitage Museum in St. Petersburg, has written: "...many of these objects might have been dispersed or destroyed had they not fallen into the kindly possession of Marjorie Merriweather Post. Thanks to her, there is now a small oasis of Russian culture in Washington...." (*A Taste for Splendor*, p. 8)

# ADDENDUMS

## VOLUNTEER DAILY SCHEDULE

### Interpretation Volunteer Daily Schedule Tuesday, April 2, 2019

**Total number of pre-registered visitors for the day: 37**

#### GARDEN DOCENTS

##### 10:30 a.m. garden tour – 2 docents:

14 Embassy of Kazakhstan  
16 day-of tickets available

##### 12:30 p.m. garden tour – 2 docents:

0 group tickets  
30 day-of tickets available

#### Shift Assignments:

#### From:

#### To:

#### Garden Tours:

Garden Tours:  
(10:30 & 12:30)

10:00 a.m.

2:00 p.m.

A- Helen Ramsey  
B- Stephanie Kinney

#### MANSION DOCENTS

##### 11:30 a.m. tour – 5 docents:

14 Embassy of Kazakhstan  
4 Barbara and Larry Hoover  
32 day-of visitor tickets available

##### 1:30 p.m. tour – 5 docents:

0 group tickets  
50 day-of visitor tickets available

#### Shift Assignments:

#### From:

#### To:

#### Mansion Tours:

Mansion Tours:  
(11:30 & 1:30)

11:00 a.m.

3:00 p.m.

A- Christie Kramer  
B- Charlotte Peddicord  
C- Paula Christie  
D- Len Coburn  
E- Cheryl Fields

#### VISITOR SERVICES VOLUNTEERS

#### Shift Assignments:

#### From:

#### To:

#### Tour Desk:

#### Mansion:

Morning Shift

9:30 a.m.

11:45 a.m.

Beth Johnson  
Annie Rabin  
Shirley Wisotsky

Marcia Jordan-Burke  
Per Soerensson

11:45 a.m.

1:30 p.m.

Beth Johnson  
Marcia Jordan-Burke  
Per Soerensson

Annie Rabin  
Shirley Wisotsky

Afternoon Shift

1:00 p.m.

3:00 p.m.

Vanessa Cieslak  
Vee Smith

Benson Goldstein  
Leigh Sours

3:00 p.m.

5:00 p.m.

Benson Goldstein  
Leigh Sours

Vanessa Cieslak  
Vee Smith

## Volunteer Notes Tuesday, April 2, 2019

### NOTES

#### Groups

Please note there is one scheduled group for today.

#### Café Update | Merriweather Café Now Open

The Merriweather Café is now open to the public, with a new menu and exciting renovations. The café is open from 11:30 a.m. until 3:30 p.m., Tuesday through Sunday. Merriweather To Go, the new express option, is open from 11 a.m. until 4 p.m., Tuesday through Sunday.

#### 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 *la toilette*. Originally a ritual of court society introduced by King Louis XIV, the term TOILETTE derives from the French word for a cloth—or TOILE—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 SERVICE DE TOILETTE is one of the most important and complete in Europe.

#### 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!



#### 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.



## Hillwood Estate, Museum & Gardens

### HILL Group Itinerary Report

Parameters

Event Code: GV20190403

Event Start Date:

Event End Date:

List No.: (None)

Name	Qty Ticket Type	Perf Name	Order No.
<b>Arrival Date: 04/03/2019</b>			
243179	Fort Meade Joint Language Center	Initiator: Ms. Yuliya Lehman	N/A
	3 Child (under 6)	2019 General Visit	
	11 Group (1 Tour)	2019 General Visit	
	1 Group Complimentary	2019 General Visit	
	<b>15 Total Visitors</b>	<b>Balance: \$0.00</b>	<b>Order No: 222243</b>
	Arrival Time:	N/A	
	Cafe Reservation:	N/A	
	Garden Tour Time:	N/A	
	Mansion Tour Time:	12:30 in Russian	
	Program time:	N/A	
	Transportation Type:	Cars	
	Departure Time:	N/A	
	Notes:		
389702	Phoenix Seminary	Initiator: Ms. Brigita Bilsens	(480) 225-3012
	21 Group (2 Custom Tours)	2019 General Visit	
	1 Group Complimentary	2019 General Visit	
	<b>22 Total Visitors</b>	<b>Balance: \$0.00</b>	<b>Order No: 216860</b>
	Arrival Time:	10 am film	
	Cafe Reservation:	12:30 pm	
	Garden Tour Time:	11:30 am Private	
	Mansion Tour Time:	10:30 am Private	
	Program time:	N/A	
	Transportation Type:	Uber	
	Departure Time:	2 pm	
	Notes:	N/A	

# Garden Tour Attendance

**Attention Docents:** Please record your tour attendance below.

- Record the **highest number** of people you had during your tour (regardless if visitors joined late or left early).
- Fill in **"0"** if you had **no visitors** for your tour. Thank you!



**Wednesday, April 3, 2019**

Docent	Tour Time & Attendance	
	10:30 a.m.	12:30 p.m.
Alicia Brown		
Joanna Edwards		

Docent	Private Garden Tour
	11:30 a.m.
Charlotte Baer	
Kaki Power	