

**“The Best Possible Visitor Experience”  
2022-2023 Mansion Docent Training  
Hillwood Estate, Museum & Gardens**

**March 8 Workshop: Tour Logistics**

**Objectives**

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

1. Identify the key aspects of procedures and policies related to volunteering and docenting at Hillwood;
2. Describe how the training journey ends but the refining never stops after presenting a qualifying tour.

- I. Introduction
  - A. Review objective and agenda
  - B. TCB, or takin’ care of business
    - i. Class photo, stay tuned: class evaluation
- II. A Toast
- III. Volunteer Procedures & Policies
  - A. Question: What do you have questions about that you want to make sure you have answers to after tonight?
    - i. Wasn’t covered in reading? Concerns?
  - B. Get Your Game On!
  - C. Live Tutorial: Volgistics
- IV. Where the training journey ends but the refining never stops
  - A. *Glass: Art. Beauty. Design.* (June 10, 2023-January 14, 2024)
    - i. June 5: Gala
    - ii. June 6-9: Member preview days
    - iii. June 12: Volunteer lecture
  - B. Volunteers & Visitors
    - i. Additional opportunities for engagement: VSV
    - ii. Cohort power!
    - iii. The rest of the volunteers
    - iv. Learning from visitors: reflective practitioners
  - C. Roles of Lisa, Audra, and Marisa 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?