



Visitor Services Volunteer Orientation Hillwood Estate, Museum & Gardens



March 19, 2024

Housekeeping



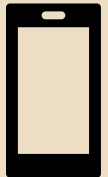
Restrooms

C.W. Post Center
Merriweather Café
Administration Building



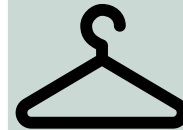
Water Refills

Small sink in the front right corner.



Mobile Devices

Please have on silent.



Coat Rack

Available in the C.W. Post Center.



Breaks

We will take breaks throughout the session.

Training Agenda

- Welcome and Introductions
- The Hillwood Standard
- Volunteer Shift Overview: Visitor Center & Mansion
- Guidelines and Policies
- Engaging with Visitors
- Walk Through and Demos
- Next Session: Tuesday, March 26 (via Zoom), 6-8 p.m.

Welcome to the team!

A warm welcome to Hillwood from the volunteer management team!



Lisa Leyh

Head of Volunteer and Employee Engagement



Jordan Hansen

Volunteer Programs Coordinator



Drew Asbury

Horticulturist and Volunteer Manager

Introductions

Let's go around the room and share:

1. Your name
2. Why you chose to volunteer at Hillwood
3. Something you would like us to know about you

The Hillwood Standard

- Hillwood is a non-profit institution operating solely to serve the public.
- You are part of a distinguished tradition that began when Marjorie Post opened her home to college students and art organizations.
- Post had extremely high standards...and a signature style for making people feel welcome.



Our collective goal is to provide the best possible visitor experience.

Volunteer Shift Overview: Visitor Center & Mansion

VSV Shift Overview



Timeframe:

- 4-hour shifts, offered from:
 - 9:30 a.m.-1:30 p.m.
 - 1-5 p.m.
- Serve 2-4 shifts per month equating to approximately 100 service hours annually.



Atmosphere:

- Work in teams of 4-5 volunteers per shift.



Location:

- Split time between the visitor center and mansion.



Visitor Center



Visitor check-in & orientation



Orientation film

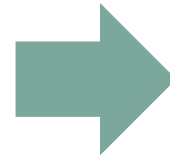
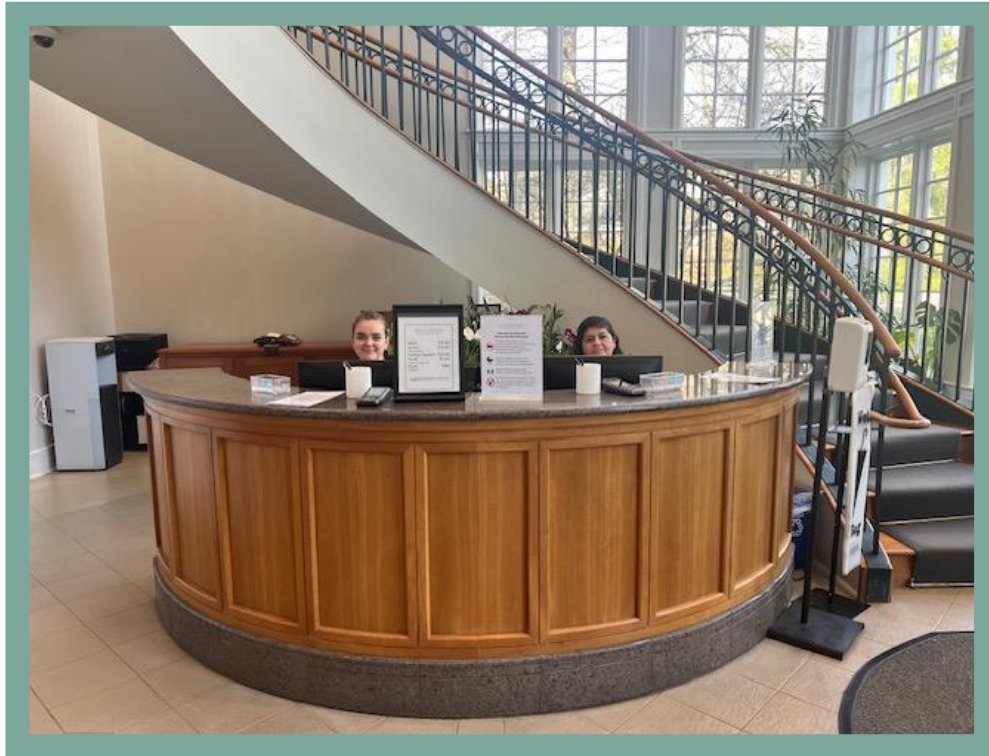


Museum shop



Lost & found

Visitor Flow in Visitor Center



Step 1: Check-in with staff

- ❑ Pay suggested donation
- ❑ Receive visitor stickers after checking in
- ❑ Purchase membership, if interested

Step 2: Orientation with VSVs

- ❑ Offer gracious welcome
- ❑ Review estate map and touring options
- ❑ Answer questions



Touring Options

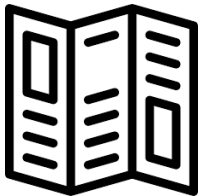


Orientation film



Mobile app of audio tours:

- Mansion tour
- Garden tour
- Family tour



Brochures:

- Visitor guide and map
- Family guides



Foreign language brochures:

- Russian
- French
- Spanish
- Mandarin



Guided docent-led tours



Group tours

Visitor Guide & Map



VISITOR
GUIDE
AND MAP
WITH
AUDIO
TOUR



Women Audio Tour

For more information about a selection, tap the icon, enter into the player, and press the play button to play. To STOP at any time, press the RED button.

Selections

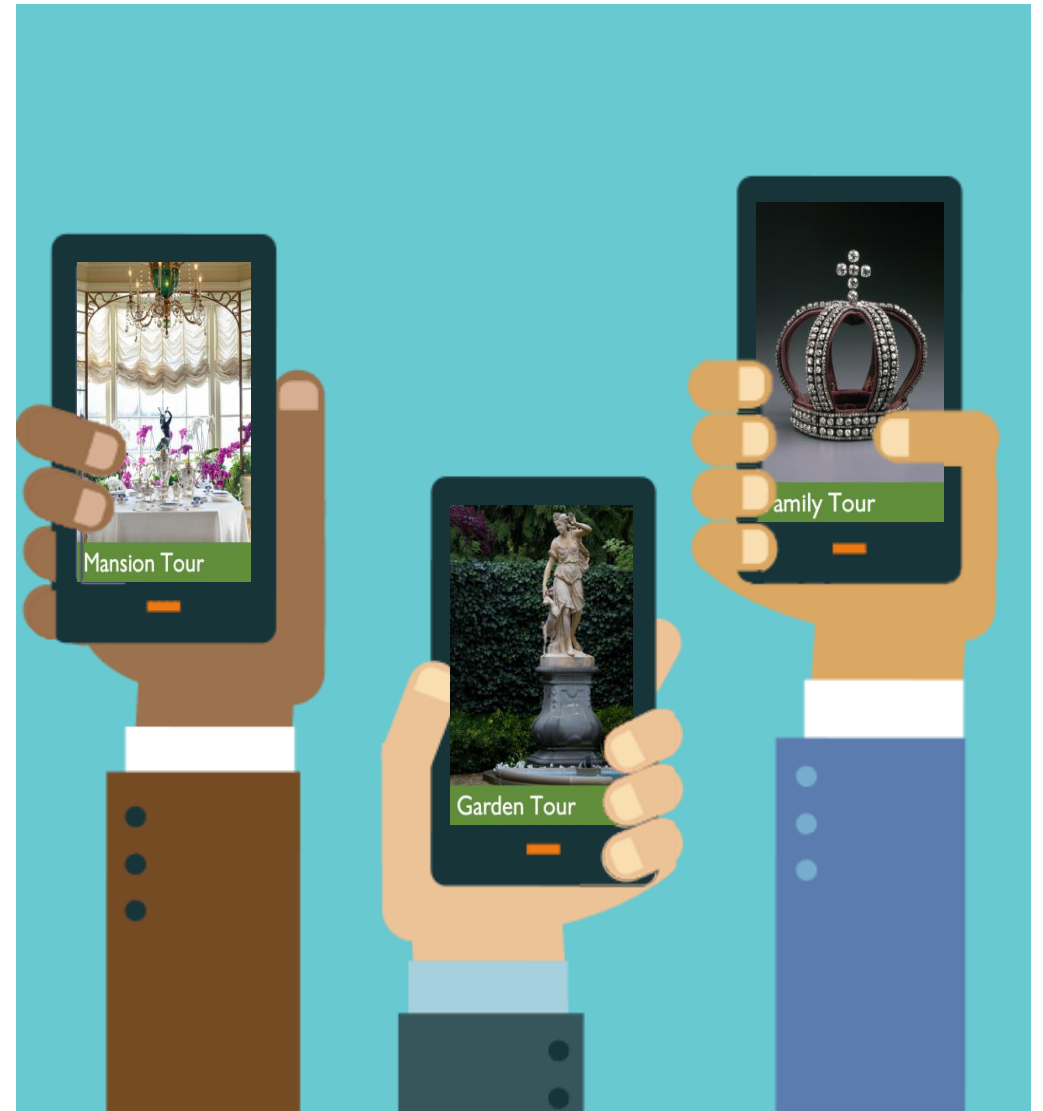
- | | | |
|---|--|--------------------------------|
| 120. French Parterre | 150. Putting Green | 180. Vista Terrace |
| 121. French Garden Tradition | 151. Japanese Holly and Japanese Snowball Viburnum | 190. Pet Cemetery |
| 122. Diana, Swan Fountain, and Sphinxes | 152. The Lawn Furniture | 191. Sweetbox |
| 123. Boxwood | 160. Lunar Lawn | 200. Dacha |
| 130. Rose Garden | 161. The Lion | 201. Azaleas and Rhododendrons |

HILLWOOD
ESTATE & GARDENS

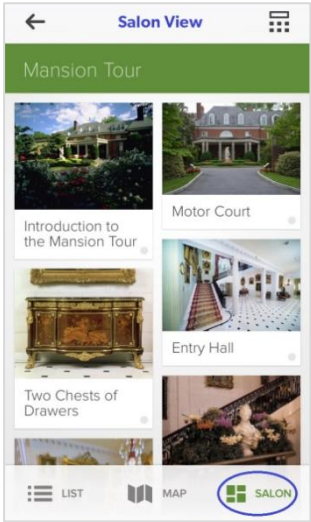
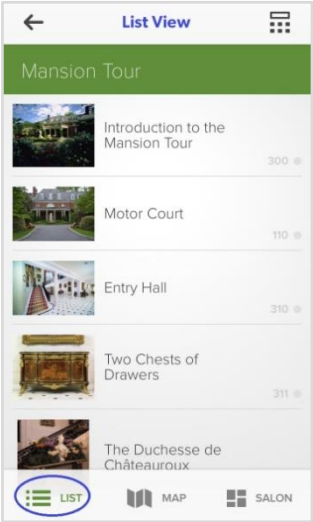
Mobile Audio Tour

Download Hillwood's dynamic mobile audio tour.

Make the most of exploring the gardens and mansion!



Mobile Audio Tour



← MAP SHARE SAVE Save the image to a personal gallery.

Share via social media (Twitter and Facebook) or via email.

Navigate back to the tour map (i.e. the mansion floor plans) to locate the stop or object.

Return to the entire tour, either the list, salon, or map view.

ZOOM ABOUT Read a caption with more information, including object title, artist, medium, and accession number.

0:00 1:58

▶ Imperial Easter Eggs by Fabergé
Icon Room

Hit zoom or the image itself to see a larger, zoomable photo, including detail shots and other angles.

Hit play to listen to the audio track, or read the transcript written below.

Look down at your screen to see an image of the first egg discussed. Tsar Nicholas II presented this pink and gold

Families at Hillwood

MANSION TREASURE HUNT **HILLWOOD**
ESTATE, MUSEUM & GARDENS

Marjorie Merriweather Post

Enjoy exploring the mansion, Marjorie Post's home for many years.

- GO to the rooms shaded in gold on the maps.
- USE the close-ups to find the items in each room.
- READ below to learn more.

A FRENCH DRAWING ROOM
Marjorie Post loved gold boxes like this one. As the owner of Postum Cereal Company, she was able to afford lots of beautiful things and create an art collection.

Heart-shaped Box, Gifted to Francis-Suzanne Yvon, Paris, 17th-18th c. (gold, enamel) 324

B PAVILION
Marjorie Post's staff watched movies from this balcony, and her guests sat below. Films were projected from the square opening in the wall onto a screen across the room.

330

C LIBRARY (FIRST FLOOR)
Marjorie Post had a photograph taken of Scamp, her pet dog, sitting on this bed. Can you find the photo on a nearby table?

Dog Bed, France, 1700s, satin, wood 311.06

Learn more with Hillwood's free audio guide, available in the visitor center or as a mobile app. hillwoodmuseum.org

GARDEN TREASURE HUNT **HILLWOOD**
ESTATE, MUSEUM & GARDENS

Outdoor Art and Architecture

- GO to the locations noted on the map.
- USE the close-ups to find the items.
- READ to learn more.

A MOTOR COURT
Eros (pronounced air-rows), the winged god of love, greets visitors in front of the mansion. He is also called Cupid. In this statue, he pulls an arrow from his quiver, the case on his back.

Base, France, 1800s, sandstone 172.10

B FRENCH PARTERRE
This paw belongs to an imaginary creature called a sphinx (pronounced sfinx), which is part lion and part human. Hillwood's sphinx has a fancy hairstyle and clothes from long ago.

Sphinx, France, 1800-90s, marble 172.14.5

C FOUR SEASONS OVERLOOK
This child is wrapped in a blanket to keep warm in winter. Walk to the right in a circle to find statues for the other three seasons: children with flowers for spring, grain for summer, and grape-vines for fall.

Water (Statues of the Four Seasons), England, about 1800, lead 172.30.1

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MANSION TREASURE HUNT **HILLWOOD**
ESTATE, MUSEUM & GARDENS

Russian Art

- GO to the rooms shaded in gold on the map.
- USE the close-ups to find the art in each room.
- READ to learn more.

A ENTRY HALL
Catherine the Great, a ruler of Russia, holds a gold wand called a scepter. Below the scepter is a large crown and a golden orb, shaped like a globe with a cross on top.

Porcelain (Scepter, Crown, Orb), 1752-60, attributed to Denis-Denisov (Leningrad), the Alexander Suvorov, St. Petersburg, about 1780, (all in enamel) 604

B RUSSIAN PORCELAIN ROOM
This squirrel sits on a covered cup. Russians used cups like this at feasts honoring knights who were awarded for their bravery. The squirrel works hard to crack the nut, just as people had to work hard to get the award.

Cup from the Order of St. George (Suvorov), Catherine Factory, Wladiv, Russia 1700s, porcelain 612 4.7.48

C RUSSIAN PORCELAIN ROOM
This eagle has two heads! It is the official symbol of the Romanov family, who ruled Russia for more than 300 years.

Where else do you see double-headed eagles?

Emblem, Wladiv, the Company, 1740s, porcelain, China 1847, white porcelain, enamel of pearl 604.52

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MANSION TREASURE HUNT **HILLWOOD**
ESTATE, MUSEUM & GARDENS

French Art

- GO to the rooms shaded in gold on the map.
- USE the close-ups to find the art in each room.
- READ to learn more.

A ENTRY HALL
A cabinetmaker fit pieces of colored wood together like a puzzle to make it look like a basket of flowers.

What other pictures do you see on this chest of drawers?

Chest of Drawers (Basket), attributed to Jean-Baptiste Rousseau, Paris, about 1770, wood, varnished with gild, brass, marble 311

A ENTRY HALL
A stork drinks from a tall bottle with its beak, while a thirsty fox, whose snout can't fit into the bottle, watches. This scene is from a fable called "The Fox and the Stork." A fable is a story that teaches a lesson.

What color are the birds on the nearby dishes?

Amber, Paris, 1800s, walnut, lacquer 311.70

B HALL TO PAVILION
An artist named Pauline Knip painted this bird. She studied real birds at a natural history museum so she could make her paintings as accurate as possible.

What color are the birds on the nearby dishes?

Paris, from the South American Birds Series, Studio Pauline Knip, Paris, 1840s, enamel, J.C. Laffont, enamel, enamel 311.70

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Visitor Orientation



VSV Guidelines:

- ❑ A sample orientation is available in VSV guidelines.
- ❑ Start with the map – give visitors their barrings.
- ❑ Review the available tour options.

Visitor Center Kitchen

- ❑ Sign-in iPad for volunteers (using an assigned PIN)
- ❑ Break space for volunteers and staff
- ❑ Storage for coats and bags

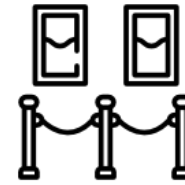


Visitor Center: Restroom Renovation

- Renovation began January 2024
- Projected to re-open in spring
- Visitors can use the restrooms in the horticulture offices, located to the right upon leaving the building

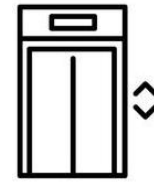


Mansion



Main collection

□ Two floors to explore



Elevator



Mansion coat room



Volunteer lounge*

On-station in Mansion

- Rove/circulate from room to room and floor to floor every 10-15 minutes, unless you are assisting a visitor.
- Be proactive and make yourself available to visitors by:
 - Smiling
 - Making eye contact
 - Offering a simple greeting, such as “Hello. Welcome to the mansion. Please let me know if you have any questions.”



Entry Hall Duties

Assist with Coat Check

- Working alongside Museum Assistants, who are part of our security department.
- While assisting with coat check, VSVs graciously welcome visitors and communicate our policies on bags, etc.



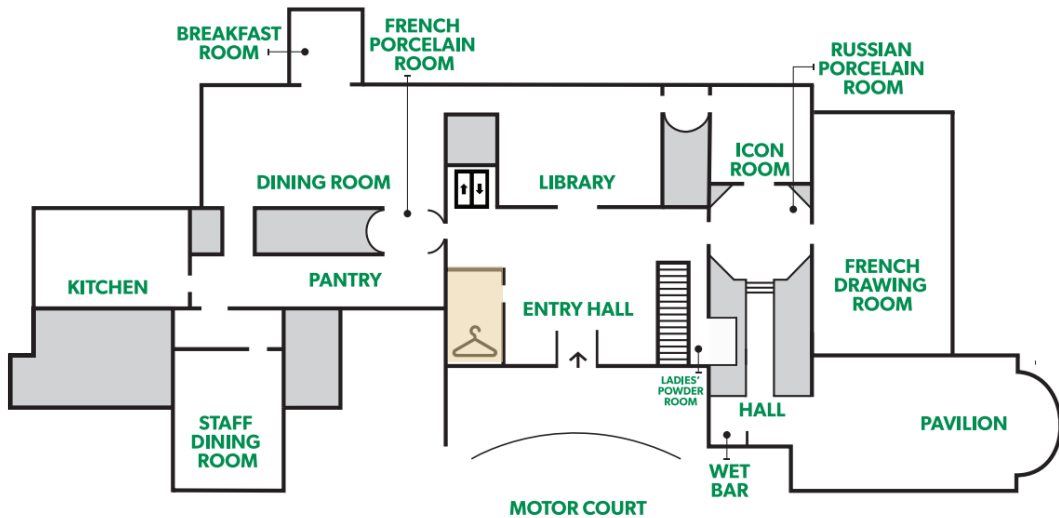
Assist with start of Mansion Tours

- Help docents collect the tour tickets.
- Once the docents have provided an introduction and divided the visitors into smaller groups, return to floating on-station.



Coat Room Resources

- Audio tour scripts
- Mansion resource binder
- Garden resource binder
- Hillwood publications



Questions?



Detail image of Pavilion floor

Guidelines & Policies

Mansion Guidelines

What Visitors Can Do



All ages are welcome



Coat check



Restroom (emergency use only)



Non-flash photography



Photos of areas that are inaccessible by wheelchair



Pencils for note taking



Visitor chairs (those without ropes across the seat)

Mansion Guidelines

What Visitors Cannot Do



No coats, bags, umbrellas, or strollers in the mansion



Silence wireless devices



Touching, instead enjoy the art with your eyes and mind

- ▣ Collections pieces, including fixtures in the mansion (light switches, sink fixtures, etc.) are not to be touched

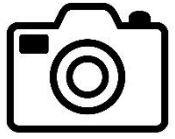


Flash photography and videotaping are not permitted



Pens, markers, and other writing instruments are not permitted

Garden Guidelines



Photography and videotaping for non-commercial use



Watch your step on the natural stone



Stay on the designated paths



Picnic in designated areas of the gardens



Not permitted to pick flowers or take cuttings

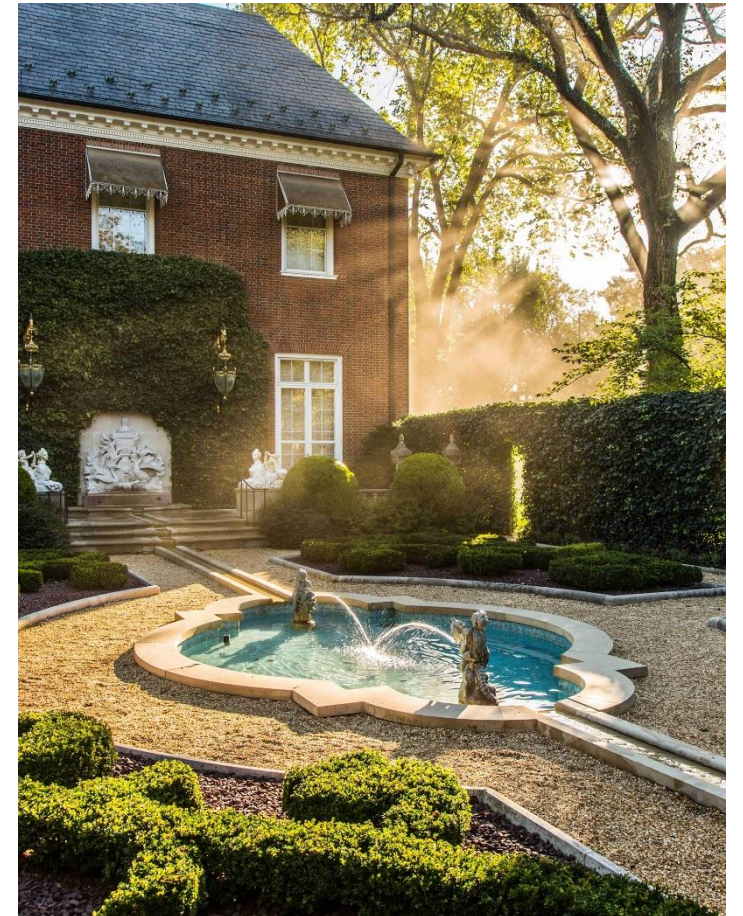
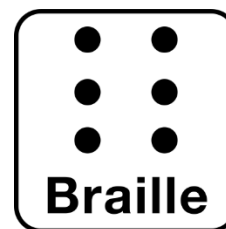


Photo: Erik Kvalsvik

Museum Accessibility

- ❑ Elevators in the visitor center and mansion.
- ❑ Service animals are permitted on the estate; no pets are allowed.
 - ❑ Exception: Sunday morning dog walks for members and Spooky Pooch Howl-o-ween Celebration in October
- ❑ Sign language or cued speech interpreters can be hired on a case-by-case basis with advance notice.
- ❑ Available first come, first serve in the visitor center:
 - ❑ Manual wheelchairs
 - ❑ Braille and large print guides for general Hillwood and exhibition information



Dress Code

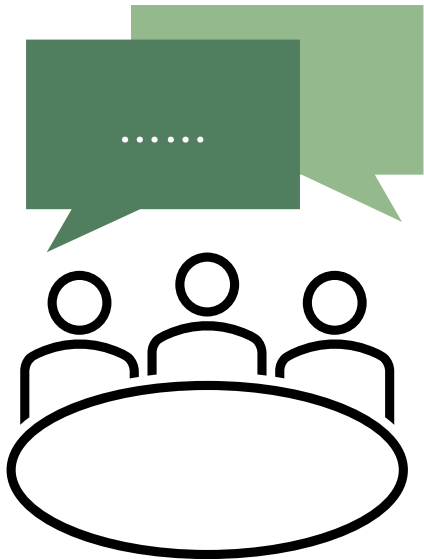
- Hillwood provides a professional work environment for its staff and volunteers. It is important to project a professional image to our donors, visitors, and colleagues. All volunteers are expected to dress in a manner consistent with good hygiene, safety, and good taste.
- Please use common sense.
- Any questions regarding the appropriateness of attire should be directed to the volunteer management staff.

Engaging with Visitors

Engaging With Visitors

Let's review these documents from your required reading:

- **Communication Skills**
- **Welcoming All: Creating an Inclusive Visitor Experience**



With your neighbor, please discuss the characteristics and approaches to have when engaging with visitors. After a few minutes, we'll share with the class.

Customer Service & Communication

These takeaways are from the [Communication Skills and Welcoming All: Creating an Inclusive Visitor Experience](#) documents, which can be accessed on the volunteer website:

- Be Welcoming
- Inclusive Comments
- Project Your Voice
- Positive Body Language
- Descriptive Language
- Transform Unfamiliar Words
- Sentence Structure
- “I don’t know.”
- Answer the Unspoken Questions
- Don’t Overwhelm
- Say What We Mean
- Be Kind to Yourself

Responding to Visitor Questions

- “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.
- Can’t find the answer? Direct visitors to:
 - ▣ Submit their question to visitor services staff, who will forward their inquiry onto the appropriate department
 - ▣ Visit Hillwood’s website

When you have to say “No”



- Listen patiently
- Give them a moment to vent
- Empathize and offer an alternative

Questions?



Detail image of Pavilion floor

Looking Ahead

Volunteer Identification

Tonight, you've received:

- Nametag
- Hillwood Estate, Museum & Gardens souvenir book



During your first shift, you'll receive:

- Your photo ID badge and a lanyard



Opening Soon: New Volunteer Lounge



Butler's House

A new volunteer lounge will be opening in Spring 2024 in the Butler's House, adjacent to the cutting garden. This will serve as a central location for all volunteers to reconnect with one another, recharge during breaks, and access the volunteer library resources.

Until the new lounge is completed, volunteers will continue to utilize the existing volunteer lounge located on the second floor of the mansion until further notice.

Looking Ahead: Volgistics Orientation

Next Week: Session 2 (virtual) | Tuesday, March 26

- 6-8 p.m. on Zoom
- Zoom link will be sent by email

Read/Watch Orientation Resources

- Continue to review volunteer handbook, VSV guidelines, recommended readings, etc.

Sign-up for a mansion tour

- Tour dates and times will be shared in our follow-up email.

Share Your Feedback

- Please contact volunteers@hillwoodmuseum.org with any questions or comments about your volunteer experience.

Walk-Through & Demos

Now we will explore the mansion and visitor center and watch demos of the VSV duties in each space.



Please bring your belongings with you. There will be storage options along the way. We will exit from the visitor center.