

K-12 Tour Arrival Procedures

Mia Staff Responsibilities

- Greeter codes groups to different color locations in Target Wing.
- Bus arrives. Greeter gets on bus, welcomes group and does the following:
 - Checks school name and number of students/chaperones
 - Confirms students are divided into groups of 15
 - Hands out chaperone tags
 - Tells bus driver where to wait, and to turn off engine while waiting
 - Tells lead teacher the color to look for when they enter Target Wing
 - Tells lead teacher to leave coats on bus if it's not too cold
 - Tells lead teacher to have students enter the museum silently.
- Greeter on the bus will radio the greeter in the Target Wing to let them know which group is getting off the bus.
- Greeter in Target Wing will let docents/guides know which group is coming. Lead docent/guide for that group will wait at the door with the greeter.

Guide and Docent Responsibilities

- Be in the Target Wing AT LEAST 15 minutes before your tour start time. Buses are now asked to arrive 15 minutes before the tour, so you must be here.
- Please be ready to go – this means planning routes should be done in advance, not the day of the tour.
- Try not to get absorbed in conversation – you might not notice when your group arrives. Please be on the lookout for your group.
- When any school group is in the Target Wing, please keep all side conversations to a whisper. The acoustics are VERY challenging, and it's really tough to get the attention of a group when you have to talk over guides and docents whose groups have not yet arrived.
- Look at the master list (location TBD – maybe in coat room) to determine where your group is meeting (which color location).
- Make sure coat carts are set out (if needed) and lined with trash bags.
- Have bookmarks ready, and complete the bottom of a feedback form.
- When the group arrives, the Lead Docent/Guide greets the group at the door and guides them to their color area.
- Groups should line up in front of a basket and deposit coats there if needed – ask the groups to remember the color and shape of their baskets.
- As soon as possible, take your group to your first stop and do your welcome/introduction there.