

K-12 Tour arrival procedures version 2.0

Revised 11/17/2015

Mia Staff Responsibilities

- Greeter codes groups to different color locations in Target Wing
- Bus arrives, **one adult gets off and meets Mia greeter in the entry**, and makes sure of the following:
 - School name and number of students/chaperones
 - Kids are divided into groups of 15
 - Hands out chaperone tags
 - Tells bus driver where to wait
 - Tells lead teacher the color they are 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 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 20** minutes before your tour start time. Buses are now asked to arrive 15 min. before the tour, so you must be here.
- Please be ready to go – this means planning routes should all be done in advance, not the day of the tour.
- Please be on the lookout for your group
- Try not to get absorbed in conversation – you might not notice when your group arrives
- 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 group has 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 have completed the bottom of a feedback form.
- When the group arrives, the Lead Docent/Guide should greet the group at the door, and guide them to their color area.
- Groups should line up in front of a basket and deposit coats there if needed – ~~ask the group to remember your color and shape for your basket.~~

- Once coats are in the carts, wheel them to the coat room, and place the bag in the cubby that matches the group's chaperone nametags.
 - BE SURE TO put a sticker from the holder attached to the coat cart on the bag (you can do 2 or 3 if you want) AND give the chaperone one of the stickers, so that they know which bag is theirs at the end of the tour
- As soon as possible, take your group to your first stop and do your welcome/introduction there.