

Lead Guide Checklist for Adult Tours

Step 1: Get in touch with the tour contact promptly after receiving the tour confirmation in StaffSavvy.

(In StaffSavvy, see Shifts/My Shifts, then “View Details” to find the tour contact information and any notes from the Tour Office.)

Confirm the contact person is attending the tour. (Sometimes the contact person serves only as the coordinator and does not accompany the actual tour so important tour information may not be communicated.) Confirm the date, time, and number of participants on the tour.

If the tour is a general topic tour, ask these questions or confirm the following information (included in the [form letter](#) for adult tour contacts):

- Are there any specific artists, artworks, or cultures you would like included? We will do our best to accommodate your requests, depending on what is on view and accessible.
- Are there special accommodations required for any of the participants?
- Who is our contact on the tour day? (Please provide a cell phone number, if possible.)
- Are multiple groups coming at different tour times?

For all tours, request that the group follows these guidelines:

1. Divide into groups of about 15 before arriving at the museum, if possible.
2. If the group is coming on a bus, disembark at the Third Avenue entrance.
3. Leave coats (if desired) and backpacks at the coat check. Backpacks are not allowed in the museum.
4. Meet your guides in the General Mills (upper) lobby. Refer to the Mia Tour Guidelines, included in your tour confirmation, and let me know of any questions you have regarding the additional guidelines. We also have Social Narratives available to help prepare for your visit ([link here](#)).

Step 2: Call or email all guides assigned to the tour at least ten days to two weeks before the tour.

(Note: If you use e-mail, ask the guide/s to confirm your message to ensure the information is received.)

- Share pertinent tour information, including any artworks that the contact wished to include on the tour.
- Coordinate and assign tour routes. Routes for topic tours are assigned by gallery floor and location; for example, 2 West or 3 East. Check the Daily List or Biweekly schedule for other tours at the same time that might affect the routes.
- After assigning routes for topic tours, ask guides to share their artwork lists in the order they will present (artist or culture, title, and gallery). Check for any conflicts.
- Arrange to meet in the lobby* 10 to 15 minutes before your tour to discuss last-minute arrangements.

*Special exhibition tours meet at the entrance to Target Gallery.

Step 3: On the day of your tour:

- Arrive in the lobby/at Target Gallery entrance 15 minutes before your tour.
- Distribute evaluation forms to the other guides when requested by Learning staff.
- Introduce and assign guides to tour groups.
- Greet your tour group. (You will leave last with your group.)
- If the group arrives late, establish the tour end-time and inform all guides.

After the tour is over, and if there is time, it is good procedure to check in with other guides and debrief.

Various tour issues and suggestions/procedures for handling those issues:

Issue: Sometimes the contact person serves only as the coordinator and does not accompany the actual tour so important tour information may not be communicated.

Suggestion: Ensure that all information is communicated to the group leader attending the tour. You may ask for a name and telephone number from the contact in order to speak directly with the group leader.

Issue: The tour contact has not responded to your email or voicemail.

Procedure: If you are unable to connect with the tour contact, go ahead and contact the assigned guides with the information you have on the tour confirmation and give them their assigned tour routes.

Issue: The number of participants listed on your tour confirmation is dramatically different from the number they are actually bringing.

Procedure: If the actual group size changes the guide requirements (for example, if the tour confirmation anticipated 30 participants, but the contact now says they have 15), notify Paula Warn in the Tour Office at 612/870-3140 so she can make the necessary adjustments.

Issue: One of your fellow guides does not arrive for the scheduled tour.

Procedure: Call Paula at 612/870-3140 to let her know the situation. Depending on the number of participants, groups may be reconfigured to be larger or an educator may sub for the missing guide if available.

Issue: A participant needs the museum to provide special services such as a wheelchair, ASL interpreter, assisted listening device, etc.

Suggestion: Wheelchairs are available at both the 3rd Avenue lobby and Target Atrium. Assisted listening devices are available with advance notice. If a participant requires an ASL interpreter from the museum, email Paula. Scheduling an interpreter often requires a four-week notice.

Issue: The group is ten or more minutes late.

Procedure: Notify Paula Warn to try and reach the contact person. When/if the group arrives, confer and confirm with the group and all guides to determine your tour plan (e.g. return at the originally scheduled time and cut the tour short, or extend the tour end-time). If a group has not arrived on time, and Paula

has not been able to get hold of them, guides should wait 20 minutes after the scheduled start time before leaving the building.

All guides are responsible for checking the galleries for changes and referring to the Daily List schedule for other guided and self-guided tours taking place in the museum.

If you have any specific questions about lead guide procedures or responsibilities, contact a Mia educator to discuss.