

# WELCOME INTERPRETIVE GUIDES



January 6, 2018

# INTRODUCTIONS

- ▶ Please check the sheet and make sure your information is correct.
- ▶ Everyone will get a copy after it is updated
- ▶ Does everyone receive the googlegroup emails?
  - ▶ libertyinterpretiveguides@googlegroups.com
- ▶ Can everyone access the online calendar?

VOLUNTEER DAY	First	Last	Email	Phone
Wednesday				
	Sam	Jones	<a href="mailto:snjones8@asu.edu">snjones8@asu.edu</a>	
	Laura	Carapellese	<a href="mailto:laucar23@gmail.com">laucar23@gmail.com</a>	602-300-7278
	Evelyn	Franklin	<a href="mailto:aurtherk.lee56@gmail.com">aurtherk.lee56@gmail.com</a>	602-466-5915
	Arthur	Franklin	<a href="mailto:aurtherk.lee56@gmail.com">aurtherk.lee56@gmail.com</a>	602-466-5915
	Veronica	Postel	<a href="mailto:vpostel@yahoo.com">vpostel@yahoo.com</a>	480-540-8988
Saturday				
	Sam	Jones		
	Meg	Fucik	<a href="mailto:megfucik@gmail.com">megfucik@gmail.com</a>	602-909-7300
	Ford	Doran	<a href="mailto:forddoran@gmail.com">forddoran@gmail.com</a>	
	Loretta	Meador	<a href="mailto:lorimea2@gmail.com">lorimea2@gmail.com</a>	
	Brenda	Davis	<a href="mailto:brenda93012@gmail.com">brenda93012@gmail.com</a>	845-741-5986
Sunday				
	Laura	Irving	<a href="mailto:lnirving0@gmail.com">lnirving0@gmail.com</a>	623-640-3741
	Shana	Schaller	<a href="mailto:okstategrl79@gmail.com">okstategrl79@gmail.com</a>	602-708-1940
	Patrick	Teetsel	<a href="mailto:patrickteetsel@gmail.com">patrickteetsel@gmail.com</a>	623-512-5607
	Sara	Gutierrez	<a href="mailto:sara.gutierrez@asu.edu">sara.gutierrez@asu.edu</a>	
Fill Ins				
	Alex	Lake	<a href="mailto:lakea5055@gmail.com">lakea5055@gmail.com</a>	
	Betty	Miller	<a href="mailto:godmother57@gmail.com">godmother57@gmail.com</a>	
	Rodie	Purcell	<a href="mailto:rodiepurcell1@gmail.com">rodiepurcell1@gmail.com</a>	
Staff				
	Laura	Hackett	<a href="mailto:LauraH@libertywildlife.org">LauraH@libertywildlife.org</a>	480-228-9174
	Carol	Suits	<a href="mailto:csuits@q.com">csuits@q.com</a>	480-296-3940
	Terry	Stevens	<a href="mailto:buteo9@mac.com">buteo9@mac.com</a>	602-317-9320
	Megan	Mosby	<a href="mailto:megan@libertywildlife.org">megan@libertywildlife.org</a>	602-390-1920
	Jan	Miller	<a href="mailto:janm@libertywildlife.org">janm@libertywildlife.org</a>	480-620-1551
	Alex	Stofko	<a href="mailto:alexs@libertywildlife.org">alexs@libertywildlife.org</a>	623-687-4239

# PLAN

- ▶ Introductions 
- ▶ Contact Info 
- ▶ Manual
- ▶ Questions
- ▶ Set Up For Open Hours
- ▶ Quick Tour Etiquette
- ▶ Final questions/comments
- ▶ Ready to be open for visitors by 10am

# WELCOME TO YOUR VOLUNTEER JOB AS AN INTERPRETIVE GUIDE AT LIBERTY WILDLIFE

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# MANUAL



# MANUAL

## ▶ Intro

Welcome to your role as an Interpretive Guide at Liberty Wildlife. In this public role, you are the face of Liberty Wildlife and therefore a lot rides on how you conduct yourself around our guests. Our visitors' feelings about Liberty Wildlife will have a lot to do about how they are treated by our volunteers. We've had a lot of positive feedback about how welcoming and knowledgeable our volunteers are and we want to keep that feedback coming. This manual is created to help you understand your job duties while you were working your shift at Liberty Wildlife. At any time, if you need any clarification or have any questions, please seek out a staff member.

Thank you for your time and dedication to help keep Liberty Wildlife's mission going.


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# MANUAL


- ▶ About Liberty
    - ▶ History, Mission etc
    - ▶ Familiarize yourself with this information
- 
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# MANUAL

## ▶ Shift Duties


- ▶ Shifts are Wed, Sat and Sun from 9:30-1:30.
  - ▶ Public are welcome to come in from 10-1. There is a show at the amphitheater at 11:15.
  - ▶ We should have AT LEAST 3 IG's per shift.
  - ▶ From 9:30 until opening, follow Set-Up Checklist in manual.
  - ▶ Adults: \$6, Seniors and Vets: \$5, Students: \$4. Children 4 and under are free
  - ▶ Make sure that one Interpretive Guide is in the Interactive Room at all times.
  - ▶ At 1pm, usher guests out pleasantly and follow Close-up Checklist in Manual
- 
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# MANUAL

- ▶ Pre, During and Post Open Hours responsibilities
  - ▶ See handout
- 



# MANUAL

- ▶ Common Forms Used by Guides
    - ▶ Open Hours double sided pamphlet
    - ▶ Visitor Release Form
    - ▶ Sign in sheet
    - ▶ Visitor Survey
- 
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# MANUAL

## ▶ Gift Shop and Inventory

We no longer have to keep tabs of inventory on the spreadsheet. Sam and Laura C will be taking control of that.

We still need to add all items to our DAILY CASH COUNT SPREADSHEET

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# MANUAL

## ▶ Gift Shop and Inventory

Reconciliation				
Beginning Cash	\$	-	Total # attendees	0
Sales:				
# of attendees				
	Adult	Student	Senior/Vet	
	-	-	-	-
Gift Shop				
		Quantity	Sales Price	
	earrings			-
	hat			-
	cards			-
	long sleeve gray			-
	small sleeve gray			-
	cards			-
	necklace			-
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
Donations				

# MANUAL

- ▶ **Computer and Spreadsheet**

- ▶ **HOW TO USE THE DAILY CASH COUNT SPREADSHEET**

This information will be in the manual with step-by-step picture instructions.

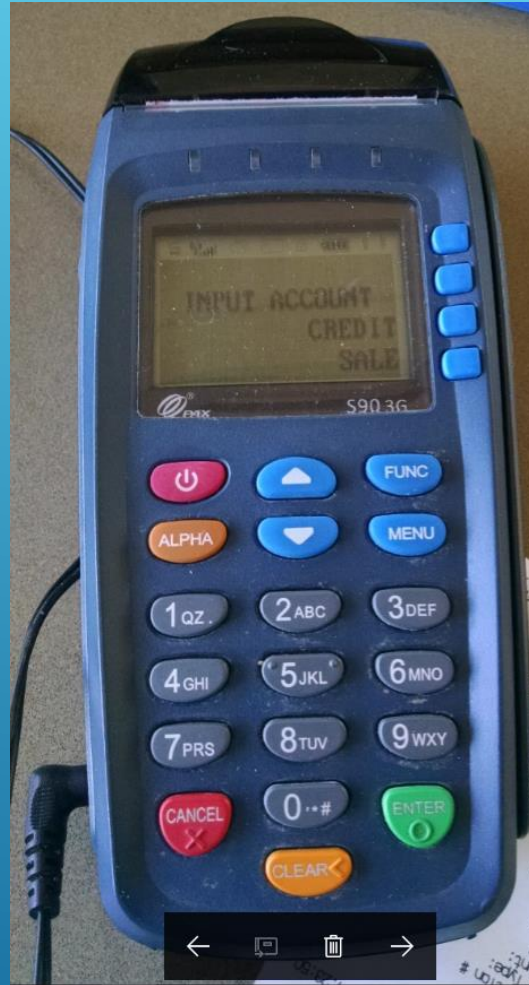
When we go into the lobby to prep, we'll go over it together

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# MANUAL

## ▶ Credit Card Machine

This information will also be in the manual with step-by-step picture instructions.



# MANUAL

## ▶ Bird Bios and QR codes

Currently we have 6 Bird Bio packets that we can hand out with a map and a lot of information about the birds on the trail

We also have QR codes on many of our birds' enclosures.


If guests do not have a QR reader on their phone already, tell them they can download an app on their phones

When they are on the trail, they open their app and aim the camera at the QR code. Information about that animal will come up on their screen

# MANUAL

## ▶ Interactive Room

There is a lot going on in this room

- ❖ SmartBoard
  - ❖ Video Monitors
  - ❖ X-ray Machine
  - ❖ Touch Table
  - ❖ Activity centers (vision, talons, feathers, beaks)
  - ❖ Reading and coloring nook
- 
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# MANUAL

## ▶ **CREATURES!!!!**


**Snakes, lizards, birds, mice,  
arachnids, OH MY!!!!!!**

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# MANUAL

## ▶ Education Trail

- ▶ If we have enough guides that some are able to wander, head out to wherever the guests are
    - ❖ Off umbrellas on hot days
    - ❖ Explain QR codes
    - ❖ Bring Bird Bios
    - ❖ Children's Trail Challenge
- 
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# MANUAL

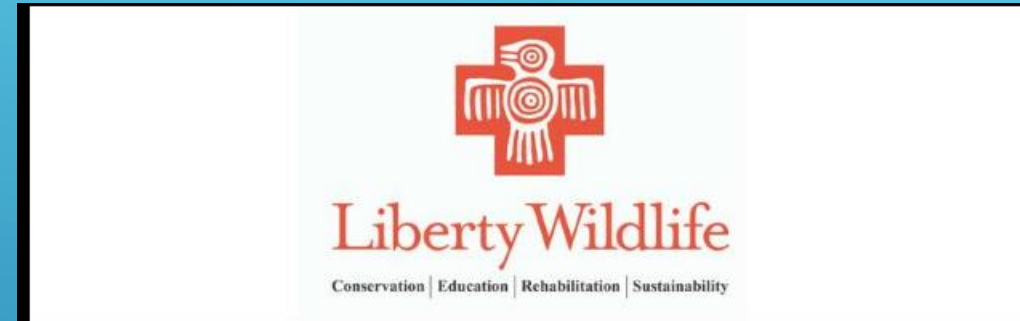
## ▶ Trail Challenge (see back of manual for copies)

- ▶ We have two versions – 1 for 3<sup>rd</sup> grade and under, the other 4<sup>th</sup> grade and up
  - ▶ Kit with clipboards, pencils, stamps, etc is in the cabinet in lobby
  - ▶ Familiarize yourself with the answers so you can help if possible
  - ▶ Offer stamps to kids for completing as much as they can
- 
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# MANUAL

## ▶ Free Passes

- ▶ Two kinds of “free admissions” that guests can have

A photograph of the back of a pink card with a form. The form has three fields: "Date \_\_\_\_\_", "# of Guests \_\_\_\_\_", and "Authorized By \_\_\_\_\_". The number "18" is handwritten in the bottom left corner.

Free admission to  
Liberty Wildlife  
for up to 6 guests

For open dates and hours see  
[www.libertywildlife.org](http://www.libertywildlife.org)  
or call 480-998-5550



2600 E. Elwood St, Phx AZ 85040

Value \$36  
Expires October 31, 2018



# MANUAL


## ▶ LW Programs

- ▶ Let guests know what our program is that day (talk with the Ed team members beforehand if you aren't sure)
- ▶ Share the fliers I email
- ▶ Let guests know to find us and more info on Facebook and our webpage
  - ▶ Hand out my card for Ed programs/Field trip requests
  - ▶ Hand out Carol's card for volunteer inquiries

# QUESTIONS

- ▶ If you have one, there's a good chance that someone else has that same question too!!!
- 
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## ▶ Team Lead

- ▶ We'd like to have a team lead for each open hours day
  - ▶ That person would be able to troubleshoot issues and be the main point person for the day.
  - ▶ They would report to Laura/Carol with any concerns
- 
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**LET'S GO SET UP!**

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