



Tour Guide Leads Duties

After you have decided to be the lead on a guided tour please reference the initial form from the Education Coordinator, or Sign-Up Genius to see the contact person's telephone number, etc. If you need any other info please ask the Education Coordinator.

Best to reach out 2-3 days before the visit.

- Confirm date/time?
- How many kids/chaperones?

This is crucial since the confirmation form is still tentative until the week of the tour. If they are a large group you may suggest that they divide into 2, 3, or even 4 groups ahead of time. Be sure to mention that at least 1 teacher or chaperone be assigned to each group.

- What topic do they wish to cover?

Sometimes extra set-up is required. It is important for them to clarify what they are looking for.

- Make initial contact with POC to see if the kids can have name tags?

We don't provide the name tags but this is beneficial for the kids to interact better with our docents.

- Lunch area reserved?

The lunch area is currently in the Eucalyptus Grove and they are first come first serve. If they decide last minute to reserve them then it is a \$25 set-up fee.

- Do they have any special needs?
Wheel-chair bound people? Need a cart to transfer lunches?
- Suggest comfortable walking shoes and layering clothes
- Discuss where you will meet? Suggestion: If they are coming a distance, meet at the Gift shop to give them an opportunity to use the rest rooms.
- If the tour group cancels, it is your responsibility to inform the Education Coordinator. So he/she can reschedule or issue a refund.
- Hopefully, the tour guides arrive 5-10 minutes before our guests. Discuss how you are going to divide the group. Determine routes for each the tour guides, including who will lead people who cannot use stairs.
- Welcome our guests and introduce yourself.
- Sometimes tour groups will have a few extra people and will pay you their admission. Please give money to Edu.Coord.