

Tour Delivery

- Maintain your commitment to your chosen tour day or find a substitute.
- Plan to arrive 15 minutes early to put your things away, check the galleries to make certain the objects you plan to discuss are on view, and to plan tour paths with other docents.
- Secure any large bags or purses in the lockers or check room (during museum hours) before your tour.
- Turn off cell phone sounds while touring.
- Wear your badge when you are in the museum on docent business.
- Do not engage in conversations about politics, religion, or other sensitive matters in public spaces. Remember that you are a representative of NOMA.
- Face your group, use eye contact and speak so that you can be heard by the group, but not so loud that you disturb other guests.
- Introduce yourself to the group and welcome them to NOMA. You may remind guests of museum manners and add any personal preferences for tour behavior such as cell phone use, raising hands, etc.
- Remain mindful of People First Language and the Language of Diversity.
- Maintain a distance of **two feet** from the art objects. Never point with a sharp object or a piece of paper. Use an open hand to point out details.
- If a group of visitors is in front of an object you plan to discuss, you should either choose a different object in the gallery, ask to join them, or wait until the object is free.
- Manage your tour time. Mini Masters tours are 30 minutes; school tours are 45 minutes; adult tours may be up to one hour. If you are unable to monitor the time while touring, ask a member of your group to assist you.
- At the end of your tour, bring all school groups back to the Great Hall to meet the rest of their class.

Tour Shadowing

- Arrive 15 minutes before the scheduled tour and introduce yourself to the touring docent. The touring docent may choose to introduce you to the group.
- Turn off cell phone sounds while shadowing.

DOCENT ETIQUETTE

- When shadowing another docent, do not address the group. The point of shadowing is to observe the tour to see how other docents give tours and interact with the public.
- Do not engage in side conversations with other shadowing docents or with museum guests during a tour.
- If you have questions or constructive criticism regarding the tour, speak with the touring docent **after** the tour and away from the public.
- Touring docents should plan to check in with the shadowing docent after the tour to respond to questions or concerns.

Training Sessions

- Enter the museum through the Volunteer/Staff entrance at the back of the museum unless instructed otherwise.
- Sign in and pick up the materials set out for you at the beginning of each training session. If you are late and the class has begun, you may sign in at the end of the class.
- Turn off cell phone sounds during training sessions.
- When using chairs in the galleries, please attempt to make room for everyone. Remember to carry chairs in the folded position when moving through the galleries.
- Use **pencils only** when taking notes in the galleries.
- When we have guest speakers, please save questions unrelated to that day's topic until **after** the lecture or gallery talk.
- Do not hold side conversations when a speaker is addressing the group.

Voicing Concerns

Should you at any time feel uncomfortable about any aspect of the docent program, you may express grievances and concerns to DAB representatives, the Curator of Education, or the Director of Interpretation and Audience Engagement.

We truly appreciate your dedication to NOMA and want to do our best to make your volunteer experience enjoyable.