

Position Title: Volunteer Docent Greeter

Responsible to: Education Assistant

Timeframe: September 14-October 20; and December 7 and 14

Key objective:

To help preserve the legacy of the Canterbury Shakers and provide visitors with a place for learning, reflection and renewal of the human spirit by welcoming visitors to Canterbury Shaker Village in the tradition of Shaker hospitality. This will be accomplished by kindly greeting visitors at the Visitor Center. The docent greeter is a friendly, outgoing person, who enjoys meeting new people and explaining why Canterbury Shaker Village is an excellent museum. The docent greeter will provide visitors with a map. He/she will point out important places to them, (such as restrooms), and inform them of the location and times of craft demonstrations, activities, tours, or special events. The docent greeter should discuss membership with visitors and must also kindly and patiently answer any questions the visitor may have about the village to the best of his/her ability. The docent greeter will be the first and an important impression of Canterbury Shaker Village. He/she should behave in a manner that promotes a pleasant visit to the museum, and encourages repeat visits and/or membership.

Key Work Areas:

General

1. Keep commitment to greet from 9:45-2:00, with at lunch break, on scheduled days
2. Find a replacement if you know you cannot show up for a shift in advance
3. Notify supervisor if you cannot show up for a shift due to illness or other last minute problem
4. Show up to volunteer with a positive attitude
5. Communicate any questions or concerns to supervisor
6. If you encounter any difficulties with a visitor, contact site coordinator immediately
7. Learn how to use a walkie talkie

Professionalism

1. Attend the morning meeting at Brethren's Shop at 9:45 on every scheduled day, write down any information that is pertinent to your duties
2. Dress code is business casual – please dress appropriately
3. Attend all training sessions for docent greeting
4. Punch in and out on your volunteer timecard every time you volunteer
5. Keep your nametag at Brethren's Shop when not volunteering, and wear it on every scheduled day

Greeting duties

1. Kindly welcome visitors – you are their first impression of this museum.
2. Tell visitors to check in at the Visitors Center.
3. Familiarize yourself with the geography of Canterbury Shaker Village- be able to point things out to people on a map.
4. Familiarize yourself with the guide notebook, which provides a history of Canterbury Shaker Village. You should be able to answer basic questions about the Canterbury Shakers.
5. Familiarize yourself with the benefits of membership to Canterbury Shaker Village. Mention membership to all visitors and be prepared to answer any questions visitors have about membership.
6. Know the times, and locations of all tours, activities, craft demonstrations, and exhibits. Communicate this information to all visitors orally, and by circling locations on their map. This information will be given out at the morning meeting.