Logistics, Safety and Security

Robie House Volunteer Training
Updated: March 2012
Overview

Guidelines for a successful tour!
- Have fun and be enthusiastic
- Remember to breathe
- Leave time for thinking and observing
- Ask questions that lead to nods and makes your group engage
- Always give clear directions about where to go next
- Practice proper museum behavior at all times
- Talk to the guests since the house already knows the material
- When in doubt, use your walkie talkie
- Wear a watch and stay on time
Volunteer Arrival & Sign-in

- Arrive at least 15 minutes prior to your scheduled tour
- When you arrive for your scheduled tour, proceed to the entry way off the shop, by the restrooms to retrieve your key
- The keys are kept in a locked box on the wall. The code is 1019*
- Grab your key and head up the servant’s stairs and into the break room
- Sign-in in the volunteer binder
  - Each volunteer has a log sheet
  - Note your key number ad walkie talkie letter
  - Record your hours
- Check-in with Guest Relations staff for the daily news/updates
- Be in the shop 5 minutes prior to your scheduled tour time
Rules for guests
- Check bags – if you keep them, carry on front of body
- Interior photography is not permitted on the interior guided tour
- Food, drinks and gum are not allowed in the house
- Please do not touch or lean on the walls, windows, furnishings, artifacts, etc.
- Turn off cell phones, do not answer calls, text messages or email on the tour.
- Stay with your group.
Guest Welcome & Video

**Logistics:**
- Talk to the guests before the tour – bond with them
- Be aware of potential misbehavior – wanderer, bored, hijacker
- Stay in the room during the video, shut off lights if needed
- Own your door – open it, hold it for guests and be sure it is secured

**Safety & Security**
- Fire alarm pull station located on wall near exterior door

**Watch for:**
- Unpaid guests joining your tour
- Language barriers & mobility issues
- Potential misbehavior – wander, bored, hijacker
Stop 1: Robie Introduction

Logistics:
- Stand on west side of gate in front of group
- Keep group out of the way of foot traffic
- Remind group to look both ways before crossing the street
- Spend 2 minutes @ this stop

Safety & Security
Ensure traffic is clear and entire group can cross the street

Watch for:
- Extraneous neighborhood noise (bells, sirens, neighbors)

GoWright.org
Stop 2: Booth School Terrace

**Logistics:**
- Stand on the terrace with the group in front looking at Robie
- Keep group out of the way of foot traffic
- Count your group; stay together
- Spend 4 minutes @ this stop

**Safety & Security**
- Ensure traffic is clear and entire group can cross the street
- Watch for tripping on steps/sidewalk

**Watch for:**
- Extraneous neighborhood noise (bells, sirens, neighbors)
Pause: 58th & Woodlawn

**Logistics:**
- Ensure whole group crosses street
- Give one piece of content and move on
- Keep off the grass if possible
- Talk to guests, not the house

**Safety & Security**
Benches at SW corner of 58 & Woodlawn is the gathering place during an emergency.

**Watch for:**
- Unpaid joiners; direct them to the museum shop for tour tickets.
Stop 3: Front Door

**Logistics:**
- Stand in front of door
- Try to get entire group under cantilever
- Turn key to the left; own the door
- Collect tickets as guests enter
- Spend 3 minutes @ this stop

**Safety & Security**
Secure door behind you

**Watch for:**
- Food, drinks, gum and photography
Stop 4: Entry Hall

**Logistics:**
- Stand on 1\textsuperscript{st} or 2\textsuperscript{nd} step
- Appoint a last person up the stairs and lead your group.
- Spend 4 minutes @ this stop

**Safety & Security**
Telephone, alarm panel, fire extinguisher and flashlight in closet. Fire alarm pull station next to exterior door

**Watch for:**
- Stragglers
- Bad museum behavior – touching the ceiling
Pause: Upper Entry Hall

**Logistics:**
- Stand next to original sconce
- Wait for entire group to make it up the stairs
- Use your body to stop group from entering living room

**Safety & Security**
First aid kit and flashlight are kept in the built-in west of the stairs

**Watch for:**
- Guests wandering into dining room and hall leading to guest room
Stop 5: Living Room

Logistics:
- Stand in front of fire place
- Encourage group to wander in the room and look at windows, prow, grills, etc.
- Spend 5 minutes @ this stop

Safety & Security
The art glass door on the NW end of the house is a fire exit.

Watch for:
- Improper museum behavior – art glass, radiator covers
- Signs of fatigue
Stop 6: Dining Room

**Logistics:**
- Stand in front of built in buffet on north wall
- Appoint a last person
- Spend 5 minutes @ this stop

**Safety & Security**
A fire extinguisher is located in the butler’s pantry

**Watch for:**
- Improper museum behavior – art glass
- Guests who go back to living room
- Signs of fatigue
Stop 7: Guest Bedroom

**Logistics:**
- Stand in front of the door
- Warn guests about step down/step up into kitchen
- Stand on top stair and remind each guest to watch his/her step
- Spend 3 minutes @ this stop

**Safety & Security**
A flashlight is located in the closet

**Watch for:**
- Tripping on steps
- Guests opening of closet doors, drawers and windows
Stop 8: Kitchen

**Logistics:**
- Stand in front of glazed bricks
- Own your door
- Spend 4 minutes @ this stop

**Safety & Security**
A fire extinguisher is located on the southwest wall. The fire exit is the door leading to garage courtyard

**Watch for:**
- Leaning on island and cabinets
- Do not end your tour in the kitchen, one more stop
- Staff and other volunteers entering to sign-in
Stop 9: Garage Courtyard

Logistics:
- Stand near shop entrance
- Steer clear of traffic lanes
- Thank group, answer questions
- Spend 2 minutes @ this stop

Safety & Security
Encourage use of hand rail on stairs

Watch for:
- Guests with questions who want to do/learn more
- Colliding with starting groups and lingering guests
- Guests who want to retrieve bags
Rain Route

Staff will let you know if you should use the rain route.

All you should do is:
- Stay under the cantilevers of the house
- Replace Booth Terrace and 58th & Woodlawn Stops with a West Porch Stop
- Umbrella bags will be available for guests. Please ensure no wet umbrellas go in the house.