

Tour Training 101: Getting started as an educator at the Tenement Museum

Welcome to the Lower East Side Tenement Museum! We're looking forward to having you on board as part of our team. If you follow the advice and guidance of this tour training document, you'll be giving exceptional tours in no time.

Tip: Visit the Tenement Museum educators' portion of the website early and often!



From finding out about the dress code to brushing up on your storytelling skills, you'll find information and resources at the Museum's virtual educator training center on the world-wide web at http://www.tenement.org/education_ten.html. Of course, if you have questions along the way, that's what the education staff is there for, but please always check the educators' section of the Tenement Museum's website first.

Step 1: Preparation for your orientation meeting

Checklist:

- Set up an orientation meeting with the Education Associate for Educator Management (x. 240).
- Read Educator Manual and prepare questions to ask during your orientation meeting.

Step 2: Orientation Meeting with the Education Associate for Educator Management

What's an orientation meeting?

In conjunction with the Educator Manual, the orientation meeting will ensure that you have the knowledge and resources you need to get started. In addition to the information listed below, remember that the orientation meeting is a time for you to ask questions of clarification about the information you have read in the Educator Manual.



At the orientation, you will:

- Receive an orientation folder with tour training materials
- Ask questions about the content of the Educator Manual
- Review policies and procedures
- Go over training process for learning tours
- Learn about training resources
- Find out which tour you'll be learning first
- Schedule a deadline for your first tour evaluation
- Read and sign the Educator Agreement
- Take a brief tour of 97 Orchard Street and the Visitor Center
(You will learn where the following are located: keys, nametags, posted schedule, tour lore book, timesheets, and break room)
- Meet other Education Department staff members

Step 3: Learn the information for your first tour

Skills to focus on: Grasp of Information, Storytelling

Checklist:

- Make a timeline with goals and deadlines to ensure you'll be ready for your evaluation
- Observe at least one tour (Contact the Education Assoc. for Ed. Mgmt. to make a reservation)
- Study [FAQs about 97 Orchard Street](#)
- Study [Tour Content](#) (see below)
- Review [Program Outline](#) (see below)
- [Tour Evaluation Form](#)
- Take the [Tour Quiz](#) to gauge what you still need to work on. (Take the tour quiz to test yourself on your grasp of the information. Move on to step two only once you have gotten 80% of the questions correct)

How do I use the Tour Content and Program Outline together?



The Tour Content provides you with the information you need to know, but should be used in conjunction with the Program Outline which provides guidance on structuring the information into a compelling story, and managing your group.

Some educators begin by learning the information in the Tour Content and then use the Program Outline to organize the information into a story. Other educators prefer starting with the overall objectives and a narrative structure, by observing a tour and using the Program Outline, and then they study the information in the Tour Content. Do what works best for you.

Tour Content – What you need to know to give a particular tour

This document gives you the core information you need to know in order to give the tour. As such, it is not a “script.” It is an informational tool for learning and imparting information in a consistent manner. It is not necessary - or even possible - to communicate all of the content on every tour. The Tour Content should be used in conjunction with the Program Outline.

Program Outline – How to give the tour

The Program Outline provides an overview of how to construct a story on the tour, broken down by location, so that you use the information you know to accomplish the overall objectives of the tour. This learning tool includes objectives for the tour and each location; group management information; and suggestions for good open-ended questions and transitions. The Program Outline should be used in conjunction with the Tour Content.

97 Orchard Street FAQs – The essentials of what you need to know about 97 Orchard Street

Regardless of the tour, visitors ask many of the same questions, such as when and how did the Tenement Museum get started and who owned and worked in 97 Orchard Street. This document contains the answers to these “frequently asked questions” about 97 Orchard Street and the Tenement Museum and provides information pertinent to all the Museum’s tours.

Where can I find more information?



If you need or want to learn more about a specific topic related to the tour, neighborhood, or 97 Orchard Street; first turn to the Tenement Encyclopedia and if there isn’t an answer there for you, save your question for the walk-through with your training coach.

Supplementary Resources:

- Tenement Encyclopedia

This encyclopedia is a constantly evolving compendium of the Museum’s historical and contemporary research about the topics and issues explored on the Museum’s tours, which is then distilled and organized into short articles. The Encyclopedia is updated twice per year with new research, as well as every time the Museum develops a new tour. When creating a tour, the Museum conducts an extensive amount of germane research, which is not considered vital for every educator to know. Instead of including this information in the “Tour Content” document, the Museum collects it into a “source book” for the new tour. Once the tour debuts for the public, the source book research is added to the Tenement Encyclopedia.

The Tenement Encyclopedia is available on line at <http://www.tenement.org/encyclopedia.pdf> or in the Visitor Center break room)

- ___ Binder on contemporary immigration-related issues in the news (VC break room & kitchen of 97)
- ___ Past issues of the Educators Newsletter: http://www.tenement.org/education_ten.html
- ___ Articles and Research papers posted on the educators’ portion of the website.

Step 4: Learn how to give the tour

Skills to focus on: Grasp of Information, Group Management, Storytelling, Visitor Engagement

Checklist:

- ___ Observe at least two tours
- ___ Review Asking Open-Ended Questions training document
- ___ Review Tour Evaluation Form
- ___ Use Tour Content as a reference
- ___ Use Program Outline as a reference
- ___ Review the “Working with Diverse Audiences” section of the Educator Manual
- ___ Review the Emergency Response and Recovery Plan
- ___ Learn by doing: practice on your own, practice with other educators, or both!

Step 5: The walk-through

Skills to focus on: Grasp of Information, Group Management, Storytelling, Visitor Engagement

What’s a walk-through?

During a walk-through, you will give the tour to an education staff member who will give you feedback and suggestions to prepare you for your final tour evaluation. Before scheduling your walk-through, you need to pass the Tour Quiz with a score of at least 80% and should feel ready to give the tour. The walk-through is an opportunity to ask questions, if you have them, about the content, structure of the tour, or techniques you might want to use.



Checklist:

- ___ Take the Tour Content Quiz (on your own) and get at least 80% of the questions correct
- ___ Schedule walk-through
- ___ Walk-through

After your walk-through, follow up on the recommendations of your training coach in preparation for your tour evaluation.

Step 5: Tour Evaluation

Skills to demonstrate: Grasp of Information, Group Management, Storytelling, Visitor Engagement

What's a Tour Evaluation?



During an evaluation, you will give the tour to an education staff member as if it were a public tour. The education staff member will not stop to give feedback or advice during the tour and might even play the role of a visitor to test your group management and visitor engagement skills. Educators sometimes have to repeat an initial evaluation if they are not completely ready.

Checklist:

- Take Tour Content Quiz (on your own) and get 100% of the questions correct
- Schedule Tour Evaluation with the Education Associate for Educator Management
- Tour Evaluation with education staff member

Step 6: Get ready for your first public tour

Congratulations! Now that you've passed your first evaluation, make sure you do the following before you give your first tour:

- Bring to the office your U.S. passport or another official government ID and your social security card
- Turn in your W-4 and I-9 paperwork to Frances Pena, Office Manager
- Learn how to fill in the timesheet correctly
- Ask the Education Associate for Educator Management to make your name tag
- Send your availability for the following week to the Education Assistant
- Sign up for tours in the weekend sign-up book
- Ask any final questions you may have about giving your first tour

Step 7: What next?

- Find out from the Education Associate for Educator Management about which tour and/or activities to learn next
- Learn at least three programs within your first three months of employment as an educator
- Education staff members will observe your tour/s periodically to provide ongoing feedback and recommendations for skills development and growth

Ongoing:

- Attend educator meetings the third Thursday evening of every month
- Read monthly educator newsletters and other correspondence from education staff members

Educator Agreement

Educator must sign and date this agreement before training to give tours:

I will:

- Be evaluated for my first tour by the end of my first month of training and my second tour by the end of the second month, and my third by the end of my third month. I will also learn any additional tours as needed.
- Keep Education Associate for Educator Management updated on the progress of my training.
- Read the Educator Manual before my orientation meeting.
- Attend the Educator Meetings on the third Thursday of every month. Meetings are from 6pm to 7:30 pm and are compensated time. I will miss no more than three meetings per year. If you must miss a meeting you may come to a full time staff meeting. These weekly Thursday meetings are at 9:30am.
- Read all correspondence sent by the Education Associate for Educator Management or other Education Department members, including the monthly Educator Newsletter.
- Read and sign the Institutional Code of Ethics

I have read this orientation packet and I understand my rights and responsibilities as an employee of the Lower East Side Tenement Museum.

Signature:

Date:

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