**Greet all visitors and patrons as they come in the door:**

1. Look up and say hello to everyone as they come through the door—this includes board members and staff.

**For museum visitors:**

1. ***Would you like to visit the museum today?***

If yes…

1. ***Are you an Arkell Museum member? \****
2. Open Proxis –***May I ask for your zip code?*** Enter number you are give.
3. Scan visitor type (ie. Adult, Senior etc..) and enter admission fee charged
4. Tell visitor the total amount due (if any) and collect either cash or use credit card (do not split between cash and credit)
5. Hand out stickers ***Here is your museum sticker it can be used for admission anytime today.***

\* Some people may ask about AAA, ARP or other membership discounts—just say we do not participate.

\*If someone says they are a curator or director of another museum ask them for their institutional membership card for AAM (American Association of Museums) or business card. Keep the business card and give it to Diane Forsberg. Always let museum directors and curators in for free.

**Orientation has these 6 steps: Keep this under 2 minutes**

1. Hand the visitor a floor plan and Point and say:  ***You are here—next to the Great Hall you see on the floor plan.***
2. Point to the actual Great Hall: ***There are two exhibitions across the Great Hall –the rooms will look dark –but the lights go on when you open the door.***
3. Point to the floor plan and then in the direction of the Memorial Walk: ***Over on this side we have a Memorial Walk with information about the Beech-Nut Packing Company and about the Arkell Family. There is a small gallery ½ way down the walkway on your right. At the very end of the walkway you will find the larger original Arkell Gallery filled with American Art.***
4. ***You might also want to visit our Community Galleries where work by regional artists are displayed.*** (Pointing to the floor plan and/or the actual directions in the building) ***The regional galleries are in 2 locations in the library and one is downstairs.***
5. Pointing in the direction of the gift shop say: ***Our gift shop is right behind you and restrooms are downstairs.***
6. ***Is there anything else I can tell you? Something you would like to know before you begin?***