**Reception Desk FAQ**

The resources for guests at the receptionist desk are as follows:

* Guest book – visitors can put email, address, or both
* Contact cards – visitors who are interested in donating, volunteering, or Have/want info on a certain topic can fill out these cards
	+ Please give these cards to the Director

Guest FAQS

* Admission is free, but we gratefully accept donations in the donation box on the desk
* Bathrooms are located on the lower floor
* Theater/presentation room on main floor is a good place to begin their visit
* Tours are self-guided, with receptionist to answer questions and offer insight
	+ Let guests know about the audio tour available through the QR codes on cases
* Elevator and stairs are accessible modes of transportation for all three floors
* Handicap access is located on the loading dock. Wheel chair is available for use upon request
* If guests are interested in a list of exhibits, encourage them to take a brochure and consult the list within it
* Genealogy requests – the museum cannot field genealogy requests, but we have a handout of useful resources for guests to use on their own

Audio Tours

 The Museum offers self-guided audio tours through the museum via QR code. QR codes are arrays of black and white squares capable of storing URL links accessible by smart phones. Each phone manufacturer is different, but generally you can scan the QR code with your phone’s camera to access the audio tour URL. Please familiarize yourself with how to access the audio tour so that you can assist guests, if necessary. If you need help with this function, please reach out to staff, who will help you.

Counting Visitors

* Keep two clickers handy, one to count children and one for adults. Fill out numbers for both at the end of the day – whomever has last receptionist shift of the day will log numbers, then reset the clickers to zero
* If there are numbers left on the clickers in the morning, please double check that the previous day’s numbers have been entered into the visitor number document.

To Make announcements

* Use the Public Address System located on the back table behind the receptionist desk under the window. Press the “Power Button”, and turn on the microphone to make announcement. After making the announcement, turn the microphone and Public Address System off

Answering telephone calls

* The receptionist is responsible for answering incoming telephone calls

If call is for the Director, Assistant Director, or Collections Manager, use the “Wuloo” direct line to notify them of call. If they’re not available, take a message using message form and give it to the next appropriate staff member

In Case of emergency

* Call 911, then call the Director.
* If appropriate, please consult the Emergency Plan for specific instructions.