



FUTURE OF FLIGHT GALLERY GUIDE PROGRAM

As a gallery guide you will serve as a navigator for all exhibits on the gallery floor at the Future of Flight. The goal of the gallery guide is to enhance the visitor experience of providing readily accessible information on the Future of Flight key exhibits, i.e. engines and other components, to make the visitor's tour interesting and informative.

Gallery Guide Standards

1. Represent the Future of Flight. Be aware and understand the impact of each us has on the visitor.
 - **How:** Be responsive, listen to visitors, be enthusiastic, courteous and welcoming, maintain a clean and neat appearance and be punctual.
2. Be informed. Have a basic knowledge of the Future of Flight Gallery.
 - **How:** Listen, read, attend regular trainings when conducted and ask questions.
3. Make every visitor feel welcome and important. Every visitor needs to know that their presence and the quality of their experience are important to the Future of Flight.
 - **How:** Acknowledge every visitor. Make eye contact and/or smile, say hello. Ask visitor where he or she is from.

Gallery Guide Duties

Duties may include but are not limited to the following:

- Present yourself as a welcoming and friendly representative of the Future of Flight, cordially and professionally greet visitors.
- Provide information and interpretations on the Future of Flight exhibits.
- Be present on the gallery floor to monitor visitor activity and respond to visitor needs and/or questions throughout the Future of Flight.
- Facilitate large groups with orientation of our facility and specifically on the gallery floor.

Gallery Guide Requirements

We are asking that all Gallery Guides make a six-month commitment of at least four hours every week (or four hours every other week if work, family or other commitments exist) to the program. Gallery Guides must be enthusiastic, motivated, courteous and friendly.

Please tell us about yourself:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: (home) _____ (cell) _____

E-mail Address: _____

Best time to reach you: _____

How did you hear about us? _____

Why do you want to volunteer at the Future of Flight? _____

Volunteer Assignments Will Be Based on a Minimum 6-Month Overall Commitment

Availability: In what months are you available to volunteer?

Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

Please check the boxes that represent your regularly available hours:

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Approximate amount of hours per month you would like to volunteer? _____

About You

Check Appropriate box(s): Employed Retired

Current Employer: _____ Title/Position: _____

Have you volunteered/worked for us before? Yes No

If yes, in what capacity? _____

What qualities best describe you?

organized friendly attentive to details team leader enthusiastic motivated
 flexible team player Other: _____

Which of the following skills do you have?

Public Speaking Computer Knowledge Education Experience

Other applicable skills you want to highlight: _____

Educational background, hobbies, or special interests: _____

Is there anything else you would like to share? _____