

A large group made an appointment for noon. Because a previous group ran late, you have asked these visitors to wait just a few extra minutes while the tour guide prepares. The leader of the group has just told his group to get started. What do you say or do?

You see a teenager off by himself handling some display equipment with a prominent “Do Not Touch” sign attached. What do you say or do?

As you are taking a student tour group around, a teacher contradicts or adds comments each time you talk about a display. Do you say or do anything?

A guest is complaining there was too much noise to hear the tour guide. No one else has complained about the noise from the group. She is awaiting your reply. What do you say to this woman?

You are conducting a tour when a teenage girl’s cell phone rings for the fourth time. She does not seem to care that she is distracting to the rest of your visitors. What do you say or do?

A school administrator asks if you accept purchase orders. How do you answer, and do you offer any additional information to the administrator?

A child wets her pants and her mother is very angry because you do not have public rest rooms. What do you say or do?

A visitor informs you that he fell down some stairs and wanted to make sure that you knew about this incident. What should you do?

You are working the coat check and have one person waiting to check in a coat, while another person is anxiously waiting for his hat and jacket so that he may leave. Who takes precedence?

Do you treat every visitor, as your guest? What would this require?

A patron calls to complain that an employee was rude to him. She behaved quite differently toward a group of elderly tourists. When the patron approached her about it, she said, “Well, the other group comes here on a regular basis. They’re good people.” He was insulted by her remark and thinks this person should be fired. What do you say?

A teacher is claiming that he received poor service on his last visit. You note as he continues, that he is describing a feature of another museum. What do you say or do?

You just finished running a group leader’s credit card when he says that you have overcharged him. What steps do you take from here?

A visitor claims the souvenirs in the gift shop are overpriced. How do you respond?

A child was running around out of control and tripped, crashing into a glass display case, cracking it. What do you do?

While working in the gift shop, you see a child take a small item and put it in his pocket. What do you do?

A visitor is asking you every question under the sun. You sense that this person is lonely. Unfortunately, you are busy and others are waiting to ask you questions. What do you tell this lonely visitor?

You have several children who are part of a group checking in. They are running around your lobby area and several of your other visitors are becoming visibly agitated by the commotion. What do you do?