

Las Guías Performance Review

Guide's Name _____ Date of Review _____

Time of Tour: Beginning _____ End _____ Type of Tour: _____ Public _____ Private

Number of persons on tour: _____

NOTE: For each item, please indicate with "✓" if the Guide performed this task at a satisfactory level, with a "-" if the task was not performed at a satisfactory level. Leave blank if not addressed

Preparation for Tour:

- _____ Provided welcoming atmosphere
- _____ Interacted with visitors before tour began
- _____ Stated theme or objective of tour
- _____ Made visitors feel free to ask questions and/or make comments
- _____ Introduced self
- _____ Explained museum's policies on cell phone usage and flash photography

Presentation on Tour:

- _____ Spoke clearly in a voice that could be heard by all
- _____ Faced audience while speaking and maintained eye contact
- _____ Included some information about the museum
- _____ Was knowledgeable and provided accurate information
- _____ Used vocabulary as well as content, at appropriate level for audience
- _____ Terminology explained as necessary
- _____ Responded to the following:
 - _____ Group reactions
 - _____ Interest levels
 - _____ Attention spans
 - _____ Questions and/or comments
- _____ Created transition statements making smooth progress between areas
- _____ Used culturally sensitive terms and avoided value judgments
- _____ Showed flexibility, as necessary
- _____ Appeared to be relaxed and confident on managing the group

Conclusion of Tour:

- _____ Made a summary statement of the tour
- _____ Encouraged visitors to visit other exhibits in the museum
- _____ Made mention of new exhibit openings and upcoming events and programs
- _____ Invited visitors to return

Guide's Comments

How can Las Guías help me? _____

Reviewer's Comments: _____

Signatures:

Guide: _____

Reviewer: _____

Reviewer: _____