Las Guias Performance Review

Guide’s Name ________________________________ Date of Review ________________________

Time of Tour:  Beginning ________ End ________ Type of Tour:  ____ Public     ____ Private

Number of persons on tour:  __________

Preparation for Tour:

____ Provided welcoming atmosphere
____ Interacted with visitors before tour began
____ Stated theme of 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