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:   _________

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

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How can Las Guias help me?

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Reviewer’s Comments:______________________________________________________________________

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Signatures:

Guide:  

Reviewer:  

Reviewer:  

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