



DOCENT GUIDE

Thank you for your help to...

1. Ensure that each visitor's experience exceeds expectations. Docents promote superior customer service, creating a welcoming environment for everyone, from first-time visitors, to returning long-time Cedarburg Art Museum members.
2. Provide information on items to guests and execute gift shop sales.
3. Provide enhanced assistance to museum guests, act as guides or facilitate visitors personal discoveries about art, and encourage dialogue aimed at strengthening skills to approach art independently.

WHEN YOU ARE THE DOCENT

1. Turn on easy listening, classical, or jazz music on the Sonos app on the gift shop tablet.
2. Mark attendance on the attendance form.
3. Answer the museum phone. Answer general questions if you're able. Take messages for staff members and record them in the message book in the gift shop.
4. Walk through the gift shop to familiarize yourself with new items.
 - a. In order to aid in inventory checks, please do not rearrange the gift shop.
5. Cleaning duties:
 - a. Check the toilet paper and paper towel supply in the restrooms. If they need replenishing, supplies are in the right side closet (when facing the upstairs restroom) on the 2nd floor.
 - b. Dust woodwork and windows as needed. Do not dust the artwork.
 - c. Clean glass tops of display cases as needed.
6. List any items you notice we need in the message book in the gift shop.
7. Leave messages/updates on museum activity for the next docents in the message book.
8. For children, offer a scavenger hunt form if one is available for the show or the wood picture blocks depicting architectural features. Volunteers should take the time to find the items for both. You may need to help visitors if they cannot find the objects.

*The scavenger hunt will change with each exhibit. Not all exhibits have scavenger hunts.
9. Let visiting families know they are welcome to draw in the SAM Studio. Advise supervising adult that children should not be left unattended in the studio or anywhere in the museum. SAM Studio projects are self-directed. Please help keep the SAM Studio orderly.
10. Bring in the mail around 10:00 AM and put any items in Samantha's mail box in the back hall.
11. If needed, water potted plants, add water to vases, and discard dead flowers. Empty vases can be placed in the kitchen.
12. Inclement weather – if the schools are closed the museum will be closed.
13. If the museum is open and it snows, please clear the steps as needed. If the plowing service has not been through and the snow is getting deep, please alert Samantha, (262) 208-6085.
14. If you have a personal cell phone, keep it with you at all times.