

## TICKET TAKER

- Review the Guest Entry Passdown sheet, specifically the information the Museum Staff requests that we promote.
- Watch to ensure that no guests enter the museum, via the Gateway hall or from the Gift Shop, without a wristband or a sticker.
- Assist parents with strollers and the handicapped; and provide directions when questioned or refer guests to the Information desk.
- When groups arrive, pull open the entry gate.
- Do not encourage guests to go directly to the shows unless they have a time constraint or unless it is the last show of the day.
- When our guests are leaving, and when appropriate, inquire:  
*“How was your experience today at the museum?”*
- If a conversation begins, seek feedback on their experiences:  
*“What impressed you the most?”*  
*“What inspired you the most?”*  
*“What surprises did you discover during your visit?”*  
Etc.
- Departing comment to visitors: *“Thanks for coming and tell your friends to visit us.”*

