

PLAZA

Preparation:

- Review the daily Guest Entry Passdown sheet for special guests or activities.
- Review theaters, “Eyes” and “Ghosts,” show times prior to greeting visitors.

Greeting/Response: “Hello, is this your first visit to the Museum?”

- YES - *“Welcome to the Abraham Lincoln Presidential Museum.”*
- NO - *“Would you like a brief refresher description of the Museum?”*

Advise the guests:

“Photography and video is allowed in the Plaza, and Mrs. Lincoln’s Attic.

Non-flash photography is allowed in Journey 1 and Journey 2.

Video is not allowed in Journey 1 or 2, the theaters and Galleries.”

“The Museum is self-guided, so you can go anywhere at any time.”

“Do not touch the Lincoln family figures or any museum display.”

Do not encourage guests to go directly to the shows unless they have a time constraint or if it is the last show of the day.

When guests are seeking to take photos in the Plaza, offer to include the person with the camera in the group.



Greeting Continued:

- *“You are standing in the Plaza; the Lincoln family has arrived in Washington, D.C., following the election of 1860.”*
- *“The Museum itself consists of 2 Journeys, 2 Theaters, and special exhibit areas.”*
- *“The café and restrooms are located down the hallway past the log cabin.”*
- *“Journey One begins at the Indiana Log Cabin and takes you through Lincoln’s early years, up through when he leaves Springfield for Washington, D.C., in 1861.”*
- *“Journey Two begins at the White House and continues your visit through the Presidential years, including the Civil War and the President’s assassination.”*
- *“The Union Theater presents ‘Lincoln’s Eyes’, usually on the hour and half hour.”*
- *“The Holavision 3D Theater presents ‘Ghosts of the Library’, usually at quarter after and quarter till the hour.”*
- *“The current exhibit in the Illinois Gallery is entitled ‘_____’.”*
- *“The Treasures Gallery contains original artifacts owned by or related to the Lincolns.”*
- *“Do you have any questions before you begin your tour?”*