Senior Docent Responsibilities

**Two- three weeks prior to the tour**

Work with the Tour Chair to establish the following:

* Whether the homeowner prefers a pre-tour visit or for volunteers to arrive ½ to 1 hour

 the day of the tour to acquaint themselves with the property

* Whether the number of docents assigned to the property is enough
* If there are elevation changes, potential traffic issues or other concerns

Contact the other docents assigned to your property to

* + Notify them if a pre-tour visit is necessary
	+ Make sure they know what time to arrive on the day of the tour.
	+ Make station assignments
	+ Make sure they have received their house history and are aware of the theme or neighborhood history, stressing how important it is to review and study that information.
	+ Remind them to dress appropriately and comfortably. Tours go on rain or shine.

**One day prior to the tour, call the homeowner and remind them when you will arrive.**

**On the day of the tour**

* Greet the homeowners or contact person
* Check to see if there are any last minute instructions.
* Find out if the homeowner will be present for the tour. Ask for contact information in case of emergency and what time they expect to return. If they expect to return after the tour concludes, inquire about how to secure the house.
* Also check with the homeowner to inquire about timing of automatic sprinkler systems
* Locate the supplies and put up the flag where it is visible to sidewalk traffic.
* Greet the docents, thank them for coming, and make station assignments if you have not already done so.
* Be aware of the need to keep individuals or “parties” at least 6 feet apart. Stay alert to the steady movement of guests through the property so as to avoid congestion and long lines.
* As guests enter the property, check to ensure each has a wristband or VIP pass.
* Remind Volunteers to remain at their post through the afternoon.
* Please remember: children under the age of 8 are not allowed.
* Ask guests to put away cell phones and cameras. Photography is prohibited on private property.
* Important: DO NOT APPLY TAPE TO ANY SURFACE EXCEPT TO BRICK OR CONCRETE.
* There are no restrooms available for volunteers or guests.
* REMEMBER TO SMILE AND GREET EACH GUEST AS YOU WOULD LIKE TO BE GREETED. THANK THEM FOR COMING AND SUPPORTING PSC.
* In case of emergency, call 911 and then PSC staff and Tour Chair.
* At every property, a PSC staff member will be present for at least the first hour of the tour. Phone numbers for staff will be on the Senior Docent Information Sheet in your Senior Docent bag. Call if an emergency arises.
* After the tour, collect the flag, ribbons, and other items and return to a discreet location so the Tour Chair can collect them. Remove all tape from brick or concrete. Thank your docents!