



Top Tour Tips

106 E. Main Street
Los Gatos, California 95030
numulosgatos.org
408.354.2646

- Be flexible.
- Smile.
- Make eye contact.
- Wear your nametag and introduce yourself as a NUMU docent.
- Check if your visitors have a particular exhibit they are most interested in seeing.
- Get to the museum at least 20 minutes before the tour starts (they might be early!).
- Ask questions – some of the best insights into our exhibit topics have been ones I've heard from our visitors.
- With high school and adult groups, just giving them a few minutes to explore on their own can help keep people focused once you start your presentation. Or have older groups stand in the middle of the gallery and turn around, then ask their general impressions before starting with your program.
- If your group has a child or children, give the parents a heads-up if there is nudity in any of the exhibits you're touring. You don't have to make a big deal about it.
- Alternatively, give visitors a chance to walk around the gallery a little bit after you have introduced them to an exhibit.
- If you don't know the answer to something don't make it up, take their card or email if they'd like to have you follow up with the answer and then ask the Education Manager!
- Remember it's not a lecture. Don't feel like you have to fit everything in or do everything. Edit it down to essential things. Pick a few favorite paintings in the art exhibits and talk about those in your tour.
- Have a clear conclusion and final statement
- If the group wants to keep walking around the exhibits after your tour make sure to thank them and let the group leader know you are leaving them there.