

Future of Flight Gallery Guide Program

As a gallery guide you will serve as a navigator for all exhibits on the gallery floor at the Future of Flight. The goal of the gallery guide is to enhance the visitor experience of providing readily accessible on the Future of Flight key exhibits, i.e. engines, other components to make the visitor's tour interesting and informative.

Gallery Guide Standards

1. Represent the Future of Flight. To be aware and understand the impact of each of us has on the visitor.
 - How: Be responsive, listen to visitors, be enthusiastic, courteous and welcoming, maintain a clean and neat appearance and be punctual.
2. Be informed. Have a basic knowledge of the Future of Flight Gallery.
 - How: Listen, read, attend regular trainings when conducted and ask questions.
3. Make every visitor feel welcome and important. Every visitor needs to know that their presence and the quality of their experience are important to the Future of Flight.
 - How: Acknowledge every visitor. Make eye contact and/or smile, say Hello. Ask visitor where he or she is from.

Gallery Guide Duties

Duties may include but are not limited to the following:

- Present yourself as a welcoming and friendly representative of the Future of Flight, cordially and professionally greet visitors.
- Provide information and interpretations of the Future of Flight.
- Be present on the gallery floor to monitor visitor activity and respond to visitor needs, questions throughout the Future of Flight.
- Facilitate large groups with orientation of our facility and specifically on the gallery floor.

Gallery Guide Requirements

We are asking that all Gallery Guides make a six month commitment of at least four hours every week (or four hours every other week if work, family or other commitments exist) to the program. Gallery Guides must be enthusiastic, motivated, courteous, and friendly.