

2018 Hidden Kalamazoo Tour Volunteer Instructions

Each volunteer needs to attend the training – either on Tuesday, June 5, or Wednesday, June 6 at 5:30 in the community room at City Hall. You will be able to pick up your scripts, schedule, tickets and t-shirt at that time. If you cannot make the training session, the t-shirt, script and ticket will be sent to your assigned site on the first day of the tour. You can check in with the site manager and pick up your material starting after 9:30am on Saturday June 18.

- Volunteers need to report ON TIME for your shift for building orientation - you will tag along on a tour to familiarize yourself with the site and the script.
- Volunteers should wear their HIDDEN KALAMAZOO T-shirt (So we need to know your size!!) You may wear slacks, a skirt or shorts - whatever you are comfortable in.
- Wear comfortable shoes that support you. Let me say that again – WEAR VERY COMFORTABLE SHOES OR SANDALS. PLEASE - NO FLIP FLOPS! Some of the buildings have been vacant for a long time and while they are not hazardous, there may be things on the floor.
- Shifts for Docents/tour guides are 3.5 hours - we would love to have you volunteer for more than one shift. The tour is Saturday and Sunday.

POSITION DESCRIPTIONS

SITE MANAGER (SM): ALL THE SITES HAVE A SITE MANAGER ASSIGNED. We need a site manager (SM) for each of the tour sites - the site manager will manage the tour guides, acting as a gatekeeper. As the "tourists" arrive the SM will ask folks to line up, punch or mark their tickets, answer questions and when enough people have accumulated, read a short history of the building, then - assign the group of tourists to a guide and get them started. Site managers have detailed instructions for the number of tourists in each group. People who have worked as site manager at previous tours are REALLY encouraged to help out again!

- Site managers need a cell phone that can receive texts
- Site manager – both days or just one day. All site managers must commit to a minimum of one full day. (And we really love the ones that are willing to take on both days!)
- We provide lunch for site managers each day. Let us know if you have dietary restrictions

DOCENTS/TOUR GUIDES: Each site and tour will have a script to work from. The script will be available on your training day (on paper – we will provide a copy to take home OR after June 4 they can be sent as an email attachment) include facts about the buildings and the people that used the buildings and any details we think people might be interested in. Scripts will also include specifics meant to keep the tourists safe. There will be some areas where there are closed doors or taped off areas. *Under no conditions will the tourists be allowed to go into these spaces. (Sometimes storage or a bit of a hazard or owner's preference.)*

- Docents should arrive ON TIME for the assigned shift for tour orientation. The shifts overlap so the new shift can tag along behind the previous shift.
- Wear comfortable shoes – please no flip flops
- There will be spare copies of the script at each site.

TOUR LOCATIONS

- Food Dance—401 E. Michigan
 - Basement, 2nd floor and East side building
- Coney Island—266 E. Michigan
 - Vacant 2nd, 3rd and 4th floors
- Gilmore Building(Opera House) —162 East Michigan
 - Vacant 2nd and 3rd floors
- 1st National Bank—108 East Michigan
 - Lobby and basement with 2 massive safes
- Upjohn World Headquarters— 301 John St.
 - 1st and 3rd floors
- State Theater—402 S. Burdick
 - Auditorium, back stage, dressing rooms and lobbies
- *SECRET BONUS SITE (details from any tour site)- To Be Announced after June 11*
- City Hall HUB—ticket pickup, book sales, Legos & bathroom)

Follow Hidden Kalamazoo on Facebook and Twitter! #hiddenkalamazoo

QUESTIONS and comments – call Sharon Ferraro at 269-337-8804 or email ferraros@kalamazoo.org