



Ranch Tour Guide

Function:

Volunteer Tour Guides are responsible for touring groups of children, adults and children and adults with learning and physical challenges through the Ranch, answering questions and offering an interactive and engaging experience. Adult tours – 1 hour Children tours – 45 minutes

Specific Requirements:

- Must support the mission, policies and practices of Big Dog Ranch Rescue.
- Must be able to provide accurate information to the public at all times.
- Must have the ability to deal tactfully and effectively with the public.
- Must have excellent oral communication skills.
- Must be comfortable with children, adults and those with disabilities.
- Must be comfortable with dogs of all sizes and breeds.
- Have general knowledge of all shelter programs and departments.

Skills/Qualifications:

- High level of ability to retain a large amount of information and accurately/appropriately deliver it to the age group being toured.
- Ability to be diplomatic and informative.
- Must be computer literate.
- Must have good customer service skills.
- Must be able to keep the tour on pace.

Expectations:

- Rapid response to emails from Volunteer Program Manager to schedule a tour. Correspondence with the tour requestor to make tour arrangements. CC'ing the Volunteer Program Manager.
- Contact Supervisor if he/she cannot make a scheduled tour or will be late.
- Agree to work tour at least 4 groups per month.
- Must be able to build and maintain a positive relationship with staff members.

Training Curriculum:

- Volunteer Open House and interview with Volunteer Program Manager.
- Read through: A Tour Guides Guide
- Shadow Volunteer Program Manager for at least 2 tours. Tours are supposed to be BOTH education AND fun. Knowing how to effectively READ your tour group and command attention is key. Whether touring children or adults, a Tour Guide must always maintain control of the group, offer accurate information, encourage interaction with questions and comments and stay on task.

Effective 1/2019

Approved CK

“Big and small, we save them all!”