

## Reopening Visitor Experience Induction

### Crib Sheet Example

	Action:	Example:
1.	Greet the visitor at a safe distance. Encourage a 2m distance. (Check with government guidelines on updated information on social distancing)	"Hello, Welcome." "If I could please ask you to keep to social distancing of 2 metres, that would be great, thank you."
2.	Ask if they have visited before – explain the new experience they will be getting from their visit. (keep it positive)	"Have you visited us before? Your visit today will be a little different, but not to worry I will provide you with all of the information you may need."
3.	Explain the new system for booking/checking in. (Complete the process or complete a manual booking if they have not booked and there are spaces available.)	"Have you already booked your ticket? If not, let's see what we can do for you today. We will need to take some details from you for Test & Trace."
4.	Give a friendly reminder about face masks, social distancing, hand sanitizer and the NHS Covid-19 app. (Acknowledge if there is an exemption.)	"Please ensure to keep face masks/shields on at all time." "Follow the one-way system keeping social distancing in place, 2 meters or more where you can is great! There are also hand sanitiser stations located throughout the gallery if you may need them. If I could encourage to use the NHS Covid-19 app to check in today before you start your visit."
5.	Explain the one-way system. (Alter information for a tour)	"There is a one-way system throughout the gallery, there will be signs to direct you. Don't worry you won't get lost!"
6.	Let the visitor know where the toilets, shop and café are located. (Advise if located on one-way system)	"As you follow the one-way system, the toilets, café and shop are located [here]."
7.	Let them know you are there to help. (Remember to have fun! Use some humour, keep the information positive.)	"If you have any questions about your visit today please feel free to ask any members of our team. Now that we have all of that covered let's get to the good part! Enjoy your visit!"
8.	Encourage feedback from the visitor.	"If you have any feedback for us from your visit today please let us know in person or in one of our post-visit surveys if you have the time. We would really appreciate it. Thank you."

Please ensure that you first consult HM Government guidance [Coronavirus \(COVID-19\): guidance and support - GOV.UK \(www.gov.uk\)](#) and [Nmdc Good Practice Guidelines For Reopening Museums - National Museum Directors' Council Website \(nationalmuseums.org.uk\)](#) . Please note that this document has been written to provide practical advice, but the authors are not legal or medical experts. We recommend that you obtain specialist advice if you require it. This resource was produced in May 2021.