

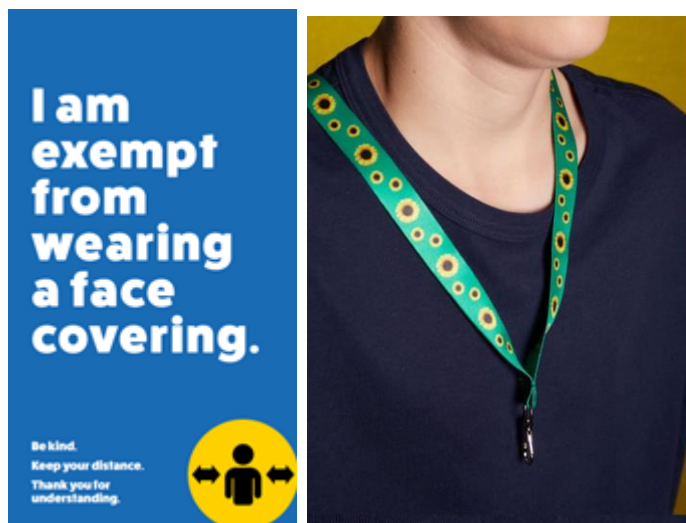
Reopening Visitor Experience Induction Information

Providing information about your museum to your visitors is very important, ensuring visitors have all the information they may require before their visit. Therefore, it is very important that your staff and volunteers are updated on information, ensuring that day to day service operates smoothly. Here are examples of the type of information staff and volunteers should be updated on in preparation to reopening to the public. Consider creating a similar crib sheet to be used at admissions.

General Information

- Our new opening hours are Friday - Sun 10am – 3pm.
- Visitors can book onto 1 hour entrance slots on our website.
- Once inside the building the duration of their visit can be as long as they like. The average visit takes around 1.5 hours.
- The last entrance slot is 2pm. The current capacity for each slot is 20 people.
- The general admission price remains the same. This is because all our spaces can remain open. It means it is largely the same experience offered as before the pandemic. The current ticketing system means that people have more room than before to browse the exhibitions and artefacts.
- The tickets can be booked online on the visitor's own device or if they don't have access to one, they can ring for assistance.
- We are not accepting cash payments at all, card payments only. This is to reduce transmission and to be covid secure.
- You can book tickets if there any left available at the admissions desk but encourage people to pre-book on their own device. *Direct people to our website and the header "Tickets" from there they can select the date they want, then the ticket. They will need to input their details for Test & Trace.*
- Encourage people to scan the NHS Test & Trace QR code with the NHS Covid-19 App at front desk to check in. (The poster is laminated and stuck to the front desk. Please ask visitors to scan this while checking them in) See Cribsheet for tips on how to ask visitors.
- We cannot accept any extra persons who have not booked tickets due to capacity rules (unless they are a carer accompanying a booked visitor).
- Toilets are for ticket holders and café customers only. However, please use your discretion if children are desperate for the toilet/people need baby changing facilities or someone has medical condition which may mean they need access to the toilets.
- All visitors are required to wear face coverings inside the building. Please be aware that some people may be medically exempt and that children under **11** are not required to do so. If there is a visitor who is exempt, please radio staff so that everyone knows not to ask them again when on site. If you see someone without a mask, please radio colleagues to check if there is an exempt visitor on site before approaching the visitors. We may approach visitors who are wearing their masks on their chins or under their noses to ask them to put the mask back on properly.

Example of a mask exemption card. Visitors also may wear a sunflower lanyard to show mask exemption.



Mask Exemption Card: GOV.UK

Sunflower Lanyard picture: HiddenDisabilitiesStore.com

- If people would just like to visit the **shop**, they can be directed to the separate shop entrance.
- The use of the lift is restricted to one visitor/household/support bubble at a time to be covid secure. The lift is also cleaned during the day as part of the enhanced cleaning schedule.

Accessible entrances - Please note the accessible entrance to the shop and café is through the main foyer (not their separate entrances). This info is included on the floorplan and access info on the website. Please make sure to communicate with colleagues and move barriers and signs when required for people to enter and exit this way and communicate with the Café staff.

Lockers - Visitors can only use the lockers if they have the correct change. We cannot accept responsibility for looking after anyone's belongings at the admissions desk.

General Morning Tasks 9:30am-10am:

- Please make sure you have signed in at front desk using own pen provided in your PPE equipment.
- The outside sign will need putting directly in front of the doors at the bottom of the steps. This is to help keep this area clear, and direct visitors to queue at the barriers.
- Make sure the queue barriers are all in place and the 'Wait here' signs.
- Check hand sanitiser stations are full, if they need topping up use the bottles from the cleaning cupboard.

Guiding Roles on site

Greeter

- **At 10am** – Open up the front doors.
- Take one of the iPads and stand at a safe distance from the front of the queue.
- Greet each visitor and ask for their surname so you can check their name on the current time slot. Only send one visitor/ household group/support bubble into the foyer at a time. Once you have sent the visitor into the building, politely ask the next group to wait at the line until you direct them into the building.
- Things to mention to the visitor:
 - There is a one-way system inside, explain where the exit is briefly.
 - Ask them to use the hand sanitiser on the way in.
 - Please ask visitors to wear a face covering (please be aware that children under 12 are not required to do so and some people may be medically exempt).
 - Ask them to give their surname to the staff at admissions who will then explain the one-way system around the site and where facilities are.
 - At the last slot of the day make visitors aware of our closing time.
- Please don't allow the next entrance slot in more than a few minutes early (we still need to give chance for previous slot to arrive and make their way through the site). Ask early visitors to wait outside and come back nearer to their slot time. This leaves the queue area free for the current time slot. We cannot admit visitors until their booked slot starts.
- **End of Day 3pm:** Close the doors at 3pm. Bring inside the signs, barriers and banners. Check the toilets for visitors. Clean down the iPad with viricidal wipes and plug it in.

Admissions

- Greet the visitor (Use Visitor Experience Cribsheet for tips) Ask the visitor for their surname and using the iPad, swipe right on each ticket under their name to check them in. If accidentally swipe the wrong name, swipe left again to rectify.
- Things to mention to the visitor:
 - Explain the one-way system round the site, where the exit is, where the toilets are, let them know there are hand sanitiser points around the gallery and staff to help. Encourage them to use the NHS Covid19 app to check in using the QR poster. Donation points around the gallery – special emphasis on importance of donations.

Donations – Use the opportunity to explain that the organisation is a charity and relies on donations. Let the visitor know there are donation points around the site. Thank them for buying a ticket and supporting us by doing so. Don't be pushy when mentioning donations.

- Keep an eye on how busy the first space is, communicate with staff in this space and advise visitors to wait if needed.
- Please clean down your workstation at the beginning of the day, if you change roles during the day and at the end of the day using the viricidal spray and paper towels or viricidal wipes.

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- If visitors use the lift, radio guide upstairs to let them know of where the one-way system starts. Reminder that the lift is restricted to one household/support bubble at a time.
- **End of Day 3pm:** Cash up the till as normal. All of this must be done regardless of whether any sales have been made or not. This is due to auditing/consistency purposes. Clean down the admissions desk, till, card machine and surrounding areas.

Space 1

- Check the barriers are in place at the front and one way system signs are all in place.
- Keep an eye on number of visitors/capacity and radio admissions and greeter to advise if approaching capacity. The capacity for this room is 10 people.
- Make sure visitors keep face coverings on and that you are aware of any mask exemptions on site.
- **End of Day 3pm:** Check round all galleries for visitors. Radio when galleries are clear.

Space 2 & 3

- Check that all the one-way system barriers and signs are in place.
- Check the lift area is clear throughout the day.
- If visitors are using the lift, please meet them and advise them of where the one-way system starts.
- Keep an eye on number of visitors/capacity and radio admissions and greeter to advise if approaching capacity. The capacity for these spaces is 20 people in total.
- Make sure visitors keep face coverings on and that you are aware of any mask exemptions on site.
- **End of Day 3pm:** Check round all galleries and toilets for visitors. Radio when all galleries are clear.

VE Crib Sheet:

	Action	Example
1	Greet the visitor at a safe distance.	<i>"Hello, Welcome."</i>
2	Ask if they have visited before – explain the new experience they will be getting from their visit. (keep it positive)	<i>"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."</i>
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.)	<i>"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."</i>
4	Give a friendly reminder about face masks, social distancing, hand sanitizer and the	<i>"Please ensure to keep face masks/shields on at all time."</i>

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	NHS Covid-19 app. (Acknowledge if there is an exemption.)	<i>"Follow the one-way system keeping social distancing in place, 1 metre 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."</i>
5	Explain the one-way system. (Alter information for a tour)	<i>"There is a one-way system throughout the gallery, there will be signs to direct you. Don't worry you won't get lost!"</i>
6	Let the visitor know where the toilets, shop and café are located. (Advise if located on one-way system)	<i>"As you follow the one-way system, the toilets, café and shop are located [here]."</i>
7	Let them know you are there to help. (Remember to have fun! Use some humour, keep the information positive.)	<i>"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!"</i>
8	Encourage feedback from the visitor.	<i>"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."</i>

Please ensure that you first consult HM Government guidance [Coronavirus \(COVID-19\): guidance and support - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/coronavirus-covid-19-guidance-and-support) and [NMDC Good Practice Guidelines For Reopening Museums - National Museum Directors' Council Website \(nationalmuseums.org.uk\)](https://www.nationalmuseums.org.uk/nmdc/good-practice-guidelines-for-reopening-museums). 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.