Tour Guide Informational Meeting

Contact: Wendy.Connelly@COR.org

MARK YOUR CALENDARS

**Training Dates: Tuesday evenings, Jan. 3, 10, 17, 31 (no mtg. 1/24)**

**Open House Tours: Wed., 4/19 – Sat., 5/6**

WHY GUIDE TOURS?

-Front-line kingdom work

 -**Narrative of hope** (the gospel) in architecture & stained glass

 -**Beauty as a bridge** to the culture

 -**First impression** of COR

-Educating self to educate others – **in-depth education** on Resurrection Window

-Playing an exquisitely unique, **key role** in the Resurrection Window & sanctuary

TOUR TYPES

1) Pre-opening/**Wayfinding tours** for our congregation (March 2017)

\*2) **Open House tours** for our congregation and community – big initiative to have our congregation invite friends and **tour with them** (April 19-May 6)

\*3) **Ongoing tours** post-Open House; pre-scheduled & upon request (frequency TBD, based on demand, offered after May 2017)

*Note: Special Invitation Tours – religious groups, neighboring businesses, arts community, press, etc. – being scheduled separately with Pastor Adam*

\*focus of this training

TRAINING

-Tuesday evenings, Jan. 3, 10, 17, 31 (1/24 off)

-Walk-through & practice tours in March/April (dates TBD)

TRAINING SEQUENCE

-Jan 2: Discover Resurrection (w/ Melanie Hill); best practices & answering FAQs

-Jan 10/17: Training on building (Peggy H.) & Resurrection Window (Wendy C.)

-Jan 31: Tour walk-through & practice

WHAT'S REQUIRED?

-Profile: hospitality/warm presence, vocal projection, physical mobility

-In-Person Training: attend January training

-On-line Training: read e-mails, complete homework

-Dedication: **volunteer for at least 3 shifts during Open House**\*, and then occasional help for less-frequent tours/special events

 -Note: We have \*168 tour guide spots over these 16 days of Open House

-Culture of invitation: Invite people to tours; deputized for outreach

OPEN HOUSE TOUR DATES/TIMES

**-Wed., 4/19 – Sat., 5/6**

-M-F: 8am-9pm (last tour leaves at 8:20)

-Sat.: 8am-1pm (last tour leaves at 12:20)

-No Sunday tours

OPEN HOUSE TOUR DETAILS

-**Community-focused**: community outside walls is our primary **audience**

**-½ building, ½ Resurrection Window**

 -First 20/40 min. dedicated to building & spaces (Bldg. A)

 -Last 20/40 min. dedicated to Resurrection Window

-Cap tour groups at around **25** (shift coordinator available in case of overflow)

-**Reservations encouraged** via online sign up; **walk-ins welcome**

-**Invitational**: personal invitation, local media, social media, mailers, banners

**WEEKDAY SHIFTS, M-F** (4 tours/shift; tours last 40 min.):

MORNING SHIFTS

9-1 Shift Coordinator (greet guests, fill in as needed)

9-12:40 (Morning shift #1; tours on the hour – 9, 10, 11, noon)

9:20-1 (Morning shift #2; tours on :20 – 9:20, 10:20, 11:20, 12:20)

9:40-1:20 (Morning shift #3; tours on :40 – 9:40, 10:40, 11:40, 12:40)

AFTERNOON SHIFTS

1-5 Shift Coordinator (greet guests, fill in as needed)

1-4:40 (Afternoon shift #1; tours on the hour – 1, 2, 3, 4)

1:20-5 (Afternoon shift #2; tours on :20 – 1:20, 2:20, 3:20, 4:20)

1:40-5:20 (Afternoon shift #3; tours on :40 – 1:40, 2:40, 3:40, 4:40)

EVENING SHIFTS (expect more people after 6pm)

5-9 Shift Coordinator (greet guests, fill in as needed)

5-8:40 (Evening shift #1; tours on the hour – 5, 6, 7, 8)

5:20-9 (Evening shift #2; tours on :20 – 5:20, 6:20, 7:20, 8:20)

5:40-9 (Evening shift #3; tours on :40 – 5:40, 6:40, 7:40, stay if needed)

**SATURDAY SHIFTS**

9-1 Shift Coordinator (greet guests, fill in as needed)

9-11:40 (Morning shift #1: tours on the hour – 9, 10, 11, 12)

9:20-12 (Morning shift #2: tours on :20 – 9:20, 10:20, 11:20, 12:20)

9:40-12:20 (Morning shift #3 – only 3 tours on :40 – 9:40, 10:40, 11:40)