



Molly Brown House Museum®

Docent Qualifications and Regulations

What is a Docent?

The Docent program is made up of the largest number of volunteers at the Molly Brown House Museum. Docents are tour guides who lead visitors through Margaret Brown's home, discuss her life and activism, the standards of Victorian living, as well as the preservation and restoration of the Museum.

Qualifications:

- Must be 16 years or older
- Must be in good physical health. Docents often lead three to four tours in a row, which includes constant standing, stair climbing, and talking
- Must be able to speak easily and clearly. Docents' speeches ought to be free of grammatical errors, and should be spoken slowly enough to be understood clearly
- Must have a professional attitude. This attitude ought to reflect a concern for the welfare of the Museum, as well as the acknowledgement that self-behavior reflects the Molly Brown House Museum as a whole
- Must be gracious and enthusiastic. Must show kindness to all guests of the museum, as well as modifying tours for varying ages and needs to make every guest feel comfortable and welcome
- Must be patient and flexible. Some tour groups might be slower, more curious, or more indifferent than others. Every group of guests is different and must be accommodated for differently by the guide. A docent must be able to sense the needs and interests of his or her guests, and be able to adapt content or adjust the pace of their tours to fit these necessities.

Docent Rules and Regulations:

- Arrive 15 minutes before the beginning of your first tour. Please check in with the museum store upon arrival so the staff knows you've arrived
- If you are unable to work, call Kim Popetz or the Museum Store as soon as possible
- Must be neat in appearance. Please wear black and white or a costume for tours. Closed-toed shoes are required

- Docents are asked to volunteer 6-8 hours per month. Each shift is 3 hours long, except for Sundays which are 4 hours. Each morning and afternoon is divided into two shifts – hours and half hours. Available shifts are:

Sunday

Morning: Closed

Afternoon: 12:00 p.m. – 4:30 p.m.

Monday (Summer Only)

Morning: 10:00 a.m. – 1:30 p.m.

Afternoon: 1:00 p.m. – 5:00 p.m.

Tuesday – Saturday

Morning: 10:00 a.m. – 1:30 p.m.

Afternoon: 1:00 p.m. – 4:30 p.m.

Please note that in the summer, Tuesday – Friday afternoon tours include an extra tour beginning at 4:00 p.m.

- Docents may have a set schedule each month, or can take whatever available shifts fit into their schedules. Sign-up in advance on Volgistics.
- Must be aware of and enforce museum rules around guests
- Must be familiar with emergency procedures promoted by the museum
- Do not eat, drink, or smoke in front of guests
- Do not touch any artifacts or go behind the velvet ropes during tours
- Do not lean on railings, door frames, or furniture
- Invite guests inside the Carriage House should they need to use the restroom or if there could be inclement weather
- Ensure the museum, grounds, and other public spaces are presentable at all times
- Do not carry on loud conversations with other interpreters in front of guests. This can take place in the museum or in the carriage house, so please be mindful of other tours and people around you
- Never correct fellow interpreters for errors of fact or mechanics, especially in front of guests. If a correction is necessary, leave it to a staff member
- Never criticize or complain about guests on your tour where other guests may hear