

**Museum Education Services
Interpretive Services**

Staff Observation **Demonstration/Station Clearing**

Staff Name:	Time:	Site:
Observer:	Date:	Station/Demonstration:

Rating Scale:

5= Extraordinary Contributor 4= Exceeds Expectations 3=Contributor 2= Needs Improvement 1= Below Contributor N/A = Not Applicable

<i>Criteria</i>	<i>Rating and Comments</i>
<p>Customer Service:</p> <ul style="list-style-type: none"> • Follows Customer First! Standards • Enthusiastically Greets, Initiates, Engages, Thanks • Possesses Positive Tone and Body Language • Maintains Professional Demeanor 	<p><input type="checkbox"/>5 <input type="checkbox"/>4 <input type="checkbox"/>3 <input type="checkbox"/>2 <input type="checkbox"/>1 <input type="checkbox"/>N/A Comments:</p>
<p>Methodology:</p> <ul style="list-style-type: none"> • Uses Audience Appropriate Methodology • Includes Hands-On Components • Focuses on Inquiry Based Questioning vs. Lecture • Introduces Roleplaying, Comparisons and/or Storytelling • Provides Opportunities for Visitor Participation 	<p><input type="checkbox"/>5 <input type="checkbox"/>4 <input type="checkbox"/>3 <input type="checkbox"/>2 <input type="checkbox"/>1 <input type="checkbox"/>N/A Comments:</p>
<p>Content:</p> <ul style="list-style-type: none"> • Ensures Content is Historically Accurate • Uses Curatorially Approved and Relevant Material • Covers Key Points (<i>for site/demo</i>) • Maintains Audience Appropriate Language and Content 	<p><input type="checkbox"/>5 <input type="checkbox"/>4 <input type="checkbox"/>3 <input type="checkbox"/>2 <input type="checkbox"/>1 <input type="checkbox"/>N/A Comments:</p>
<p>Logistics:</p> <ul style="list-style-type: none"> • Adheres to Historical Clothing policies • Uses Proper Timing and Pace • Maintains Group Control and Dynamics • Manages Structure (<i>Objectives, Beginning, Middle, End</i>) 	<p><input type="checkbox"/>5 <input type="checkbox"/>4 <input type="checkbox"/>3 <input type="checkbox"/>2 <input type="checkbox"/>1 <input type="checkbox"/>N/A Comments:</p>
<p>Site Awareness:</p> <ul style="list-style-type: none"> • Follows Safety Guidelines • Adjusts for Special Circumstances and Group Needs • Communicates Safety Concerns • Aware of Impact on Site Operations • Appropriately Divides Attention 	<p><input type="checkbox"/>5 <input type="checkbox"/>4 <input type="checkbox"/>3 <input type="checkbox"/>2 <input type="checkbox"/>1 <input type="checkbox"/>N/A Comments:</p>

Overall Strengths and Additional Comments

Staff Observation

Discussed with Staff Member/Copy to File Date:	Staff Member Signature:
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Demonstration and Station Clearing

Staff must complete the following:

Cleared to Present: YES NO

By signing, I acknowledge that I have received the proper training materials and have successfully completed a clearing for the listed demonstration and/or station and have read and understood all material, policies, and procedures contained therein. I realize that by signing this document I am stating that I have been trained on the procedures and policies concerning this demonstration/station. I assume full responsibility for following all policies and procedures for this demonstration and/or station as a fully trained and qualified staff member.

Print Name:

Signature:

Date:

Demonstration/Station:

Relationship to Staff Performance Evaluation

Rating Definitions:

5 = Extraordinary Contributor: Performed at a level that is highly beyond expectation and exhibited a mastery of the skill dynamic.

4 = Exceeds Expectations: Performed at a level that is beyond expectation and shows high proficiency of skill set.

3 = Contributor: Performed at a level that meets expectations and position requirements.

2 = Needs Improvement: Performed at a level that indicates skills exist but need refining and/or improvement.

1 = Below Contributor: Performed at a level that indicates requires additional supervision, knowledge, training and/or mentoring required.

Customer Service:

Focused throughout presentation on interaction with audience; follows Customer First! Standards; positive, professional, courteous and enthusiastic; greets, engages and thanks participants; establishes rapport; positive and professional team member; uses appropriate body language and tone; adjusts to meet group needs; serves as a supportive team member; flexible and adaptable.

Methodology:

Uses comparisons and/or contrasts to engage audience; initiates discussion; provides opportunities for visitor participation; uses artifacts or activities to involve audience; adjusts to learning level of audience.

Content:

Content is accurate; includes key points; relevant; presents approved viewpoint.

Logistics:

Presentation contains clear introduction, middle and ending; summarizes key points; clearly states objectives; begins on time; provides opportunity for visitor participation; paces interactions to fit time limitations or interest spans; adjusts to meet group needs; uses effective discipline techniques; responds to questions appropriately; wears and maintains costumes properly; maintains effective group control.

Site Awareness:

Adjusts to meet group and site needs; paces presentation to fit time limitations or interest spans; responds properly to questions; references behavior guidelines; punctual (begins and ends on time); properly sets-up activities; maintains safety and security procedures; maintains passageways; follows all site guidelines.

Follow-Up

Supervision Follow-Up

Next Observation Period:

Goals/Notes:

Comments:

Training & Special Services Goals (as needed)

Course:

Date Scheduled:

Date Completed:

Comments: