Tour Overview

Museum / Organization	
Your Role	
Primary Tour Audiences	School groups | Adults | Families | Community groups | Other:
Tour Types Offered	Docent-led | Self-guided | Virtual | Specialty / Private | Other:
Current Booking Method	Online form | Email | Phone | Other:

Discussion Prompts

- What is one part of your tour process that consistently works well?
- Where do delays, confusion, or extra work tend to happen?
- How do groups submit tour requests, and what information do you wish you collected earlier?
- What does successful communication look like before, during, and after a visit?
- How are docents, educators, volunteers, or staff prepared for each tour?
- What tools, templates, or systems would you recommend to another museum?

Map Your Tour Process

Stage	What Happens?	Who Owns It?	Tools / Templates Used	Challenges or Questions
Inquiry / Request				
Scheduling / Confirmation				
Pre-Visit Communication				
Staffing / Docent Scheduling				
Arrival / Check-In				
Tour Time				
Departure / Wrap-Up				
Follow-Up / Evaluation / Survey				