

# **Information to assist Museum Guides**

**Version 1 - October 2019**



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## About the museum

The Melbourne Tram Museum houses the Melbourne tramway heritage fleet for the state government along with a large collection of tramway historical documents and equipment. The museum is staffed entirely by volunteers who provide access to the heritage fleet and many related materials through scheduled open days, the annual Melbourne Open House program and private access upon request.

The museum also provides advice to groups and businesses on tramway matters. It maintains a substantial website for public access at no charge and a museum shop selling a variety of historic publications and media, as well as items of interest to Victorian, interstate and international tourists.

Melbourne Tram Museum  
8 Wallen Rd  
Hawthorn VIC 3122  
trammuseum.org.au

Edited by Geoff Brown  
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## 1. Guide roles

### Customer service

- Welcome and provide directions to arriving visitors
- Answer questions about the exhibits
- Accompany visitors to provide background stories and information about the exhibits — examples of scripts are provided on pages 5 to 12

### Security and safety

- Assist with opening & closing museum
- Maintain an awareness of the safety of visitors and other volunteers
- In the event of an emergency, assist with the museum's emergency response procedures

## 2. Safety of children and adult visitors

If greeting visitors as they first arrive, point out the location of conveniences and suggest to parents that the uneven surfaces and high steps mean children should not run around and be supervised at all times.

When time permits walk around the museum to observe visitors and engage in a friendly greeting.

### **SUGGESTION: Carry mobile phone**

Guides may find it helpful to carry their mobile phones when working in the tram shed. By including the museum shop phone number (9819 6447) in their contact list, it would be possible to call for assistance if an emergency occurs.

### **Running or jumping**

If children are running or engaging in potentially dangerous or annoying behaviour, politely ask them to stop and explain why. It may be helpful to ask where mum or dad are. Locate them and gently draw to their attention the potential problem if their child falls or the difficulties that this behaviour can cause other visitors.

The museum has developed a Child Safe Code of Conduct to help ensure the safety of children who visit the museum. Guides and other volunteers should not touch a child without asking the parent/guardian's permission and the permission of the child. They should not invade a child's space or use unsuitable or commanding language to a child. The exception to these would be in an emergency when quick action is required.