

Overnight Programs Guide Training

Observation night (1)

Trainer: _____

During tours and activities, incoming guides should shadow a lead guide, observing how the overnight program is conducted, what the timing is like, and how the guide handles group management. Veteran staff will be solely responsible for delivering the program as normal.

Co-teach nights (3) Trainers: _____

Before guests arrive, incoming guides should select tour stops with their lead guide that they feel most comfortable with and rules they would like to share with guests during the welcome. While on tour, the guide that is conducting activities for that stop should initiate delivering the information. If an incoming guide is delivering the information and needs assistance with providing more information or to get back on track, veteran staff should jump in and help but not completely take over that stop.

Night 2: 1 rule, 2 animals on tour, assist with activities when comfortable

Night 3: 2 rules, 5 animals on tour, 1 ambassador animal chat with help (no handling), assist with activities

Night 4: All rules, entire tour with assistance as needed, lead activities, 2 ambassador animals with minimal assistance

Final Observations (1)

Reviewer: _____

During tours, incoming guides should be the one in charge of their tour group. They should conduct the tour as normal, ensuring proper delivery of information, timing, and managing the group. Veteran staff should only assist if it becomes obvious that something important may be missed or the incoming guide is struggling. Veteran staff can also gauge timing and help ensure the group stays on schedule. It is the role of the lead guide or a supervisor to accompany this group on tour, taking notes about the incoming guide's group management and overall program delivery. After fifth training shift, decision will be made as to whether additional training shifts will be needed.

Please initial the following as they are shown to you or completed:

___ **Building spaces** (BEC, Pavilions, Swap Shop, Commissary, Indoor exhibits)

___ **Overnight storage areas** (materials & gear)

___ **Pre-shift meeting structure**

___ **Program Prep** (Organization & Facilitation)

___ **Welcome & Guest Expectations**

___ **Evening tour**

___ **Morning tour**

___ **Girl Scout Program**

___ **Cub Scout Program**

___ **Family Program**

___ **Evening-only Program**

Overnight Guide Training Observation Sheet -Shift 5

Guide:		Program:	
Observer:		Date:	___/___/___

Safety/Behavior	3	2	1	N/A	Comments
Guests have water bottles/offered a break					
Checked group numbers when moving					
Managed group movement- on grounds					
Managed challenging behaviors					
Reinforced good behaviors					

Curricula/Engagement	3	2	1	N/A	Comments
Reinforced program themes/topics					
Guests engaged through questions/activity					
Animal information accurate					
Shared Take Action/conservation message					
Asked for questions					
Enthusiastic and positive delivery					

Volunteers	3	2	1	N/A	Comments
Collaborated with volunteer prior to shift					
Volunteers involved in tour/activities					
Provided feedback to volunteers					
Volunteers helping with safety/behavior management appropriately					

Appearance/Uniform (please circle)	3	2	Comment (if 1)

(3) Exceeds Expectations – Achieves and *frequently exceeds* expectations for responsibilities and objectives. Demonstrates all skills, abilities, and commitment required for the job and performs *above* what is normally expected.

(2) Meets Expectations – *Meets* established expectations for responsibilities and objectives. Demonstrates required skills, abilities, and commitment for the job. Overall performance is satisfactory, and any minor areas where performance should have been better were counterbalanced by performance beyond expectations.

(1) Needs Improvement – *Does not always meet* all expectations for responsibilities. Possesses most necessary knowledge, skills, abilities required for the job, but *additional training or commitment is required*. Meets only very minimum position requirements and performance could be improved through development, experience, and/or application.

N/A – Not observed during evaluation.

Comments:

Ready to complete training (circle): Yes No If no, suggested number of additional training shifts: _____

Reviewed by:

Reviewer/Date

Guide/Date

Expectations Rubric

Safety/Behavior	Meeting Expectation
Guests have water bottles/offered a break	<ul style="list-style-type: none"> All guests have water bottle/cup Guests offered water/rest break every half-hour
Checked group numbers when moving	<ul style="list-style-type: none"> Count before leaving an area Count during long walk between areas Count upon arrival
Managed group movement- on grounds	Ensures guide and volunteers are at front/back of line during movement between locations.
Managed challenging behaviors	<ul style="list-style-type: none"> Does not encourage bad behavior Reminds guests of rules Consistent with addressing challenges Addresses repeat offenders correctly
Reinforced good behaviors	<ul style="list-style-type: none"> Recognize/reward good behavior Consistent with recognition

Curricula/Engagement	Meeting Expectation
Reinforced program theme/topics	<ul style="list-style-type: none"> Follows curricula and presents content in the framework of the overnight theme
Guests engaged through questions/activity	<ul style="list-style-type: none"> Uses open-ended questions to engage participants Conducts activities in the curricula Asks their group to share thoughts, stories or information about animals. Engages both the children and adults in their group
Animal information accurate	Shares accurate, and age-appropriate , animal information and stories
Shared Take Action/conservation message	<ul style="list-style-type: none"> Discusses Take Action initiatives at least once and discusses specific animal actions at least twice during evening and morning tour.
Asked for questions	Encourages questions by asking for them
Enthusiastic and positive delivery	<ul style="list-style-type: none"> Delivery is positive and upbeat Uses pleasant tone of voice and body language

Volunteers	Meeting Expectation
Volunteers involved in tour/activities (and collaboration during prep time)	<ul style="list-style-type: none"> Volunteer is offered a chance to deliver part of the program Volunteer is involved in asking questions/Leading the activity
Providing feedback to volunteers	<ul style="list-style-type: none"> Provides feedback to volunteers at the end of shift
Volunteers helping with safety/behavior management	<ul style="list-style-type: none"> Volunteer participating at front/back of line Volunteer counting participants Volunteer reminding guests of rules and ensuring group stays together

Appearance/Uniform	Meeting expectations:
	<ul style="list-style-type: none"> Shorts proper length Wearing Radio Close-toed shoes

Overnight Guide Training -Reflections Shifts 1-4

Please take the time to sit down with your trainer and complete the following reflection questions at the end of your scheduled shift. These questions are intended to guide you through your training, create opportunities for discussion, and ensure you feel confident and empowered to take on the roles and responsibilities associated with your position after this training period. Lead guides –please be sure to review the expectations for the following shift prior to clocking out.

Observation Night -Shift 1

1. What is one thing you think you did well during your shift?
2. What is one specific thing you would like to work on or improve during your next shift?
3. What is your strongest reservation or concern moving forward after tonight's shift?
4. What are you most excited about for your next shift?

Additional Comments:

Co-teaching Night -Shift 2

1. What is one thing you think you did well during your shift?
2. What is one specific thing you would like to work on or improve during your next shift?
3. What is your strongest reservation or concern moving forward after tonight's shift?
4. What are you most excited about for your next shift?

Additional Comments:

Co-teaching Night -Shift 3

1. What is one thing you think you did well during your shift?
2. What is one specific thing you would like to work on or improve during your next shift?
3. What is your strongest reservation or concern moving forward after tonight's shift?
4. What are you most excited about for your next shift?

Additional Comments:

Co-teaching Night -Shift 4

1. What is one thing you think you did well during your shift?
2. What is one specific thing you would like to work on or improve during your next shift?
3. What is your strongest reservation or concern moving forward after tonight's shift?
4. What are you most excited about for your next shift?

Additional Comments: