HUMBOLDT BOTANICAL GARDENS FOUNDATION

Guide to Being a Good Tour Guide

1. Be prepared
2. Look good
3. Be yourself
4. Smile
5. Be enthusiastic
6. Say “that is a good question” You don’t have to know it all and don’t be afraid to say “I don’t know, but can find out for you”
7. Be flexible. Arrange the tour around the group’s time limit
8. DO NOT MEMORIZE but rehearse out loud
9. Be firm but friendly
10. Use feedback from visitors to meet their needs
11. Get specific about things that you know about
12. Maintain eye contact with visitors
13. Use terminology understood by visitors
14. Be aware of your body language and posture
15. Wear comfortable clothes and shoes and be prepared for weather conditions
16. Practice
17. Voice quality-Project your voice, vary the volume, adjust for the size of the group, avoid a monotone, vary the speed, speak clearly, hold your head up, use good grammar and pronunciation
18. Build on your own strengths
19. Own your own space-be careful and confident
20. Slow down and pause
21. Don’t take yourself too seriously
22. Don’t expect perfection