# Museum welcome desk volunteer briefing

Original fictional example | 15 October 2026

## A calm first conversation

Help visitors choose a starting point. This original example describes a fictional small museum. It contains no real visitor records or museum operating policy.

## The three stops

| Stop | What the volunteer explains |
| --- | --- |
| Welcome desk | Ask which part of the museum interests the visitor. |
| Map point | Show the three galleries and the marked rest area. |
| Gallery entrance | Point out the introductory panel before the visitor enters. |

## One simple route

Welcome desk → Map point → Gallery entrance

This sequence is a briefing example. Visitors may choose a different route; do not present it as a mandatory tour.

# Questions, handoffs and open work

## When an answer is unknown

Say that you need to check. Ask the coordinator for the current information. Do not invent an opening time, ticket price, accessibility detail or refund rule.

## What to record

Record the question, the information already checked and the person who will follow up. Do not collect visitor contact details in this demonstration log.

## An example handoff

Question: Is a printed gallery guide available? Checked: the map stand has no copies. Next action: ask the coordinator whether replacement copies are ready.

## What remains undecided

The training date is not confirmed. The final volunteer rota is not approved. This source provides no visitor-count target, budget or measured improvement.

## Before the next shift

Read the latest desk note and confirm any open question with the coordinator. Keep facts from the source separate from suggestions added to the presentation.