

Trouble Shooting Tough Situations

When you are giving a tour, a number of different situations might arise while leading the tour group around. While we can't predict exactly what might happen during a tour, we can think up solutions to some issues that may occur. Below are some ideas for what you should do if...

*it rains

Tours will be conducted in the rain. We recommend that you bring an umbrella and/or raincoat.

*it hails, storms or there is a severe weather event

Tours will be cancelled at least one hour before the start time of the tour if severe weather event is expected. ArtWorks will contact both the Tour Guides and the tour guest via email, text message or a phone call. If a severe weather event occurs unexpectedly, take the tour group to a safe location indoors and wait out the weather event. If it is short burst of bad weather that stops quickly, the tour can continue but if the weather event continues for a long time it is up to the discretion of the tour guide and group if they want to continue once it is over.

*someone has a medical emergency on the tour

If someone has a medical emergency, call 911. Do not attempt to help the person unless you have proper training as you may cause further harm.

*someone signs up for the tour who struggles with mobility

If someone signs up for the tour and then visibly struggles or tells you they can no longer walk, ask if there is anything you can do that will make it easier for them to continue walking with the group (for example, person may sit on a bench and rest before rejoining the group). If they continue to struggle and have to drop out of the tour group, express your sympathy but explain that the website does indicate the amount of walking the participant will do on the tour. Wheelchairs or individuals using canes or walkers to better their mobility are certainly welcome.

*someone wants a refund

If someone wants a refund, politely inform them that you are a tour guide and do not handle any of the financial transactions. Politely ask why they want a refund and take down their name and contact information so someone from ArtWorks can contact them. You may also give them the contact information for the Mural Tour Coordinator at ArtWorks.

*someone wants to join the tour the day of

If someone approaches you during your tour and wants to join, politely inform them that this is a tour group that requires a ticket and registration. You should direct them to the ArtWorks website where they can sign up for a future tour.

*you are approached by a panhandler or someone who is distracting the group from the tour

If a panhandler or other individual tries to distract you or your audience from the tour, politely greet the individual and inform them that this is a tour group and the group is here to focus on the murals. Inform them you need to continue the tour and wish them goodbye.

*there is a problem with the mural and you cannot access it

If there is a problem with the mural and you can't access it, you can skip it. If you feel comfortable, you can point out where it is located and explain how when working in a city on works of public art, many times inferences happen and that is part of the challenge.

*cannot access meeting point

If there is a problem with the meeting point that ArtWorks knows about in advance, it can be relocated and the tour visitors will be notified. If there is an unexpected problem the day of the tour, make sure you find a visible place as close as possible to the meeting point.

*the tour is too short

The tour will not be too short! If you are worried the tour is going really fast, slow down and ask some looking questions to the group. Even just asking "what do you see?" and "why do you say that?" can give tour groups a chance to share what they are thinking and can add meaning and lengthen your tour. Also stories about personal experiences giving tours or working on the murals can be included to create more depth.

*the tour goes too long

It is important to respect the time of the tour audience but sometimes, especially if a group is particularly engaged, it can be easy to go over the end time-limit. It is also important to end in the location that the group is expecting to end at. There is an option to leave out a mural or two if the tour is getting too long. There is also an option, if you notice that time is running out and have the interest in continuing, to say something along the lines of "This has been a wonderful group, I notice we are nearing the end of the allotted tour time so in order to honor your time, we will head to our last mural. Once we are finished, if anyone is interested I can show you the two we skipped."