

# The Maryland Zoo in Baltimore

## On Grounds Interpretive Skills Assessment

Date and time: \_\_\_\_\_

Location: \_\_\_\_\_

Presenters Name: \_\_\_\_\_

Reviewer name: (optional)

Subject Presented: \_\_\_\_\_

<b>Representing the Zoo:</b>	
<b>Was the presenter in approved uniform?</b> Defined as: Name tag (if animal appropriate), uniform shirt, khaki bottoms, closed toed shoes	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Did the presenter choose an appropriate location?</b> Defined as: <ul style="list-style-type: none"> <li>➤ Enough space for audience expected / desired</li> <li>➤ Not interfering with guest traffic</li> <li>➤ There are no other distractions that should have been avoided</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Did the presenter verbally greet / make the guests feel welcome?</b> (i.e., Say "Hello / Welcome to the Zoo / Thank you for coming / Other neat opportunities coming up....")	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Did the presenter's body language make the guests feel welcome?</b> Defined as: <ul style="list-style-type: none"> <li>➤ Made eye contact with entire audience (but not freaky intensity)</li> <li>➤ Smiled</li> <li>➤ Faced audience</li> <li>➤ Was standing and ready to interact with guests</li> <li>➤ Respected guest's personal space/ comfort zone</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Did the presenter use their voice appropriately during the entire interaction?</b> Defined as: <ul style="list-style-type: none"> <li>➤ Used warm tone</li> <li>➤ Used appropriate volume and tone for the audience size and the animal</li> <li>➤ Spoke at an unrushed speed</li> <li>➤ Used inflection and emphasis. Not monotone!</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Did the presenter demonstrate good interpretive skills?</b>	
Did she/he:	
➤ <b>Start a dialogue instead of giving a lecture?</b> (Avoided fact vomiting)	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ <b>Ask the guest an opening / hook question?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ <b>Use follow up questions to promote guest thought?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ <b>Use approved facts / information that are relevant to the exhibit area?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ <b>Provide appropriate answers to sensitive or difficult questions</b> (i.e., do Bog turtles make good pets?)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
➤ <b>Appear to feel comfortable saying "I don't know"?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

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➤ <b>Appropriately use the following interactive learning tools:</b>	
<b>Biofacts</b> Did the presenter:	<input type="checkbox"/> Did not use biofact
➤ Clearly state guidelines for touching? (two finger rule)	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Present touching as an option for guests, not pressuring uneasy guests to touch?	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Maintain control of the way guests interact with the biofacts?	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Provide secure storage for biofacts not currently in use?	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ Display an appropriate selection of biofacts for the audience present? <ul style="list-style-type: none"> <li>▪ Up to 3 bio-facts on display per volunteer working with a maximum of 5 at any given station.</li> <li>▪ Only one of the three may be delicate or valuable.</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Games / Role Play</b> For example: Jump like a frog, walk like a penguin, or swivel your head like a snowy owl, encouraging guests to use senses for observations.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<b>Built-in Exhibit Interactives</b> For example: Point out and discuss ptarmigan nest on the ground, the leaking beaver dam, or the predator-prey interaction between cheetahs and gazelles.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
➤ <b>Provide age-appropriate information?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ <b>Guide conversation toward bigger picture messages related to the exhibit area (i.e., conservation, biodiversity)?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ <b>Meet the needs of the audience?</b> Defined as: <ul style="list-style-type: none"> <li>▪ Responded to their interests /questions</li> <li>▪ Responded to guest comments with respect (even if incorrect)</li> <li>▪ Was inclusive to all guests in the group</li> <li>▪ Was aware of the guest's time constraints</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
➤ <b>Provide the guest with a sense of conclusion?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Comments:**