



RCMP  
HERITAGE  
CENTRE

LE CENTRE DU  
PATRIMOINE  
DE LA GRC

# RCMP Heritage Centre Volunteer Basic Training



# Introduction

## Welcome

Welcome and thank you for volunteering with the RCMP Heritage Centre. As a volunteer, you are part of a team of staff and volunteers working together to empower the RCMP Heritage Centre to achieve its goal of providing exceptional visitor services. Your contributions, dedication and commitment are very important.

The purpose of this handbook is to provide general knowledge for those interacting with the public. These tips are centered to those who have minimal experience with customer service.

# Basic Training

## Goals

Our most important goal is to offer a great experience to everyone who visits the Heritage Centre. There are various ways in which this type of quality experience can be provided:

## First Impression

The experience of the Heritage Centre begins as soon as our guests walk in the door. It is very important to make ourselves available for greeting guests. Since we are a bilingual building, it is important to remember a greeting in both English and French (Hello, Bonjour!). The greeting goes beyond simply saying hello- our goal is to strive for excellence with every guest. It is important to give a great guest experience when they arrive, since for some this will be their only contact with a Heritage Centre volunteer or staff member. You can keep a conversation going by asking an open ended question, such as:

- How are you doing today?
- Is this your first time visiting the Heritage Centre?
- What are you looking forward to seeing today?
- What can I assist you with?

# Basic Training

## Introduce

Explain everything the guests may be interested in seeing. For those who volunteer frequently, it may seem fairly obvious to you, however it is important to remember to point out where everything in the building is. Describe the galleries and how they work- we have 6 galleries, which you can follow in chronological order. We also have interactive galleries in some- be sure to explain the activities people are able to do, such as the driving simulator or virtual reality musical ride. Explain Sergeant Major's Parade (if it applies), and Courage in Red which takes place in the theatre. You may also want to point out the Café (if it applies), as well as the washrooms and gift shop.

# Basic Training

## Check in

Keep checking in with our guests. As they're walking around the galleries or are hanging out in the lobby, ask them how they're enjoying their experience, if they need any assistance or have any questions, etc. It is important to check frequently on the galleries which include interactive technology, both to assist those who may be needing assistance, and avoiding damage to our technological assets that may come as a result of some trying to fix/get the technology to work. There is absolutely no shame in not knowing how to assist someone with something specific or not being able to answer a specific question- simply say "I'm not sure about that, let me go find someone who will know/who can help." It is better to get assistance from another volunteer or staff member than to guess the answer.

## Positivity

Most importantly, always remember to have a smile! We want to be approachable to our guests so that they feel comfortable asking us questions and have a great experience!

# Basic Training

## Hours

Before and after your shift, record your volunteer hours in Homebase. This allows us to see how long you've been volunteering, how much you volunteer, and when you are eligible for awards! Use your pin (if you're not sure what your pin is, refer to the volunteer booklet at the admissions desk where you can find everyone's pin) to clock in and out of your shift. If the program does not work for you, you can record your hours on the paper sheet in the same booklet.