The Maryland Zoo in Baltimore
On Grounds Interpretive Skills Assessment

Date and time:_____

Location:
_____

Presenters Name:_____

Reviewer name: (optional)

Subject Presented:_____   _____

Representing the Zoo:	
Was the presenter in approved uniform? Defined as: Name tag (if animal appropriate), uniform shirt, khaki bottoms, closed toed shoes	☐Yes ☐No
Did the presenter choose an appropriate location? Defined as: ➢ Enough space for audience expected / desired ➢ Not interfering with guest traffic ➢ There are no other distractions that should have been avoided	☐Yes ☐No
Did the presenter verbally greet / make the guests feel welcome? (i.e., Say "Hello / Welcome to the Zoo / Thank you for coming / Other neat opportunities coming up….")	☐Yes ☐No
Did the presenter's body language make the guests feel welcome? Defined as: ➢ Made eye contact with entire audience (but not freaky intensity) ➢ Smiled ➢ Faced audience ➢ Was standing and ready to interact with guests ➢ Respected guest's personal space/ comfort zone	☐Yes ☐No
Did the presenter use their voice appropriately during the entire interaction? Defined as: ➢ Used warm tone ➢ Used appropriate volume and tone for the audience size and the animal ➢ Spoke at an unrushed speed ➢ Used inflection and emphasis. Not monotone!	☐Yes ☐No
Did the presenter demonstrate good interpretive skills? Did she/he:	
➢ **Start a dialogue instead of giving a lecture? (Avoided fact vomiting)**	☐Yes ☐No
➢ **Ask the guest an opening / hook question?**	☐Yes ☐No
➢ **Use follow up questions to promote guest thought?**	☐Yes ☐No
➢ **Use approved facts / information that are relevant to the exhibit area?**	☐Yes ☐No
➢ **Provide appropriate answers to sensitive or difficult questions (i.e., do Bog turtles make good pets?)**	☐Yes ☐No ☐N/A
➢ **Appear to feel comfortable saying "I don't know"?**	☐Yes ☐No ☐N/A

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➢ **Appropriately use the following interactive learning tools:**	
Biofacts Did the presenter:	☐ Did not use biofact
➢ Clearly state guidelines for touching? (two finger rule)	☐ Yes ☐ No
➢ Present touching as an option for guests, not pressuring uneasy guests to touch?	☐ Yes ☐ No
➢ Maintain control of the way guests interact with the biofacts?	☐ Yes ☐ No
➢ Provide secure storage for biofacts not currently in use?	☐ Yes ☐ No
➢ Display an appropriate selection of biofacts for the audience present? ▪ Up to 3 bio-facts on display per volunteer working with a maximum of 5 at any given station. ▪ Only one of the three may be delicate or valuable.	☐ Yes ☐ No
Games / Role Play 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.	☐ Yes ☐ No ☐ N/A
Built-in Exhibit Interactives For example: Point out and discuss ptarmigan nest on the ground, the leaking beaver dam, or the predator-prey interaction between cheetahs and gazelles.	☐ Yes ☐ No ☐ N/A
➢ **Provide age-appropriate information?**	☐ Yes ☐ No
➢ **Guide conversation toward bigger picture messages related to the exhibit area (i.e., conservation, biodiversity)?**	☐ Yes ☐ No
➢ **Meet the needs of the audience?** Defined as: ▪ Responded to their interests /questions ▪ Responded to guest comments with respect (even if incorrect) ▪ Was inclusive to all guests in the group ▪ Was aware of the guest's time constraints	☐ Yes ☐ No
➢ **Provide the guest with a sense of conclusion?**	☐ Yes ☐ No

Comments: