



Christmas in Salem

GUIDE SHIFTS

Friday **November 30th**, 5:30 pm to 8:30 pm.

Saturday **December 1st**, 10:30 am to 1 pm, and 1 pm to 4:30 pm

Sunday **December 2nd**, 11:30 am to 2:00 pm, and 2:00 pm to 4:30 pm

GUIDE RESPONSIBILITIES

- **Guides, please arrive 15 minutes before shift begins** (shift times listed above). There will be a briefing on your room assignment, last minute information, and where to hang your coat. PLEASE DRESS WARMLY as homes are cooled from the constant opening of doors. Also, please wear flat-heeled shoes for comfort and to protect the floors.
- **Review the house history information that your house captain will give you.** This is the information you will be sharing with the public regarding architecture, decorations, and anecdotes about the home. Please leave this information with your house captain when you have completed your shift so that other guides can use it.
- **Make sure traffic is flowing through the house.** When you have time you can talk about things going on in the room where you are stationed, but during busy times you need to make sure people aren't bottlenecking or waiting in a line. Please be flexible with what you say and try to shorten it up or bypass it during crowded times.
- **Smile. Be cordial, polite and friendly.** Make sure guests feel welcome in the home. If you don't know the answers to questions they ask it is okay to be honest about it. when your visitors leave, please thank them and tell them Historic Salem, Inc. appreciates their support.
- **Make sure everyone is a paying guest.** The guidebook doubles as a ticket. If you are stationed at the front door, make sure to check off your house's box on the back cover of the guidebook. Each house may only be visited one time.
- **Please enforce the rules** and inform your house captain if you have any problems doing this. Rules listed below.
 - **NO CHILDREN UNDER 6 ARE PERMITTED ON THE TOUR**
 - ALL TOUR GUESTS MUST HAVE A GUIDEBOOK – EVEN CHILDREN OVER SIX**
 - **INFANTS IN SNUGLIES ONLY. NO BABY CARRIAGES, STROLLERS, OR BACKPACKS**
 - ARE ALLOWED IN HOUSES**
 - **NO PETS**
 - **UMBRELLAS AND PACKAGES MUST BE LEFT OUTSIDE THE FRONT DOOR**
 - **NO PHOTOS ARE TO BE TAKEN IN THE HOMES**
 - **DECORATIONS AND FURNISHINGS ARE TO BE LOOKED AT, NOT TOUCHED**
 - **NO FOOD OR DRINK IN HOUSES**
 - **NO USE OF PRIVATE TOILET FACILITIES BY TOUR GUESTS**
 - RESTROOMS ARE AVAILABLE AT TOUR HEADQUARTERS AND AT PUBLIC CITY LOCATIONS**

On Saturday and Sunday, day-of-tour tickets will be available at The House of the Seven Gables, 115 Derby Street. Complimentary trolley will start and end there. Those who have purchased advanced tickets must visit The House of the Seven Gables to exchange their receipt for their guidebook.

If weather forces us to go to our snow date, we hope Saturday guides will be available for that date. Your house captain will discuss this with you.

If you have any questions, please contact your house captain.

As a guide for the 2018 Christmas in Salem tour, you will receive 1 FREE ticket to attend the tour. This ticket can be picked up at The House of the Seven Gables at any point during the tour. Contact Alyssa at Historic Salem for more information: 978-745-0799 or alyssa@historicsalem.org