TMAG Front of House Project

SHARE YOUR THOUGHTS

We all know and agree that our Front of House team is vital in bringing TMAG to Life, and this Front of House project is about ensuring we have a contemporary operating model and workforce plan to effectively do this.

Gathering your ideas and thoughts is vital and welcomed. This paper and pen questionnaire is one of the ways you can provide feedback on Stage 1 of the project.

You have until the 21st of November to submit your thoughts.

In this stage we are covering:

- The draft statement of duties
- How we can provide an experience where visitors/guests get more than they expect

Your answers are confidential.

Please add your thoughts to as many of the questions below as you would like. Then drop this form into the **Ideas Box** located in the back of the shop by the 21st of November.

Thank you for taking the time to complete this questionnaire, we really appreciate it.

Warmly

The Working Group
Matt Spencer, Pip Hankin, Mel Parker, and Katherine Street

Question 1

The saying goes: "People will forget what you do; they'll forget what you said. But they will never forget how you made them feel." What are your ideas for how TMAG can enhance how people feel when visiting us?

Question 2

Are there any duties in the draft Statement of Duties that you think are missing? Or are there any duties you aren't clear on?

Question 3

As we review our front of house role to provide an even better experience for our visitors and broaden career opportunities for you, what areas of your job would you like to see enhanced?

Some areas you might want to consider are listed, but please don't feel limited by these.

- The quality of visitor contact
- How new staff are inducted
- Pathways for career development
- How we manage flexibility
- The ways in which we attract and recruit new people to join the team
- Amount of access to training
- Flow of information across shifts
- Ways to keep the collection safe when on display in the museum

Question 4

What supports (e.g. training, development, resources) would you like to see put in place so your colleagues and you can successfully move to the new Band 2 level?

Question 5

In your observations of our visitors, and in your conversations with them, you will have seen and heard things that delight them. Share some of these with us:

Question 6

What ideas would you like to share for providing more staff development opportunities for everyone?

Question 7

What ideas would you like to share for developing more expertise across our functions (e.g. knowledge of shop products)?

Question 8

What ideas would you like to share for covering eventing/weekend events?

Question 9

What ideas would you like to share for providing a career development pathway for those who want it?

Question 10

The current title of 'Visitor Service Officer' may change with this move to Band 2. What suggestions do you have for a title (or titles) for our Front of House roles?

Question 11

Please add anything else you think will be useful to consider.

Thank you for taking the time to share your thoughts and ideas.

Please drop this form into the Ideas box.

Warmly
The Project Working Group
Matt, Pip, Mel, and Katherine