### 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
The Maryland Zoo in Baltimore
On Grounds Interpretive Skills Assessment

- Appropriately use the following interactive learning tools:

<table>
<thead>
<tr>
<th><strong>Biofacts</strong></th>
<th></th>
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<tbody>
<tr>
<td>Did the presenter:</td>
<td></td>
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<tr>
<td>➢ Clearly state guidelines for touching? (two finger rule)</td>
<td>□ Yes □ No</td>
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<tr>
<td>➢ Present touching as an option for guests, not pressuring uneasy guests to touch?</td>
<td>□ Yes □ No</td>
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<tr>
<td>➢ Maintain control of the way guests interact with the biofacts?</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>➢ Provide secure storage for biofacts not currently in use?</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>➢ Display an appropriate selection of biofacts for the audience present?</td>
<td>□ Yes □ No</td>
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<tr>
<td>▪ Up to 3 bio-facts on display per volunteer working with a maximum of 5 at any given station.</td>
<td></td>
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<tr>
<td>▪ Only one of the three may be delicate or valuable.</td>
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</tbody>
</table>

- **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.

- **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.

- **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: