

FAQs

1. *What are the display carts and where will they be?*
 - a. These movable mini garden beds and signs will change out monthly and Erin Mills will be in charge of them.
 - b. These are located right inside the main entry in front of the pine grove - and provide a great talking point to get you started on a walk or to stand in front and chat with visitors, if there is no interest to go on a walk through the Garden at 11am.
 - c. September features how to create insect habitats in your own home garden. August was about repelling mosquitoes in the garden. October will likely be "scary" gardens for Halloween.
2. *How do I log my time for tours in Better Impact?*
 - a. You will log your own time in Better Impact - so your hours will **not be** auto-logged like most of our other shifts
 - b. You will be prompted to answer a few feedback question that include: number of people that attended your tour, basic demographics, and how it went overall
 - c. Decide what is easiest for you so you don't have to try and remember later - either carrying a small notebook or using the "My Impact" app and logging hours/feedback right away

The screenshot shows the 'Log Hours' interface. At the top, there is a navigation bar with links for HOME, OPPORTUNITIES, SCHEDULE, HOURS, REPORTS, CONTACT, and MY PROFILE. Below this is the 'Hours' section with links for Log Out, Help, and Switch to Administrator View. The main form area is titled 'Log Hours' and contains the following elements:

- A dropdown menu for 'Please select an organization to log hours for' with 'Houston Botanic Garden' selected and a 'Select Organization' button.
- An 'Activity' section with 'Show these activities' and buttons for 'Active' and 'Inactive'. A dropdown menu shows 'Public Garden Tours'.
- A 'Date Volunteered' field with '09/17/2024' and 'Hours' and 'Minutes' input fields, both set to '0'.
- A 'Feedback' section with a 'Response' column. It includes:
 - 'Group Size (Number of People)' with an input field.
 - 'How did your tour go?' with a text area and an information icon.
 - 'Tour Demographics' with a text area and an information icon.
 - 'What was your main focus / where did you go on your tour?' with a text area and an information icon.

3. *What if no one shows up to go on my tour?*
 - a. If there is no one waiting in the Pine Grove to go on a walk by 11am, you may do the following:
 - i. Talk to the Visitor Services (VS) staff/volunteers working that day in the ticket window and scanning tickets - ask them to make sure any new guest walking in knows that you are available for a tour
 - ii. Wait a few minutes longer to see if any other guests are interested - perhaps by 11:15am
 - iii. Walk through the gardens, engage with visitors who are already in the Garden - see if they have questions, or if there is anything you can help them find, etc.

4. *What if there are too many people (more than 15-20) to go on a tour with just me?*
 - a. If you have a group larger than 20 people, that is too large for one person to give a tour.
 - i. See if you can divide the group- take one half for 30 minutes, and then set a time to meet the other half for a second 30 minute tour
 - ii. Check with Visitor Services staff if there is another staff member available to give the second tour - if it is a Friday, we likely will be able to do that quickly. If it is a Saturday/Sunday, may be a little harder to do.
 - iii. Offer some self-guided options with either a scavenger hunt if there is one available (you would know in advance), the Bloomberg Connects app, or just letting them know where our interpretive signage is throughout the Garden - both our permanent info signs as well as the new Habitat signs

5. *What if I have to cancel last minute?*
 - o We know life happens, and of course things will come up. Whenever possible, let us know with as much advance notice as possible that you can no longer make your scheduled tour date/time by email or phone. If it is less than 24 hours' notice, especially on the weekends, please kindly **call the ticket window at 713-715-9675** and then **text Meagan, 832-303-2456**.