

Gloucester Civic Trust Tour Guides

Notes and guidance for 2019

City Tours

The Rota tours start at St Michael's tower at Gloucester Cross at 11.00 each day Monday to Saturday inclusive from April 1st to October 26th. Tickets cost £5 per adult. For accompanying children aged 14 years and under there is no charge. The tours can be booked at the Tower and the Tourist Information Centre. If the Tower is closed, the Guide on duty will collect the payment.

Guides should arrive at the Tower 15 minutes before the tour is due to commence to talk to the visitors and encourage them to come on the tour. The Tour should last a maximum of 1 hour 30 minutes. If there are no visitors taking the Tour, record a nil count on the envelope but please stay on duty at the Tower to help any visitors enjoy their time in Gloucester.

Please encourage Trainees to accompany you on the Tour and remember to provide feedback where relevant to the Guide Trainer¹

City Tours should not include the interior of the Cathedral.

Docks Tours

Tours of the Docks will take place on Sundays during the summer holidays. They will start from outside the Waterways Museum at 14.00 on July 28th; August 4th, 11th, 18th, 25th; September 1st.

Tickets cost £5 per adult. For accompanying children aged 14 years and under there is no charge. The Tours can be pre-booked at the Tower and the Tourist Information Centre in Southgate Street. The Guide on duty will collect any payment necessary and will return the envelope to the Tower at the end of the Tour.

Please arrive in good time for the start of your Tour to introduce yourself to your visitors.

Special Booked tours

These Tours are coordinated by the Booking Secretary². The Guide(s) allocated to take the tour will be sent full details of the arrangement, including time, meeting place and any monies to be collected. Where possible, a contact name of the person responsible for the party will be given to the tour guide so contact can be made before the tour if necessary.

Please ensure that all money is collected at the beginning of the tour. Any money collected should be placed in an envelope and left at Tower.

Private Tours

If Guides undertake a private tour it is essential that the Booking Secretary² is advised for insurance purposes. There is no monetary obligation, but any donations are welcome and go towards Civic Trust funds. Please leave all donations in an envelope at the Tower clearly marked "Donations"

¹Guide Trainer 2019: Chris Morgan

Cemorgan1@btinternet.com; Phone: 07825727381

²Booking Secretary 2019: Roger Peel

Tours@Gloucestercivictrust.org; Phone: 07899804853

General Guidance

Tour guides are very important ambassadors for the City of Gloucester. The aim is to use a blend of knowledge, technique and enthusiasm to give visitors an enjoyable experience. It is preferable to leave them wanting more as opposed to looking at their watches.

Before the Start

Arrive in good time and talk to your party to build up a relationship before the start of your tour. Determine any time constraints or mobility issues. This will help you in planning what you intend to say in the time scale. If any of your party are elderly or have mobility issues, then choose some venues where public seating is available. Know where the toilets and refreshment places are and be aware of any topical events that may be happening at the Docks, Blackfriars, Cathedral or City. Collect any money as required for the tour. This should be placed in an envelope and left at the Tower. Remember to record details of type of tour and numbers attending. If the Tower is closed the envelope should be sealed and posted through the letterbox on the Eastgate street side of the Tower

At the start

Introduce yourself by name as a volunteer Civic Trust Guide. Always start the Tour punctually. Outline the route and how long it will take. Tell them what you are going to show and talk about on the route. Do not spend too long on a historical introduction. Inform the group of any health and safety issues relating to traffic and conditions underfoot.

On the move

Invite questions on the way round, make it an entertaining experience and enjoy it yourself. Match your walking speed to that of the group. Do not walk and talk to the group but stop and talk at convenient places. Notes can be consulted while walking between stops but avoid consulting notes while talking to the group. If a question is asked on the way, repeat to the group when stopped for all to hear. If you are unsure of an answer to a question, then say so.

At each stop

Position the group for the best view and avoid blocking the pavement. Be aware of the direction of the sun and adjust position if necessary, to avoid sun shining in the eyes of the group. If raining always try to stop where there is shelter for your visitors. Allow the group to assemble but do not wait for every straggler. Always face the group when talking to them, with your back to the feature or building you are talking about. Be sure that your voice is easy to hear and always talk about what everyone can see – not what is out of sight. Try to point out any links to topics covered at earlier stops. Throughout the duration of your tour always be in full control.

At the end

Conclude your tour by thanking your party for their participation and handing them a Courtesy Card.

Record the tour details on the envelope and return it to the Tower with any comments.