



Within Guest Operations, Customer Service, Tourism, and often in guest facing environments, there could be history inquiries, knowledge base questions, or just guest patrons inquisitive desires to interact with guest operations teams.

These inquiries are typically welcoming to the guest operations tasks in offering customer service. In most museum facilitation, whether an exhibits facilitation or guest operations engagement facilitation, there is an inadvertent expectation to know stuff. Guest to a variety of age demographics, social classes, education statuses, economic levels, and cultural backgrounds typically have questions, to which could often be found in a simple search engine search. However, most inquiries interactions are a part of the guest experience.

Developing skills to navigate a wide range of guest inquiries, is a good skill to have, as well as having the confidence to communicate a simple "I am not certain, but I am willing to help find an answer" These four starter skills could help you in your guest operation's tasks in facilitating good guest engagement.

CUSTOMER SERVICE: FOCUS ON HELPING

When guests have a sense of a helpful environment, guests are typically more relaxed in receiving whatever the response or feedback information could be. Even in instances to which there is limited help, knowledge, information, or direction.

Most guests appreciate an honest effort to fulfilling the request, inquiry, or tasks.

CONVERSATIONAL: PARTICIPATING IN AN ORGANIC CONVERSATION

Reframe the response or answer or try to make the dialogue more so conversational instead of what could be interpreted as a Q & A session.

Using open-ended questions or response statements which encourages collaboration such as "let's look that question up", which encourages collaborative efforts to seek answers, rather than a condescension lecture that lacks simplicity. And although there could be inadvertent expectations as scientist to be "smart", sometimes it is what it is. Being a smarty pants oftentimes just comes with smarts, genius, and intelligence.

And sounding smart just comes within confidence to one's knowledge base.

RESEARCH: OFFER TO FIND INFORMATION AND ENCOURAGE CURIOSITY

Don't try to seem like a know it all, even if you indeed know it all. Although some inquiries are within an immediate knowledge base response, show guests that a lot of information which seems like high intellectual data is found within a simple search engine search. Allow a simple search engine search to be a guide and some assistance to you. Most inquiries in a museum environment regarding touring, history, and/or exhibits can be a part of the guests' knowledge base by simply performing a search engine search.

ACKNOWLEDGEMENT: SUPPORT AND DIVERSIFY

Offer an acknowledgement within knowledge base sharing. Even if and/or when guests might be inaccurate, incorrect, or just kidding around. Offer positive responses which support their curiosity and interest, such as "that's a good question", "other guests inquired about that also", "that was just recently in the news feeds". This approach could help make information conveyed better received, when loading with intellectual data which might be overwhelming, or which requires a diversified approach in guest facing talks to diverse age demographics, ethnic populations, education levels and cultural undertakings. Humor also works to support points of view and deliver information without condensation.

