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APPROACHING THE PUBLIC

- I. The manner in which you approach the public can sell tickets if you cultivate the right approach and eliminate the ones that don't work.
 - A. It is best to wait until the people are inside the lobby before speaking to them.
 - B. Answer all questions courteously regardless of how 'smart' an individual tries to be.
 - C. Avoid the words 'butterfly' and 'insects' in your conversation whenever possible. Instead call the "beautiful creatures of many kinds from the tropics" (or invertebrates).
- II. You are the only representative of May Tropical Museum at Weeki Wachee when you are working.
 - A. It is your responsibility to see that everything is in order both inside and outside the Museum.
 - B. Be prepared to make decisions.
 - C. Try to satisfy all customers and take time to find out all you can about the history of the Museum and about the outstanding specimens so that you can intelligently answer questions.
- III. Some opening phrases that can be used to start people into the museum.
 - A. How do you do?
 - B. It' a beautiful day today, isn't it?
wet
hot
 - C. We have a very wonderful exhibition here for you to see.
 - D. The colors in our exhibition will amaze you. They are really out of this world.
 - E. This is now considered to be one of the finest exhibitions in this field anywhere in the world.
 - F. It has taken over half a century to prepare it for exhibition.
- IV. An answer to the question - What are Arthropods?
 - A. Arthropod is the only term that describes a very large field in the world of Natural History.
 - B. Arthropods include all the very large and highly colored locusts in the tropics, giant stick insects, beautiful butterflies and moths from the tropics, tremendous spiders, and scorpions and literally thousands of beautiful and unusual creatures from all the hot areas of the world.

ASCAP

If anyone from ASCAP comes in and asks about the museum, tell them that Mr. May doesn't

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DEHUMIDIFIER LIGHT

If you ever see the big light in front of the exit sign on, turn it off immediately.

This is most important. The switch is the 3rd, from the top one the left, marked "dehumid." "

If this light is on it means the dehumidifier and air pump are on in the cases and this can not be run for more than two hours at a time so try not to turn it on.

If a row of lights are out in show room it probably means you have shut off one of the switches or one of the fuses have blown next to the big fuse box. There are extra fuses in drawer.

PLEASE put this under "lights"

DO'S

Do-- Eat your lunch during a show - *bring your lunch from home*

accept traveler's checks, if you know they are bonified traveler's checks.

Admit colored people, everyone except drunks.

Accept Canadian money (deduct the difference as "Paid Out" next time). The bank deducts .15 on each dollar at the present time (July 1963).

Put a newspaper on the desk when counting a lot of money to preserve the desk.

Lock yourself in, if you wish, while you count the money.

Keep the big money elsewhere

Lock drawer when leaving lobby.

Tear off a sheet from the pad before you write out your reports, otherwise the numbers can be read on the next sheet.

DON'T

Don't--Let people change film on the desk, if they want to change film ask them to step over to the exit side of lobby near newspaper sign.

Accept personal checks.

Don't give out boat or train schedule or prices.

Let people hang around the desk.

Engage in lengthy *on personal* conversations.

Don't give out any information

Don't use the pink towels as hand towels

Do not attempt to adjust any
of the machines and do not permit
anyone to tamper with them.
Do not change the 100 watt bulbs
Do not have any kind of personnel ^{or pop} bottles ^{or dirt on your} ^{last day}

Interfere with the work of other employees.

dirty
or dishes

Read, or write letters.

Don't put any cigarettes ashes or butts into the trash can under the desk or on the floor, or leave any ash tray at the desk, or in the rest room, at the end of your work period. The smell of used butts is offensive to any one who doesn't smoke.

Don't write on the report pads, rather, tear off a sheet before you write

Don't save, burned out bulbs, ticket stubs, or money
wrappers.

Don't leave soiled facial tissues etc.

11. near dark glasses at the desk.
12. EMERGENCY BUTTON (right of cash drawer)

Press once for:

1. Fire
2. Someone dies or is very severely injured.
3. Hold-up.
4. Your own serious sudden illness or injury.

Press twice for:

1. Help is needed, but not urgently. ~~Avoid this unless you feel it is entirely necessary, better you get help from the network if possible.~~

[Handwritten signature]

Fans - Lobby
If the fans start to knock badly, shut