

Elizabeth Gaskell's House

Visitor Promise



We promise to

- 1. Deliver a friendly welcome to everyone who visits the house by...**
 - Smiling, making eye contact and saying hello.
 - Wearing a visible EGH volunteer badge.
 - Offering help and information.
 - Being helpful and enthusiastic.

- 2. Bring the house to life to create a memorable and unique experience by...**
 - Being knowledgeable about the house.
 - Tailoring information and activities to the individual.
 - Encouraging visitors to interact with the house.
 - Offering a specialist knowledge in a specific area.

- 3. Personalise the visit by...**
 - Treating our visitors as individuals.
 - Take time out find out to answer visitor's questions.
 - Listening to visitors and asking for feedback.
 - Using our initiative to resolve problems quickly and efficiently.
 - Encouraging volunteers, who wish, to dress in costume, play the piano (if able) and provide other unique forms of interpretation.

- 4. Promote the house as a whole by telling visitors about...**
 - Future events and activities, and offering a leaflet
 - The tea room and shop, including any relevant offers
 - The house as a wedding venue and meeting venue, and offer a leaflet
 - How to volunteer at the house (if asked)
 - Joining the Friends of Elizabeth Gaskell's House