

## Volunteer Expectations

### General Information

The Exploration Station (ES) is a facility of the Bourbonnais Township Park District (BTPD), therefore we are not our own private entity. The BTPD has 4 facilities:

- The Perry Farm House (Administrative Offices)
  - o 459 N. Kennedy Drive, Bourbonnais
- The Exploration Station
  - o 1095 W. Perry St., Bourbonnais
- The Recreation Station (Recreation Programs)
  - o 770 E. Franklin, Bradley
- Willowhaven Park and Nature Center
  - o 1451 N 4000 E. Road, Kankakee

The General BTPD website is as follows: [www.btpd.org](http://www.btpd.org)

The BTPD Phone Number: (815) 933-9905

**-Bamboo the Panda is the ES mascot!**

### Communication:

*-Volunteer to visitors:* Provide accurate and consistent information; and smile, be friendly, courteous and helpful. Be proud of the part you play in helping people have fun!

*-Volunteer to staff:* Mutual respect of responsibilities and do your own without excuses.

*-Volunteer to supervisor/Supervisor to volunteer:* Let the information flow both ways. It's better to hear about a problem from volunteers than from the public or a board member. Tell what is needed to be heard, not just what someone would like to hear.

*-Volunteer to Board/Board to Volunteer:* Relationship with Board is through the organizational chart. Director has contact with the Board. Volunteers have contact upon instruction from Director/Supervisor. Board requests are to be cleared through the Executive Director.

### Visitor Satisfaction – Our #1 Priority

-Identify, meet and exceed customer expectations.

-Be positive, courteous and friendly to all ES visitors. (If you can see them, you better be smiling)

-Be professional and knowledgeable about all ES operations and programs, memberships, Field Trips and Birthday Parties.

-Provide an organized, clean and safe environment for our visitors.

-Provide responsive, timely and consistent service.

-Quality is not compromised at the expense of quantity.

-Make it your top priority to provide your best service.

-Remember that you are a representative of the ES and the BTPD.

## **Other**

- Be prompt when arriving to work.
- Honor your commitment as a volunteer promptly. If absolutely necessary to be absent, find your own sub from the list of volunteers provided.
- Respect the museum as if it was your own.
- Report any problems to your supervisor right away.
- Report any accidents to an Adventure Guide or the Front Desk Staff
- Be sure to turn off all lights that are not being used, break room, MPR, Kitchen, etc.
- Don't be afraid to tell children and parents the rules of the ES and enforce them.
- ES Rules:
  - Playing and sharing gently
  - Accompany your child at all times
  - Walking
  - Put things away after play
- We would love to hear your thoughts and any ideas you may have, please share them.

*Take responsibility for your actions. It's ok to make a mistake; let's correct it, learn from it and move on. Safety and risk management are critical aspects of every employee's job within the park district. Attitude will play a major role in your success with the ES. How you approach the ever and ongoing changes to provide better service will impact many people – make it a positive encounter.*

***The Exploration Station demonstrates new and progressive ways children can learn with an opportunity for parents to interact with them. The focus is on learning through interactive play, discovery and exploration without an emphasis on learning facts and content.***

If you have any questions, or are interested in volunteering at Exploration Station, please call Brittaney Beck, Museum General Manager at (815)933-9905 extension 351, or via email: [brittaneyb@btpd.org](mailto:brittaneyb@btpd.org)

A place for hands-on discovery, creative play and exploration  
1095 W. Perry St, Bourbonnais, IL 60914 (815) 933-9905