

OPERATIONS MANUAL



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MONTEREY TENNESSEE CENTRAL TRANSPORTATION MUSEUM

DOCENT MANUAL

The purpose of this manual is to provide basic information about the museum, its policies and pertinent procedures that will assist the docent to safely, comfortably, and knowledgeably perform their duties.

The Role of the Docent

DOCENT: is a title used for volunteers trained to further the public's understanding of the cultural and historical collections of the museum.

- (1) The principle duties of the docent are to greet, advice, and guide museum visitors and to handle museum souvenir sales transactions. Other duties may be assigned by the Town of Monterey Cultural Administrator.
- (2) Docents may not volunteer in the actual museum building for more than six (6) hours per week. The museum week begins on Sunday and ends on Saturday.
- (3) Docents are required to sign liability waivers.
- (4) Name plates must be worn by museum building docents.

- (5) Decent attire is business casual (In general, business casual means dressing professionally, looking relaxed yet neat and pulled together, no blue jeans or tee shirts).
- (6) Docents may be volunteers outside membership in the Monterey Depot Historical Society.
- (7) No smoking or eating inside the museum.
- (8) Guest may not bring food or drink inside the museum.
- (9) No child under the age of twelve (12) will be admitted without a parent or adult supervision.

PROCEDURES

If the Cultural Administrator is not present when opening and closing the museum, you are to do the following:

OPENING AND CLOSING

1. Make sure all display case lights are on/off.
2. Make sure sign on main entrance says open/closed.
3. Make sure overhead lights are on/off.
4. Make sure front door is unlocked/locked.
5. Make sure video presentations are on/off.
6. Make sure alarm system is off/on. (Should you accidently set off the alarm, call the Monterey Police Department at 839-2323 and advise them of the mistake. Stand by until the officer arrives).
7. Sign in on daily work sheet at the accommodation desk (Fill this form out completely during your shift). Turn in at the end of your shift.

8. At the end of the day, take any money and all credit card receipts and place in an envelope with the date and your name written on it and place in the safe. Leave \$100 in cash in a separate envelope and place in the pre-arranged location for the next shift.
9. If the Cultural Administrator is not available at opening/closing, call the Monterey Police Department at (931) 839-2323 (an officer will have advance notice of this) on door key issues.

VISITOR COUNT

1. Please keep an accurate count of each individual that comes inside the museum during your shift. The visitor count is very important for funding and grants purposes. Ask each guest to sign the visitor book.

CLEANING

1. If you notice anything that needs immediate attention (or would just like something to do) there are cleaning products in the storage area.
Do not, however, attempt to clean the model railroad layout.
2. All liquid spills must be cleaned at once and a warning placard placed over the spill area until it is completely dried

MESSAGES

1. Please take complete messages on the message pad at the accommodation desk and attach to your shift report.

ARTIFACTS

1. If someone brings an artifact to the museum while the Cultural Administrator is not present, fill out the Deed of Gift form completely and attach to your shift report.
2. We accept artifacts as gifts to the museum (either to the Town of Monterey or to the Monterey Depot Historical Society). These gifts have to be approved by the Accessions Committee.

EMERGENCY PROCEDURES

1. Fire extinguishers are located at different points throughout the building and at the accommodation desk.
2. A first aid kit is available at the accommodation desk. Do not distribute any kind of aspirin or pain reliever to the public.
3. In the event of a weather emergency, close museum as you would at the end of the day (if time permits) and go to the interior women's restroom.

MUSEUM INFORMATION

1. Phone Number (931) 839-2111
Fax (931) 839-3933 (City Hall)
Fax (931) 839-2111
2. Street Address #1 East Depot Street
Monterey, TN 38574
3. Mailing Address #1 East Depot Street
Monterey, TN 38574
4. Owner Town of Monterey
5. Administrator Ken Hall
Cell # (931) 319-8238
6. Hours Operation 10:00 AM – 4:00 PM (Monday through Saturday)
1:00 PM – 4:00 PM (Sunday)

MONTEREY TENNESSEE CENTRAL TRANSPORTATION MUSEUM MISSION STATEMENT

The purpose of the Monterey Tennessee Central Transportation Museum is to preserve and share with others this area's rich transportation history which includes the Nashville & Knoxville Railroad, the Tennessee Central Railroad, the Louisville & Nashville Railroad and the Nashville & Eastern Railroad. We hope to accomplish this through providing an assortment of varied transportation related experiences involving all modes of transportation that helped to shape the Monterey area by using interactive displays and fresh programs. This will attract more people to our museum and benefit the economy of the Monterey area through increased tourism.

MONTEREY DEPOT HOURS OF OPERATION

MONDAY	10:00 AM	4:00 PM	HOURS: 6
TUESDAY	10:00 AM	4:00 PM	HOURS: 6
WEDNESDAY	10:00 AM	4:00 PM	HOURS: 6
THURSDAY	10:00 AM	4:00 PM	HOURS: 6
FRIDAY	10:00 AM	4:00 PM	HOURS: 6

DOCENT HOURS

SATURDAY	10:00 PM	1:00 PM	HOURS: 3
	1:00 PM	4:00 PM	HOURS: 3
SUNDAY	1:00 PM	4:00 PM	HOURS: 3



DOCENT APPLICATION

DATE: _____

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

TELEPHONE: _____ CELL _____

EMAIL: _____

SPECIAL SKILLS: _____



LIABILITY WAIVER

I, the undersigned, am volunteering my time and expertise to the Monterey Tennessee Central Transportation Museum and expect no payment in return. I understand that I am limited to six hours of volunteer time per week as approved by the Cultural Administrator.

I also understand that the Town of Monterey, the Monterey Mayor, the Monterey Town Council, the Monterey Cultural Administrator and the Monterey Depot Historical Society are not responsible for any injuries I may receive doing volunteer work for the museum.

Signed: _____ Date: _____

Notary: _____ Date: _____