

# JUNIOR ZOOCREWS' ROLE AS EDUCATORS

In order to better educate our visitors, each Junior ZooCrew member will be required to take out one of the sheep, goats, llama, alpaca, rabbits or other available education ambassadors, and present it to the public for a total of one hour each month. Staff will monitor this to make sure it is being done. This public interaction can be informal or formal, include animal demonstrations, use biofacts, and/or use storytelling. It should be performed in groups of 2 Junior ZooCrew per session. This is an opportunity for JZC to talk to the public and educate our visitors about the importance of animals, their ecosystems, and what we can do to help conservation efforts around the world. Books from the Education library may be used. All 1<sup>st</sup> and 2<sup>nd</sup> year Junior ZooCrew must stay in the vicinity of the Children's Zoo so that emergency help will be readily available. If you need assistance coming up with ideas, ask the Children's Zoo Keepers or Education staff. You may ask Docents to help get animals or biofacts from the Habitat.

## **HANDLING GUEST COMPLAINTS**

If any visitor brings a complaint to your attention, refer them to the main Administration office or the gift shop ticket booth. A "Complaint Form" will be filled out by the staff and the complaint investigated.

## **GUIDELINES FOR WORKING WITH ANIMALS**

1. Check the *Animal Interaction Book* located in the Habitat to choose an animal. Each animal should be handled at least twice per week.
2. Work with the animal for at least 15-20 minutes at a time.
3. You may halter a Children's Zoo animal, brush it, and inspect its feet.
4. With keeper assistance and approval, you can take animals out of the pen area (haltered, of course) and walk them around their approved area.
  - a. For the donkeys, llama, and alpaca, you must have a Children's Zoo Keeper, zookeeper, or trained animal handling Docent volunteer with you to take these animals out of their pens. Have the animal stand or "cush" (sit) in the grass. Walk them on the path.
  - b. For the male goats, you may walk them around the back service area.
5. Please fill out that you interacted with the animal in the *Animal Interaction Book* in the Habitat.
6. Under keeper or Education staff supervision, a returning JZC may walk the animals around the zoo. Remember, they cannot go near the cat exhibits, camels or guanacos (when in the service area, be sure to keep them away from the guanaco back fence).

## **JUNIOR ZOOCREW CONTINUING EDUCATION CLASSES**

We take your role as an educator of the public very seriously. We hope you do as well. The Junior ZooCrew is not just a volunteer program but also your opportunity to learn. Your initial training for the Junior ZooCrew program is just the beginning. All members are required to attend additional continuing education classes held during the summer. These classes will cover a variety of topics to increase your knowledge. Every member is required to attend each monthly class. If you miss any of these classes, you will be expected to complete a related research project to be allowed to continue volunteering.



# PRESENTATION TIPS



## Be prepared!

### 1. Plan your presentation

- Analyze your audience – their age, backgrounds, knowledge level, etc.
- Identify key points you want to discuss
- Identify supporting details you will need
- Organize your presentation in a logical order. Create a brief outline, if it helps.

### 2. Rehearse

- Use keywords. Don't rely on reading a script from paper. Memorize one if needed or don't have a set-in-stone script.
- Mentally review your script in sequence. It helps to learn back to front.

### 3. Set up

- Check your equipment in advance – cart, crate, perches, etc.
- Double check the arrangement of your space – Can everyone see & hear you?

## GIVING YOUR PRESENTATION

### Anxiety

- Nervousness and excitement are normal.
- You have prepared. Your audience is unlikely to notice minor mistakes. **It will be OK.**
- Harness your nervous energy positively with passion, excitement and interest in you presentation.
- Breathe slowly and deeply. Your cardiovascular system will slow down and help ease your anxiety.

### Delivery

- Stand up when presenting. It will help you appear, sound, and even feel more confident.
- Face your audience. Make eye contact with each person at some point.
- If writing or manipulating an object or animal, complete the task first and then turn and talk
- Use natural gestures. Do not put your hands in your pockets, wring them, or fiddle with objects

### Voice

- Using a natural conversational style helps you relate directly and personally to an audience
- Don't read your presentation verbatim from paper
- Use a comfortable pace suited to your audience. For example, go slower for younger kids
- Speak clearly and loud enough to be heard in the back. If you are not sure, ask the people in the back if they can hear you.

### Eye Contact

- Maintain eye contact with your audience. It keeps your presentation conversational and allows you to gather feedback from the audience. Do they look bored? Puzzled? Engaged?
- Try to keep audience attention by looking eye to eye at each member for several seconds. Don't quickly scan the audience nor stare at a fixed point in the back nor stare at your notes for long.