

# El Rancho de las Golondrinas Volunteer & Tour Guide Manual

03/06/2021

## Mission Statement

*Preserve the legacy of the Land and Hispano Traditions.  
“Hands on History!”*

Through living history, El Rancho de las Golondrinas hopes to foster understanding of and respect for the language, arts, traditions and history of the Spanish Colonial, Mexican and Territorial Periods of New Mexico. Through historical interpretation we hope to celebrate the culture and people of New Mexico, past and present.

One of the primary goals of El Rancho de las Golondrinas is to offer our guests a true and complete historical perspective of the people and activities that created the unique culture of New Mexico through an immersive experience. We guide guest exploration of the past through historic buildings and artifacts, the tasks of early settlers, the crafts of the region, and through the celebrations of life that have graced this land over the centuries.

New Mexico today still operates on many of the same values and cultural relationships that began long ago. We hope that our guests will come with enthusiasm and curiosity and leave with a better understanding that New Mexico's culture and history developed through the struggles and triumphs of adversity over many generations.

## El Rancho de las Golondrinas Volunteer & Docent Program

The goal of our volunteer program is to recruit and retain a sufficient number of loyal volunteers with the knowledge, skills and abilities necessary to assist our organization in furthering its mission and achieving its goals. Volunteers play a crucial role in the overall operations of El Rancho de las Golondrinas. We are glad you have decided to become a part of our volunteer corps to help us create a memorable experience for our guests by introducing them to the treasure that is *Santa Fe's Premiere Living History Museum!* Your participation and commitment make it all possible! Thank you.

There are a variety of ways to help out at the museum, either behind the scenes or working directly with the public. Volunteers assist at various special events, workshops, lectures, outreach and other programs throughout the year and serve in one or more of the following categories.

## **Volunteer Opportunities**

- **Admissions** – Volunteers are needed at the museum front gates during all event weekends and during *Spanish Colonial Days* school visits. This role requires any or all of the following tasks: greeting guests, checking ID's, taking tickets, operating iPad registers and handling cash.
- **Gift Shop (*The Swallow's Nest*)** - These volunteers aid shop staff during regular museum hours, event weekends and large school group visits. They are also needed to assist during the off-season (November-May) with inventory and set up. Tasks include: Greeting guests and handling admissions during non-event dates, selling merchandise and answering questions related to merchandise, museum events and operation, and general visitation to the area. They also aid in keeping shelves stocked and tidy, maintaining themed displays, cleanliness and overall organization, operating register/point of sales, selling memberships, checking in tour groups, etc.
- **Museum Facility Maintenance** – Volunteers are needed to help maintain the overall cleanliness and order of historic buildings and grounds. Tasks include: dusting artifacts and props, alerting staff of any damage or problem areas, ensuring building locks are working properly, storing, cleaning and re-setting historic buildings during the off-season, helping to clear debris and trash from museum grounds; pruning, raking and various other light tasks that arise throughout the season.
- **Administration** - These volunteers aid in the office and behind the scenes throughout the year. Tasks include answering phones during event weekends, making copies, miscellaneous filing, updating mailing lists, stuffing gift bags, research, translating museum information into Spanish, aiding with bulk mailings, and various other tasks in assistance to museum personnel.
- **Costumed Interpretation** – Most volunteers donate their time assigned to historic buildings, where they greet guests during regular museum hours, as well as event weekends, school group visits and some site rental events. In costume, they represent a general persona from New Mexico's past and interpret the history of their assigned station. They interact with guests, answer questions and inform them of what else they might enjoy during their visit.
- **Hands-on Activities** – These volunteers help staff the *Cultural Craft Corner* and other activities during events and *Spanish Colonial Days*. They are highly attended, fast-paced areas that require standing, bending and leaning. Volunteers in these areas should like working with youth and families. Crafts/Activities include tin stamping, *Cultural Craft Corner* (wreaths, corn husk dolls, paper flowers, beads, etc.), clothes washing, historical dress-up, candle-making, schoolhouse games, rope making and more!
- **Craft Preparation** - Crafts and activities require a lot of supplies and some assembly. Volunteers are needed to help gather and prepare items for events and *Spanish Colonial Days* ahead of time.
- **Event Prep** – Events require a lot of set up. Volunteers are needed to help set up tables and chairs, PA systems, rope off inaccessible areas, display signage and set up activity or demonstration areas with supplies.

- **Special Events** – We need the most help during event weekends; to aid with admissions and at the main gate greeting and directing guests, interpreting and staffing historic buildings, relieving one another for bathroom and lunch breaks, and other tasks as they come up.
- **School Visits & Spanish Colonial Days (SCD's)** – Throughout the season Las Golondrinas hosts several large school groups interested in an immersive and hands-on learning experience. Volunteers are needed to help set up and manage craft/activity stations, direct the flow of traffic through various stations in a timely manner, reinforce museum and safety regulations and maintain historic buildings, displays and artifacts.
- **Parking Lot Attendant (SCD's)** – During large school visits help is needed in the parking lot to direct bus and student traffic and to greet and direct groups as they arrive.
- **Archives** – Anyone interested in a behind the scenes, quiet, and historically rich atmosphere, should consider volunteering in the archives. The current project consists of organizing and digitizing primary source materials and institutional records.
- **Traditional Demonstrations** – Some volunteers choose to become a historic demonstrator such as a Blacksmith, Carpenter, Tin Smith, Bread Baker, Tanner, Miller or Weaver. These positions require extensive training, which is offered throughout the season and during select dates, when concentrated training is offered by one of our master demonstrators. Volunteers interested in learning the necessary skills will apprentice with a demonstrator before running a demonstration on their own.
- **Deputy Volunteer** - These volunteers aid museum staff with opening and closing procedures, shuttling guests around the property, “sweeping” guests off museum grounds or helping to monitor guest activity on the property. This position requires a lot of walking, so while historic costumes are not required, a museum branded shirt, cap and nametag are. You must be clearly identifiable to guests, volunteers and staff.
- **Outreach** – Las Golondrinas is often invited to bring some of our programs to schools, clubs & organizations, or to present or participate with collaborative institutions during their events or activities. Volunteers are needed to gather and prepare supplies, participate in programs, present their expertise and support museum marketing efforts.
- **Tours** – Some volunteers are paid to lead tour groups. Volunteers interested in becoming tour guides will require additional training. Bilingual guides are appreciated! Currently the museum offers 2 types of tours: a private, general history tour and a Josephina Tour, based on the *American Girl*, Josefina Montoya books and dolls, which are sold in the museum gift shop. Some visiting groups choose to experience the museum on a self-guided tour.

## **Tours at El Rancho De Las Golondrinas**

### **1. Self-Guided Tours**

Self-guided tours, with a guidebook, are offered Wednesday through Sunday from June -October, during open hours, 10am – 4pm.

## **2. Daily Tour**

A free with admission, guided tour is offered Wednesday-Sunday at 10:30am. These tours last an hour and tour the Golondrinas and Baca Placitas. Reservations are not required. No tours are offered on special event weekends.

## **3. Group & School Tours**

All tours for schools and groups are booked in advance. In April, May and October they are offered Monday through Friday. During the summer months, they are offered Monday through Sunday. (No tours are scheduled on special event weekends.) A typical tour lasts two and a half hours, with a 20-minute or so breaks in the middle for lunch or a snack. Most of the tours in April or May are booked by school groups, so they typically begin in the morning and are finished by 1-1:30 pm. Admission fees for guided tours are based on the number of students and adult chaperones in each group. We have found that a total of 25 people (this includes students, teachers and chaperones) to each guide is the appropriate number for all concerned. There is a minimum charge of \$45 per guide for groups of 1 to 25 people; over 25, please add the cost of another guide, over 50, another, and so on.

## **4. Josefina**

For over fifteen years we have been offering special one and a half-hour tours of the Golondrinas and Baca Placitas, which are pictured in the Josefina books from the American Girl series. The tour includes a 20-minute video, which “stars” the fictional Maria Josefina Montoya, a nine-year-old girl, who “lived” on a hacienda similar to Las Golondrinas. Josefina tours are available April through October. Most Josefina tours begin at 9:30 am and must be booked in advance.

## **5. Film, Bird & Geology Tours**

El Rancho de las Golondrinas offers specialty tours by reservation or are scheduled periodically at the request of the guides who specialize in these areas.

## **Volunteer Benefits**

People volunteer at El Rancho de las Golondrinas for several reasons:

- It's a chance to be part of something meaningful.
- It provides an opportunity for extended learning about the history of New Mexico & the cultures that have inhabited the area for centuries.
- It grants access to training, lectures, workshops & site visits via field trips.
- It's a chance to meet people with similar interests.
- It's a chance to share your knowledge, skills & passion with others.
- It offers opportunities to learn new skills.
- It's a pleasant, outdoor environment.
- We offer an important service to youth & families in our community.
- We feed you! Snacks & refreshments are provided on a daily basis & lunches are provided during events.
- Time spent leads to volunteer appreciation awards & recognition in our museum newsletter.
- Active volunteers receive complimentary general admission to the museum & receive a 20% discount to the *Swallow's Nest Museum Shop*.
- We have animals. ☺
- This isn't a “one size fits all” organization. There's something for everyone!
- It's fun!!

## **Training**

This Volunteer Manual will help inform volunteers and guides of El Rancho de las Golondrinas' programs and procedures. Volunteer Training sessions will take place every March and April prior to the opening of the season. We encourage all volunteers to attend and participate. Additional or specialized training will take place throughout the season.

## **¡Compadres!**

Joining an organization as a new volunteer, while very exciting, can also be intimidating, so new volunteers are invited to pair up with a mentor(s), veteran volunteers, who can show them around, answer any questions and help introduce them to the museum and fellow volunteers. If you are interested in being a part of this program or are a veteran volunteer and think you'd be a good candidate as a mentor, please contact the Education and Volunteer Manager.

## **Schedules**

Seasonal calendars, with all scheduled events, are handed out at volunteer training at the beginning of each season for volunteers to complete and return to the Education and Volunteer Manager. Once all tentative schedules are received, they are compiled on a master list and volunteers are assigned locations and tasks. Volunteers are then contacted in a timely manner by the Education and Volunteer Manager to confirm their availability and placement for the dates they selected. In the event of a shortage of volunteers, the Education and Volunteer Manager will contact individuals or send out a *Constant Contact* email to the volunteer corps to find replacements or additional help.

Tour Guides for Private, Josefina or Daily Tours will be contacted directly by the Tour Coordinator.

If you cannot commit to a date you are scheduled for, please contact the Education & Volunteer Manager at 505.471.2261 X 212, 505.718.9175 (cell), or [laura@golondrinas.org](mailto:laura@golondrinas.org) with as much advanced notice as possible to ensure a replacement is found.

## **Volunteer Timecards**

Volunteers are strongly encouraged to record their volunteer time, on either a Volunteer Timecard (available in the Volunteer Casita), or through their own preferred system.

### **Record volunteer hours for:**

- Drive time
- Time spent active on site: building interpretation, non-paid demonstrations, special events, outreach programs, administrative work, etc.
- Training & education such as field trips, lectures, workshops & meetings
- Demonstration or activity preparation such as gathering supplies, set up, etc.

### **Do not record volunteer hours for:**

- Paid tours
- Time spent at the museum in which volunteer is not working, i.e. coming to an event as a guest
- Volunteer recognition events
- Any research or other museum visits on your own

## **Constant Contact**

El Rancho de las Golondrinas uses *Constant Contact*, a marketing tool, for mass communication with the volunteer corps. Through email, you will be informed of new opportunities, museum news, and be

reminded of upcoming events and volunteer needs. While we encourage our volunteers to share with friends via forwarded emails, we have discovered the possibility of getting “unsubscribed” from the mailing list through a third-party recipient. If you find that you are not receiving any news, please inform the Education and Volunteer Manager to be re-subscribed.

### **Arrival for a Shift**

Museum hours are 10:00 am to 4:00 pm, Wednesdays through Sundays, which includes event weekends, with the exception of *Wine Festival* and *New Mexico Food Fest: Panza Llena* (12:00 pm to 6:00 pm) and *Renaissance Fair* (10:00 am to 5:00 pm). Volunteers are asked to please arrive by 9:30 am on a regular, non-festival day, and 9:15 during an event weekend. This assures ample time to get to your assigned station. Keep in mind that the museum is 200+ acres, and though we offer motorized transportation to volunteers, it can take a few minutes to get to the *Far Side* of the property. Light refreshments are also available at the Volunteer Casita, so if you’d like to take part in some treats and friendly banter to begin the day, arrive early!

### **Parking**

Volunteers should park in the staff/vendor/volunteer-gated lot, just past the main visitor lot and mailbox. Use the assigned code to open the gate. The gate will open automatically from the inside when leaving.

### **What to Wear**

- Name Tag – this will be provided by the museum
- Appropriate Attire – clothing should be clean, neat and appropriate to the nature of volunteer duties
- Comfortable shoes & hat - appropriate to the nature of volunteer duties
- Costumed Interpreters & Tour Guides – *see Historic Clothing Guide*

### **What to Bring**

- Water
- Sunscreen
- Sack lunch
- Reading material for quiet days (Suggested)
- Period-appropriate clothing
- Costume-appropriate accessories such as satchels, jewelry, hats, etc.
- Comfortable shoes that at least appear period-appropriate to match the costume

### **Food & Drink**

El Rancho de las Golondrinas has a full-service commercial kitchen, operated by a private contractor during event weekends only. Lunches are provided to volunteers during event weekends and can be picked up at the window. Volunteer names will be provided to kitchen staff and checked off as lunches are claimed.

Volunteers have full use of the Volunteer Casita kitchen and its amenities. We ask that you help to maintain a clean environment.

### **Checking In**

Checking in is important for keeping track of which volunteers have reported for their shift and for knowing where everyone is stationed throughout the day. Inside the Volunteer Casita there is a large, dry-erase board with every volunteer signed up for that date, along with their placement. Please check in

upon your arrival by placing a check mark next to your name. Depending on placement, you may need to take a radio with you, which will be indicated with an “R” next to your name. Radios are charged and available for check out on the table. Please sign one out on the sign-out sheet and return it at the end of your shift.

### **Radio Protocol**

See *Two Way Radio Protocol* for appropriate radio use instruction.

### **Building Opening & Closing Procedures**

Upon arrival, building security alarms will be off, and most buildings will be open, but may be gated. If assigned to a historic building, unlock the door and/or gate and relock on hasp. If leaving the direct vicinity of the building, gate and lock it until you return, mixing up the lock combination. ALWAYS close and lock buildings at the end of the day. Also, please re-set any artifacts or furniture that may have been moved during the day and return the building binder to its allocated place.

### **Weekend Lead**

During non-festival weekends, when museum staff is not on site, the museum is under the direction and care of the *Weekend Lead*, who is responsible for the overall coordination of volunteers and general museum operations. As directed by the Education and Volunteer Manager, the *Weekend Lead* will perform as directed, all the opening and closing duties at the museum, which includes but is not limited to, being responsible for the safety of both volunteers and guests. Any questions or concerns for the day should be directed to the *Weekend Lead*. There is always a staff member on call in case of emergencies.

### **Museum Policies & Etiquette**

While volunteering at the museum keep in mind that you represent the organization and please conduct yourself in a friendly and professional manner.

The following are examples of behavior that the museum does not condone from anyone on site, including guests, contracted workers, staff and volunteers:

- Unsatisfactory performance – (being unprofessional, changing your assigned station without notice, misconduct, etc.)
- Improper conduct toward a supervisor
- Altering or falsifying timecards and/or application
- Several unexcused absences
- Possession or use of alcoholic beverages or illegal drugs during a shift or appearing for duty under the influence (During museum events where alcohol is present, if you wish to partake, please do so off the clock as a guest, out of costume.)
- Theft or unauthorized removal of property from museum sites, including the personal property of fellow volunteers and/or staff
- Misusing, damaging or destroying museum or personal property
- Fighting or altercations on site
- Bringing dangerous or hazardous materials on site
- Sexual harassment toward ANY person on museum property

*\*If stationed in a historic building while a Tour Guide brings a group through: Unless invited to do so, please refrain from interfering with the tour and allow the guide to interact and interpret the history and*

artifacts. Some guides may ask for additional information pertaining to the building you are in, but please keep it brief.

- *Cell Phones* are encouraged during your shift as a backup form of communication. However, they should be out of site and on low volume or vibrate so as not to disturb guests or tours that may come through your area. Personal calls should be made away from guests. If you have to step away, please find a replacement for your station or gate the building.

### **Interacting with Guests**

Our goal at El Rancho de las Golondrinas is to make our guests feel welcome and appreciated during their immersive experience into the wonderful world of New Mexico history. Thank each guest for visiting the museum, help direct them to various locations on the property and try to answer their questions. If asked a question you're unsure of, please refer them to a staff member or offer to get their contact information so that we can get back to them. Please encourage museum guests to visit the Museum Shop on their way out, where they can pick up souvenirs, fill out a comment/suggestion form and sign up for our newsletter. Remind guests of our upcoming events, thank them and invite them to visit again.

### **Safety Procedures**

In the event of an emergency, try to remain calm and encourage guests to do the same. Museum staff, and during larger events, *Phoenix Security*, will be available to assist. Unless it's unsafe to do so, they will utilize radios or cell phones to communicate. If a museum guest is in need of immediate medical attention, please call 911 first, then promptly alert museum staff. For less severe situations, please contact staff rather than trying to handle it on your own. Please see *Emergency Procedure Manual* for further instruction. Emergency procedures are covered in depth during volunteer training sessions.

### **Lost Children**

Communication is paramount! In the event of a report of a lost child please alert staff immediately with accurate description and name so that everyone is on the lookout and the front gate is secured.

- If a child reports to you that they are lost:
  - Alert staff. Help keep them calm and try to ensure they stay with you. Stay in one place or communicate where you are going.
- If a parent reports a lost child:
  - Alert staff. Ask that at least one parent remain with you or communicate to staff where the parent(s) will be. Go with them if possible and communicate where you are going.
- If you find the lost child:
  - Alert staff. Try to engage with the child, keeping them calm. Stay in one place so that staff or parents can come to you, otherwise communicate that you are going to where they are.

### **Lost & Found Items**

Collect any found items and turn them into the administration building or museum shop where a form will be filled out. If guests report a lost item, please refer them to either the administration building or museum shop so they can leave their information and a description

### **Use of Museum Property**

Volunteers should not remove museum tools, equipment, supplies and materials, artifacts or any other Golondrinas property from premises or designated areas. While volunteer use of certain museum



property is permitted and often necessary, please communicate with museum staff prior to use and always return to the proper location.

One of the perks of being a volunteer is having extended access to the grounds such as visiting during non-business hours and during the off-season. Volunteer are allowed access to the grounds to take photos, bring family or out-of-town guests, or simply to enjoy the scenery. While this is permissible, PLEASE inform museum staff prior to your visit to ensure there isn't a private event and to ensure guest safety.

## **Welcoming the World: *Interacting with International Guests with Cultural Sensitivity***

El Rancho de las Golondrinas attracts guests from all over the world and brings them together to learn about the history and culture of New Mexico through an interactive and immersive experience. As a volunteer, you serve an important role in helping to make everyone's visit a memorable one. We strive to treat each and every one with respect.

The following suggestions on greeting and interacting with international guests are general but serve to create more awareness and understanding of the differences that exist between cultures and can potentially reduce misunderstandings. Being mindful of this, paired with your warmth and friendliness, are effective ways to ensure that our international guests have an educational and enjoyable experience at El Rancho de las Golondrinas.

- Greet all guests with "Hello," "Welcome," "Good Morning," "Good Afternoon" and "Good-bye." It is more appropriate than "Hi" or "Bye." "Please" and "Thank you" go a long way!
- Remember to speak clearly, enunciating words properly and avoiding slang or jargon, as they may be difficult for non-fluent guests to understand.
- Americans are often taught to make eye contact during conversation, but this type of deliberate, intense eye contact may be uncomfortable for people of different cultures. Therefore, please do not assume that a guest is intentionally being rude by not making eye contact.
- Minimize movements and hand gestures. Some gestures, such as pointing may be considered rude or inconsiderate. Instead, try to point by using the full hand, palm up.
- Take time in greetings and making them feel welcome.
- Refer to them to others as "international guests," never "foreigners."
- Follow the guest's lead or queues and be flexible.
- Be mindful of Ethnic terminology.

## Assisting Guests with Disabilities

Our goal at Las Golondrinas is to ensure that all our guests have an enjoyable and memorable experience, including those with disabilities. Simple adaptations in service can often solve accessibility issues. The same principles of basic respect and consideration apply equally to persons with disabilities as to the general public.

- Address the person directly, without using a third party, whenever possible.
- Speak directly to the visitor in a normal tone of voice, even if they are hearing impaired.
- Be considerate and attentive. It may take more time for the guest to say or do things.
- Observe what types of aids they are using (cane, service animal, wheelchair, etc.) Keep this in mind when giving directions to the exhibits, restrooms and other facilities.
- Don't be shy to offer the museum guest assistance. Be polite, respectful and discreet.
- A wheelchair or service animal is part of a person's personal space, and as such, should not be handled without the person's permission.

\*El Rancho de las Golondrinas does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors and guests.

## THANK YOU!

*Volunteers are an essential part of our daily operations. It's your passion and commitment that make each season a success! I hope that your volunteer experience at El Rancho de las Golondrinas will be rewarding and fun! If you feel the tasks you've been assigned are not enjoyable, please talk to me about trying something else. Your ideas, suggestions and conversation are always invited! - Laura*

### MUSEUM INFORMATION

#### Museum Location

334 Los Pinos Road  
Santa Fe, NM 87507

#### Hours of Operation

June - October  
Wednesdays - Sundays  
10:00 am to 4:00 pm  
(Festival hours vary)

#### Museum Phone/Email

505.471.2261  
mail@golondrinas.org

#### General Admission

Adults - \$6.00  
Seniors & Teens - \$4.00  
Kids 12 & Under - Free  
Active Military - *Blue Star* - Family Free  
Festival Admission: Varies, See Rack Card

#### Website and Social Media

Website: [www.golondrinas.org](http://www.golondrinas.org)  
Facebook: *El Rancho de las Golondrinas*  
Instagram: *sfgolondrinas*

**LAS GOLONDRINAS STAFF**

**FULL-TIME**

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