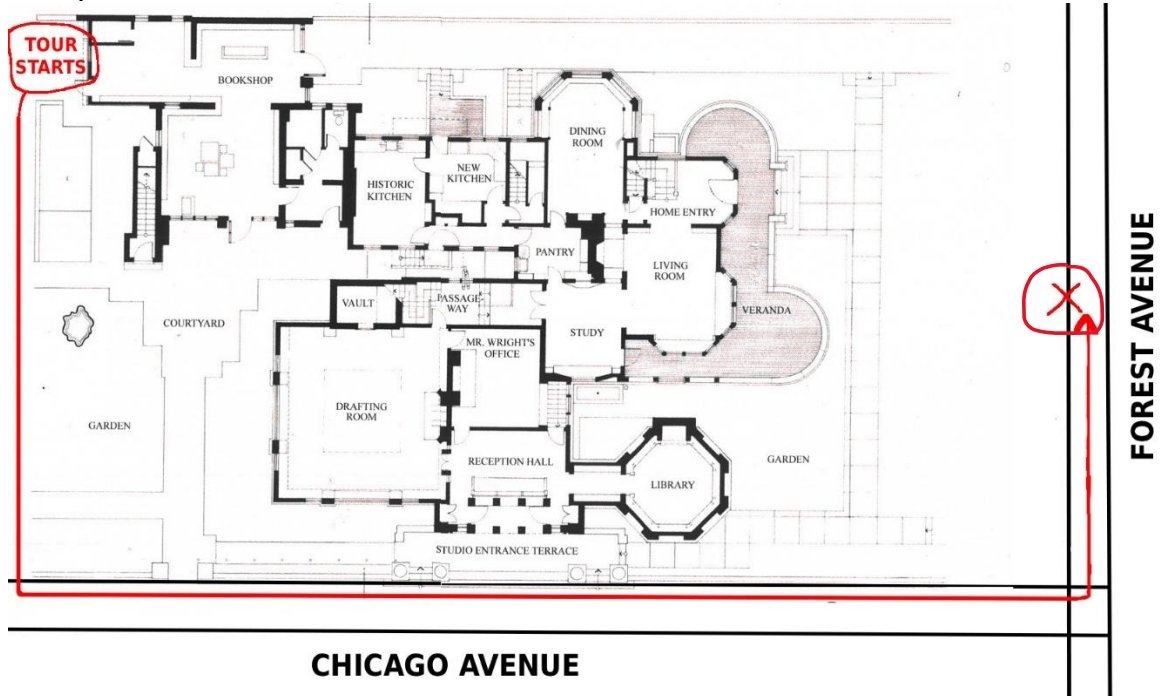
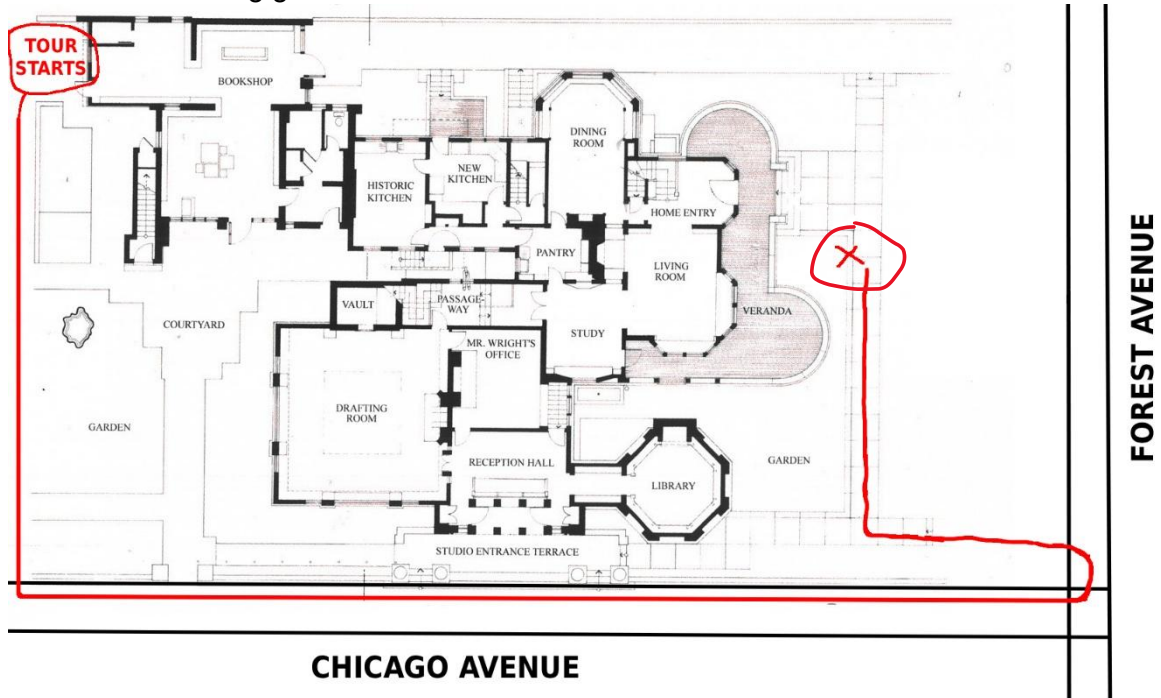


HOME & STUDIO LOGISTICS

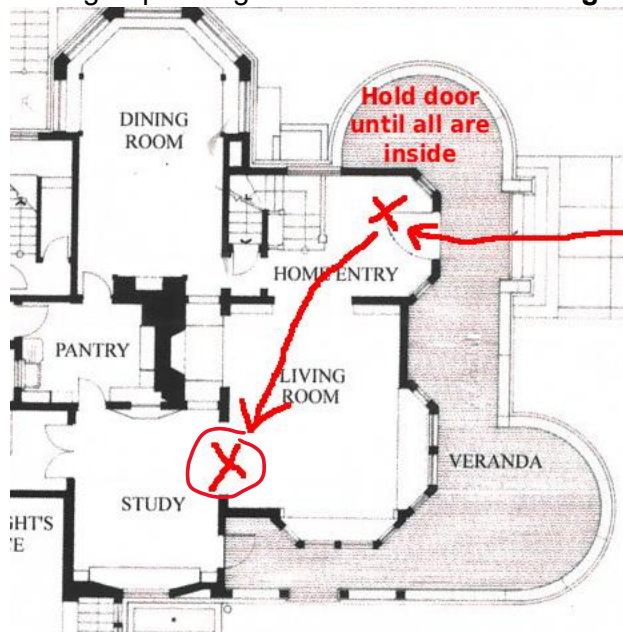
1. Begin in **Courtyard**
2. Lead group down Chicago Ave to Forest Avenue, facing away from building towards audience either at the Front Porch or in front of the shrubs on Forest Ave (**10 minute mark**)



ALTERNATIVELY: If it's particularly hot out, consider moving group to the front of the house and directing guests to stand in the shade



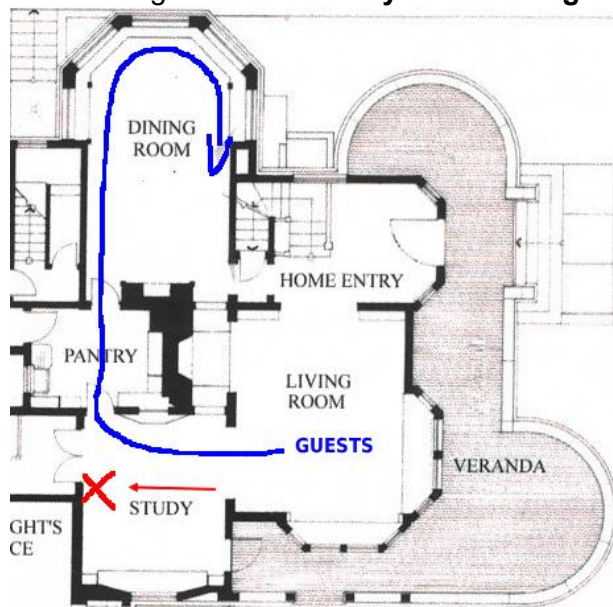
3. Lead group through front door into the **Living Room**, standing to the side of Inglenook



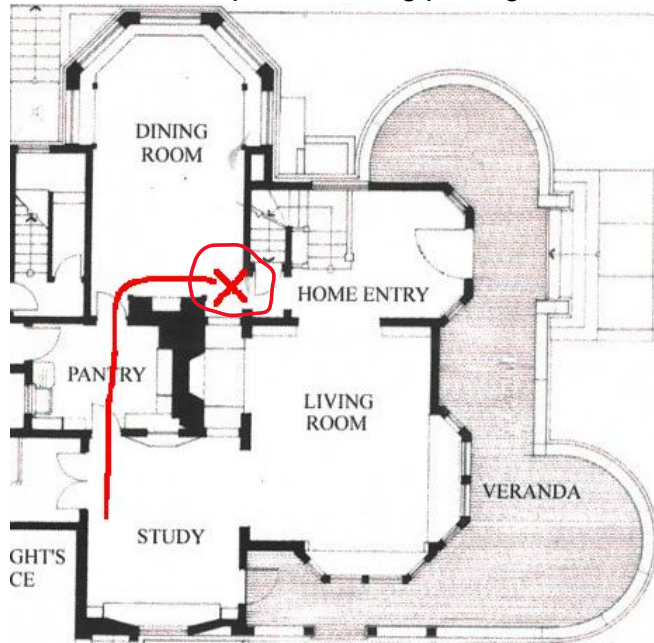
NOTES:

- You should always be the only person to touch the doors on your tour.
- From the standing point marked here, you can look outside and watch for the next tour group walking up to Forest Avenue

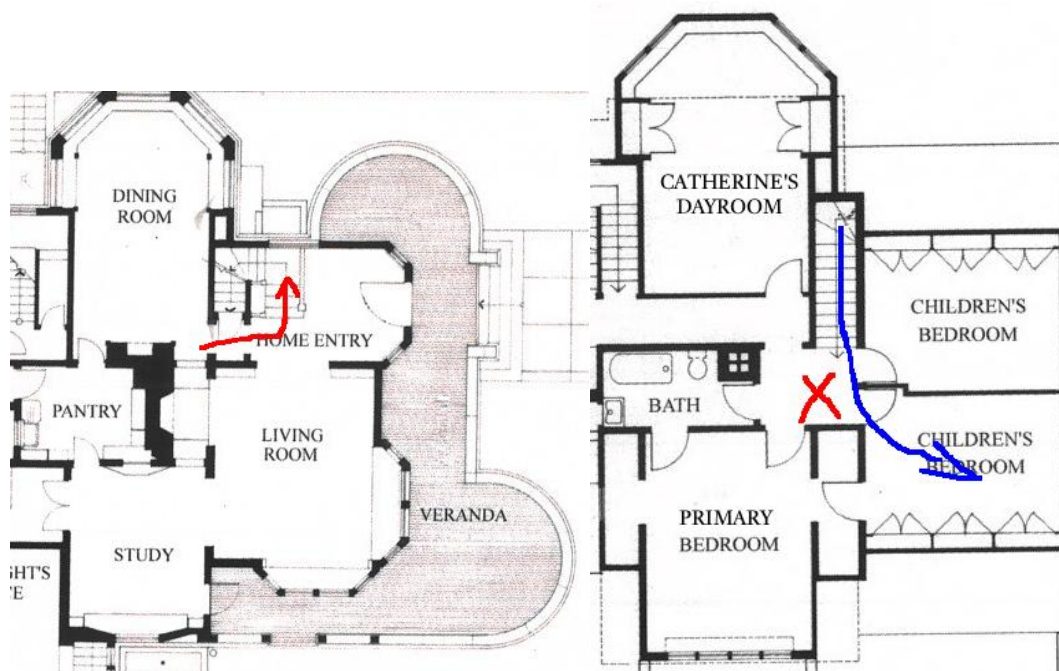
4. Direct group through the **Study**, standing to the side of the corridor to Studio and direct them through **Butler's Pantry** to the **Dining Room** (You should be last to enter)



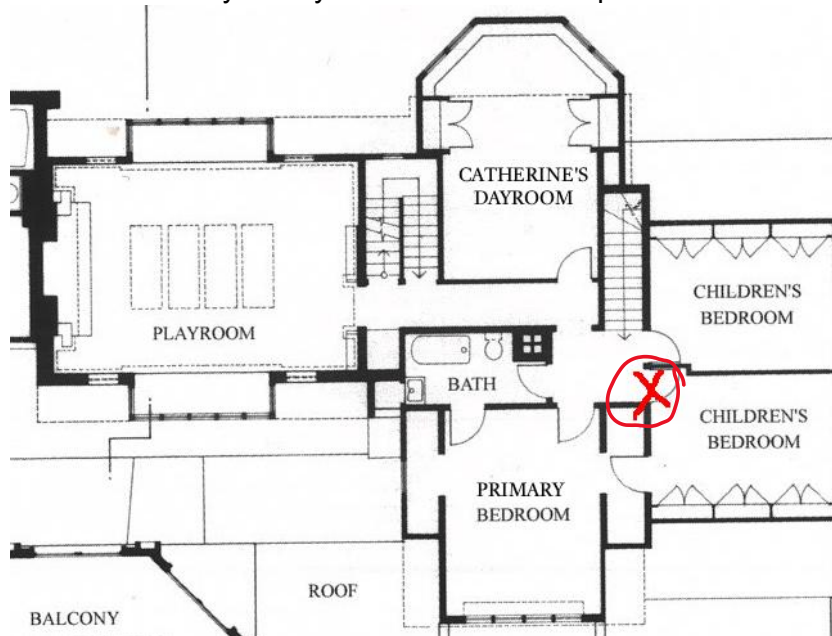
5. Stand next to fireplace blocking passage to the stairs and interpret **(20 minute mark)**



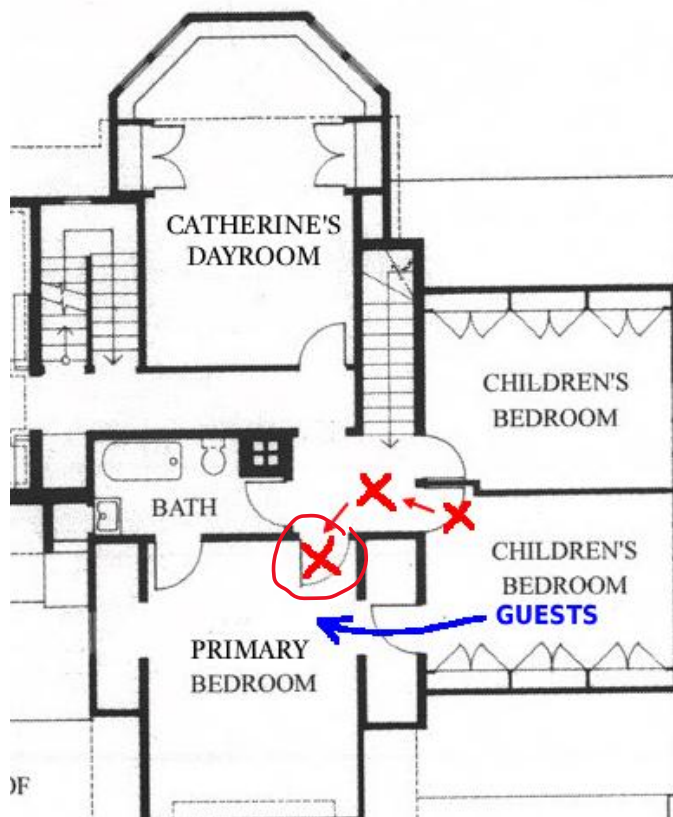
6. **DESIGNATE LAST PERSON** and lead group upstairs to **Boy's Bedroom**; once at top of stairs, stand back in center of corridor and usher them past Girl's Bedroom and into Boy's. Ask last person if there is anyone behind them **(You should be last to enter)**



7. Stand in doorway of Boy's Bedroom and interpret

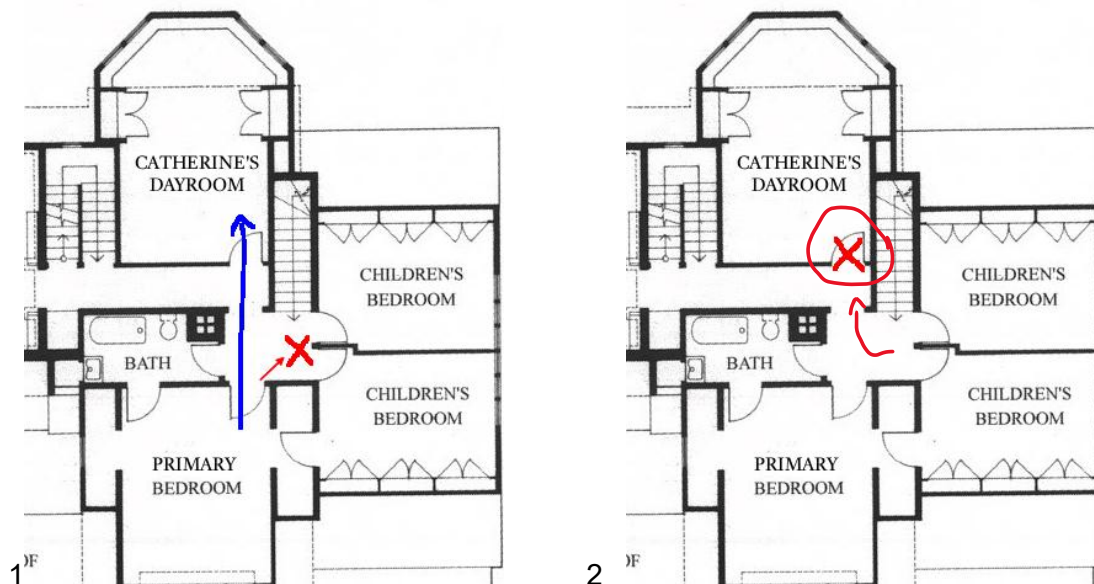


8. Step out to previous spot in corridor to watch as group walks through closet into **Primary Bedroom**

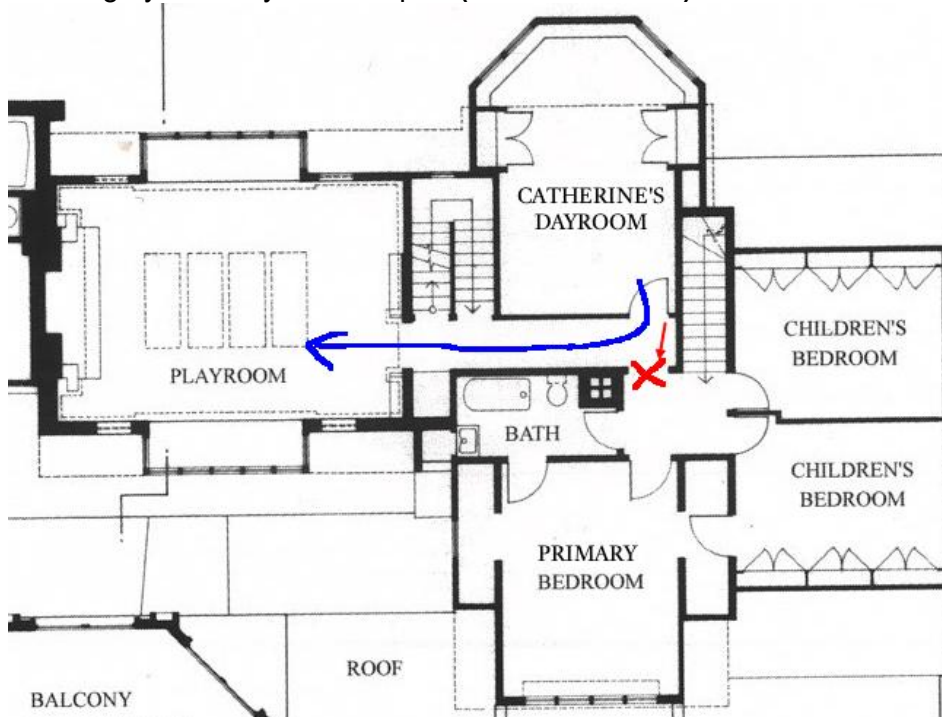


9. Stand in doorway of **Primary Bedroom** and interpret

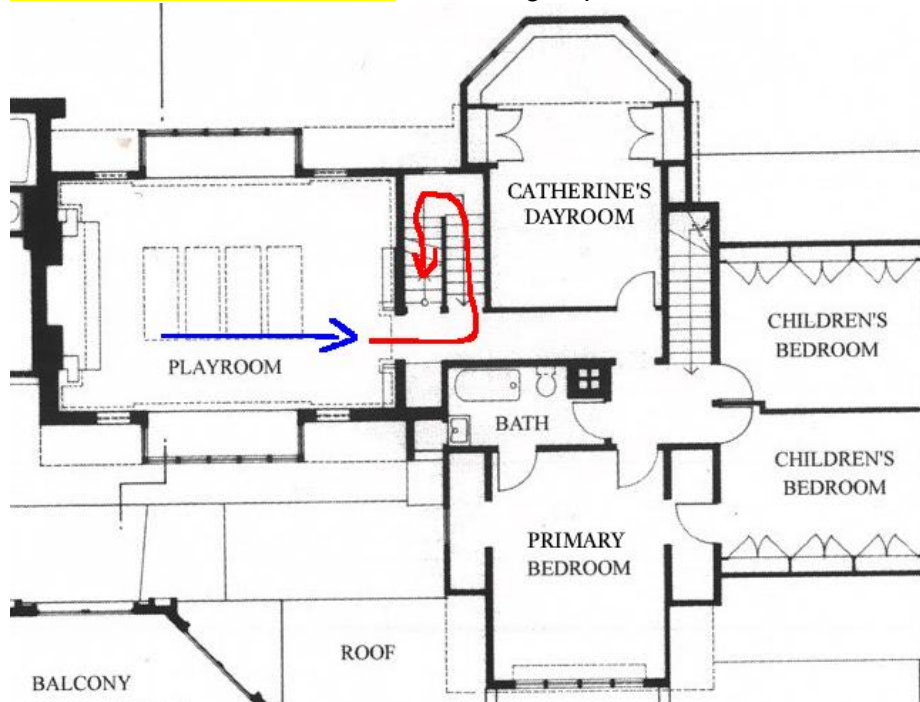
10. Return to spot in corridor and usher group past **Bathroom** into **Catherine's Dayroom** (You should be last to enter); stand in doorway and interpret



11. Direct group down hallway into **Children's Playroom** (You should be last to enter) standing by doorway and interpret (35 minute mark)



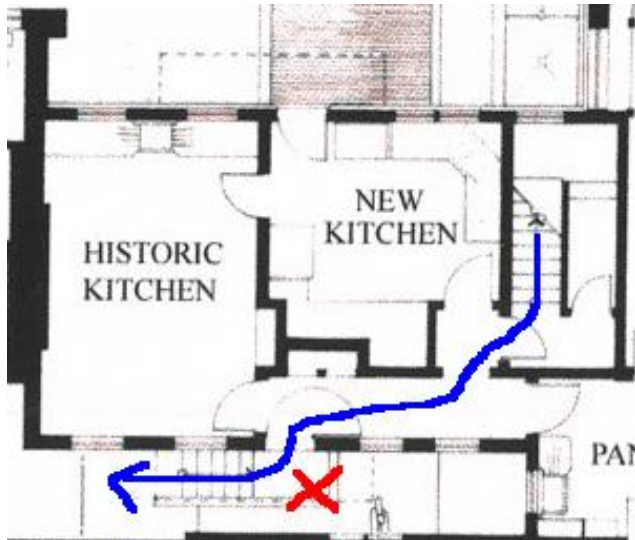
12. **DESIGNATE LAST PERSON** and lead group down stairs,



Holding Kitchen door open, direct them past Kitchen, and out to Courtyard;

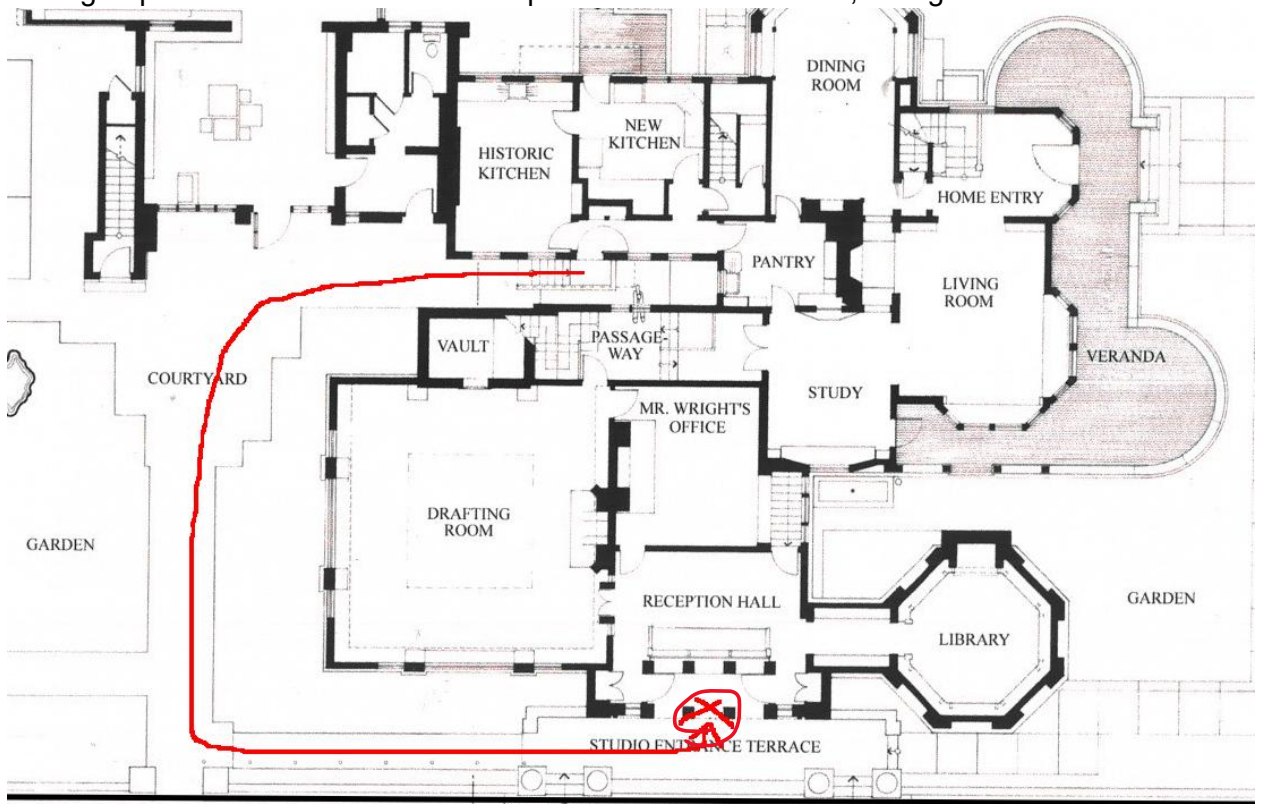


NOTE: You can look through this window to watch guests coming down the stairs



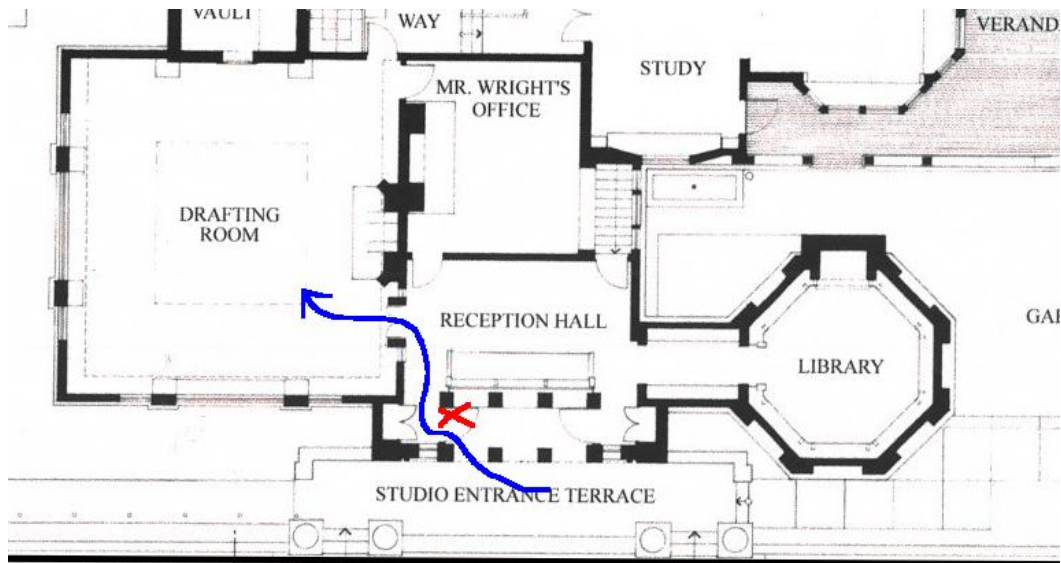
Ask your last person if there is anyone behind them

13. Lead group to Studio Entrance and interpret from between storks, facing street.

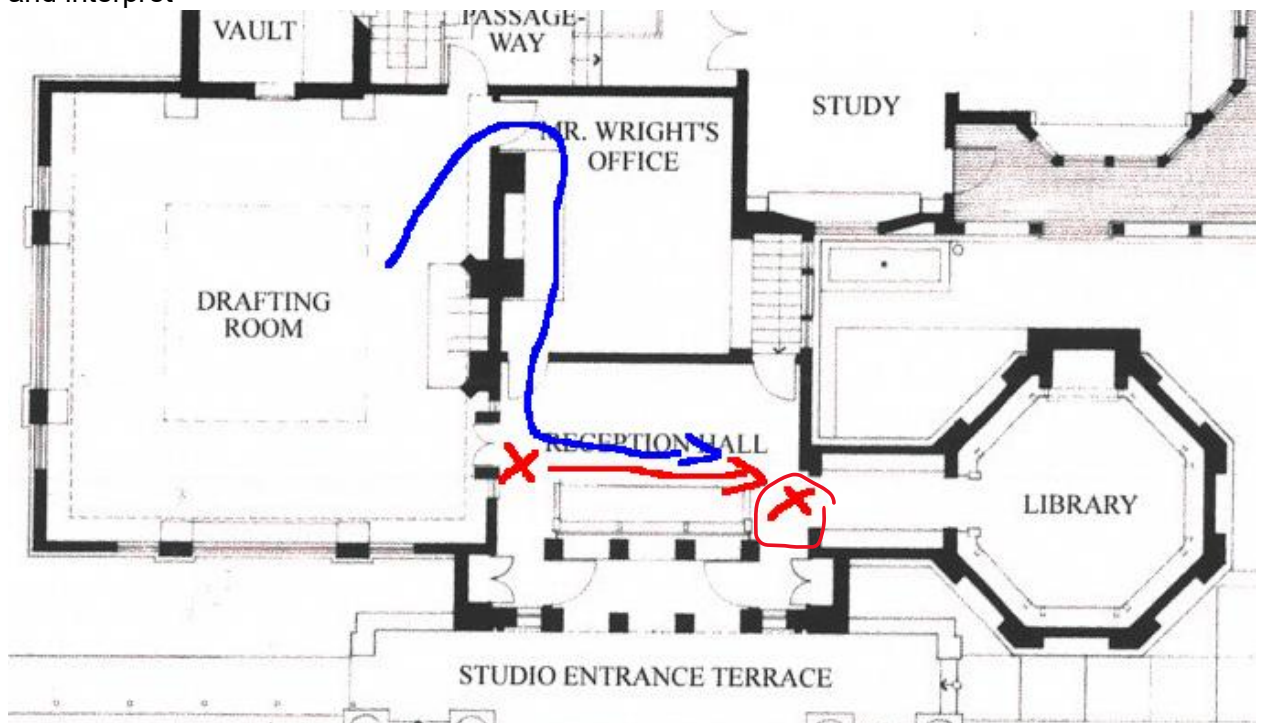


CHICAGO AVENUE

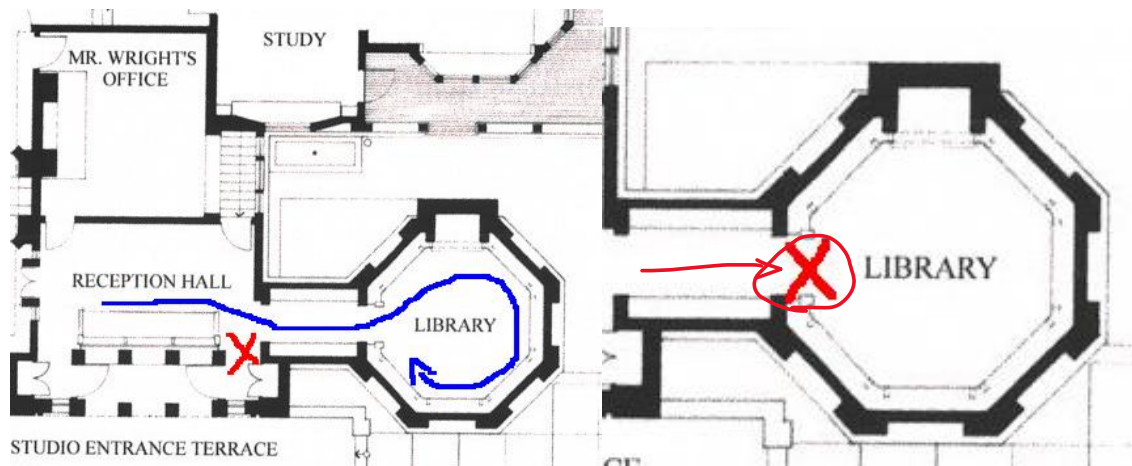
14. Unlock door, hold open, and direct guests into Drafting Room (You should be last one in) and interpret



15. Direct group through office and into Reception Hall, standing by doors to Drafting Room to check on stragglers; once everyone has come through, walk to entrance to Library and interpret



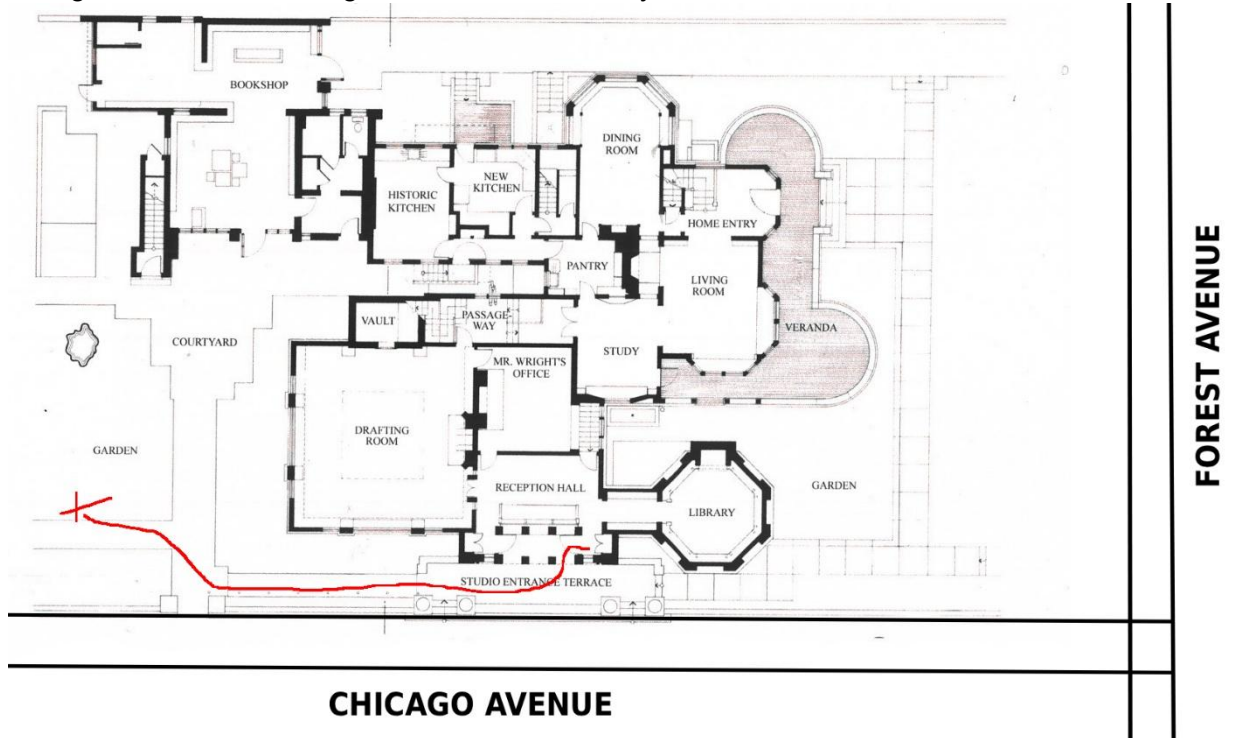
16. Direct group into Library (You should be last one in), stand in doorway and interpret



17. **DESIGNATE LAST PERSON** and lead group out of Studio, holding the door open and directing guests to the spot in front of the Gingko tree (between Gingko tree and street) in the Courtyard; ask your last person if there is anyone behind them



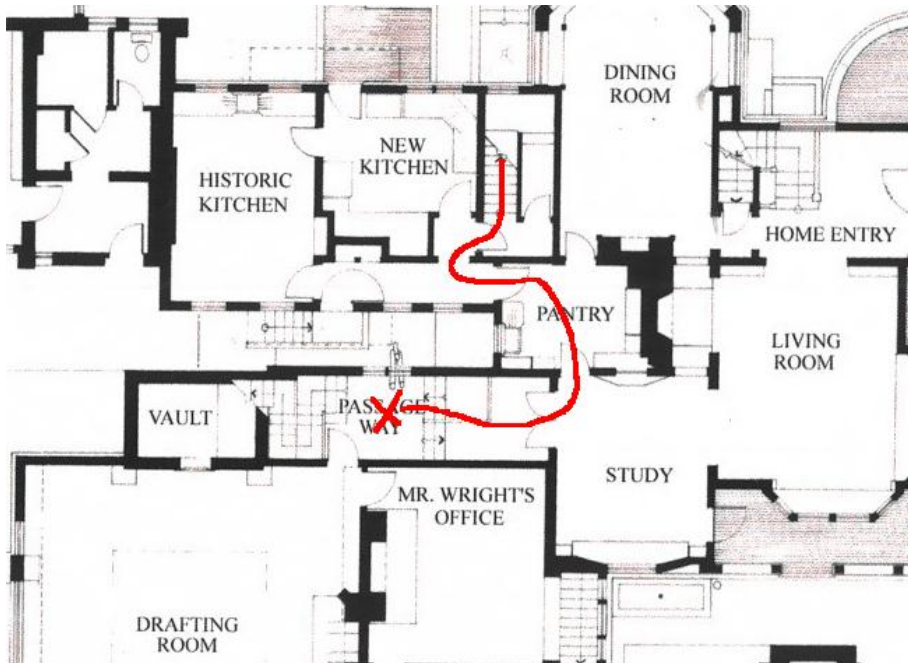
18. Join guests under the Gingko tree and conclude your tour



INTERIOR ROUTE

STOPS 1-11 ARE THE SAME AS ABOVE

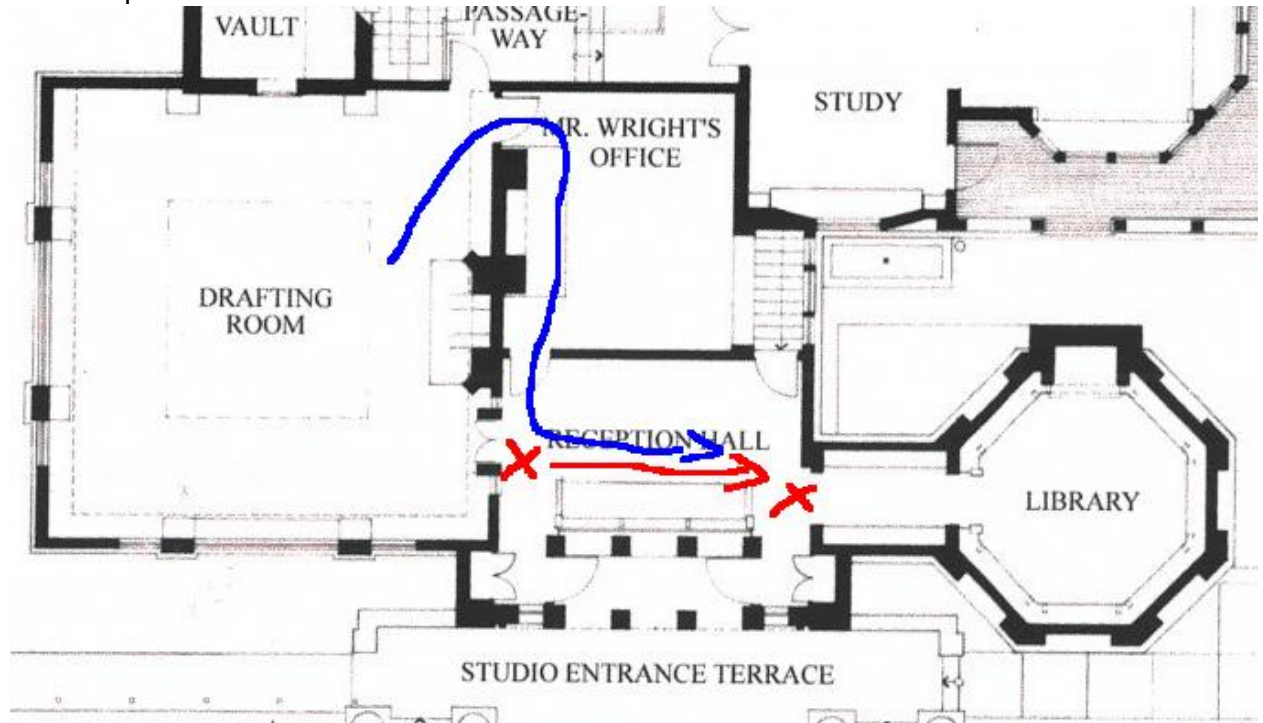
12. **DESIGNATE LAST PERSON** and lead group down stairs, through Butler's Pantry and through Children's Study, then turn right and go into Connecting Corridor, standing at base of the steps;



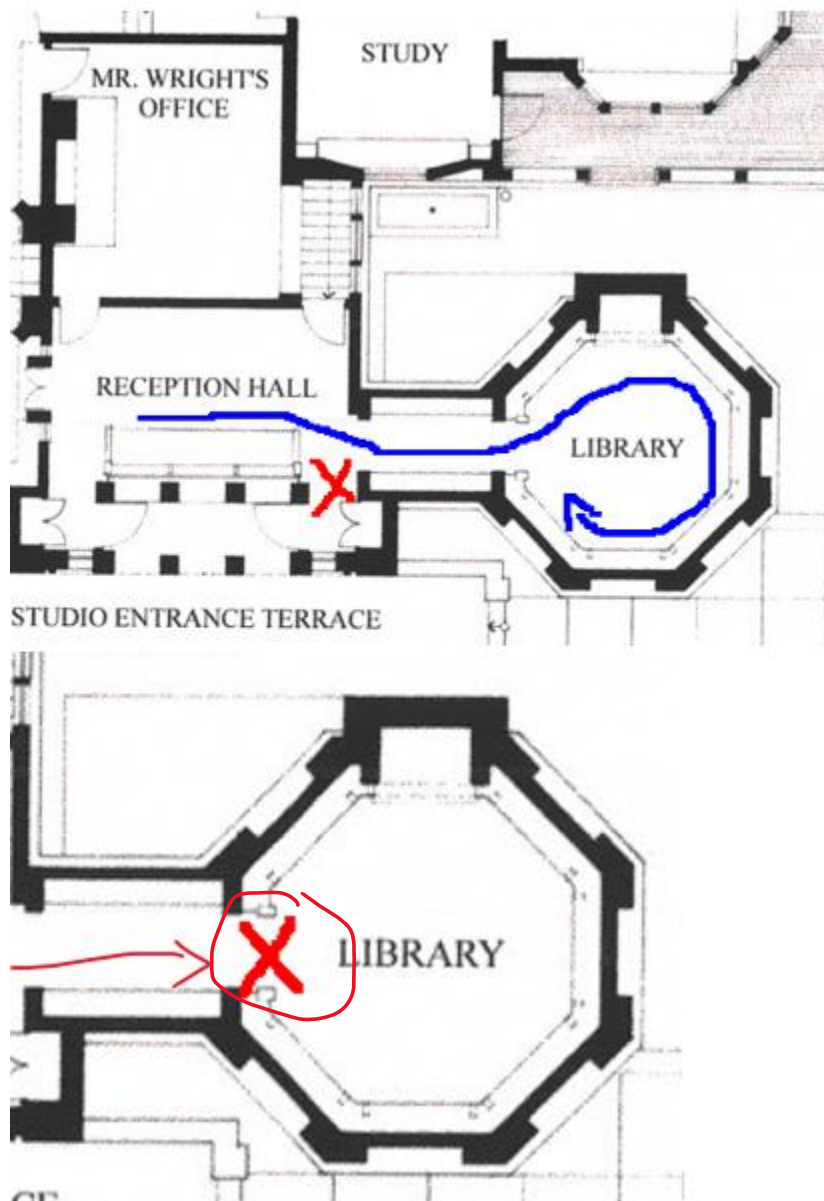
From there direct guests to watch their steps and walk into Drafting Room; ask if anyone is behind last person and join them in Drafting Room and interpret



13. Direct group through office and into Reception Hall, standing by doors to Drafting Room to check on stragglers; once everyone has come through, walk to entrance to Library and interpret



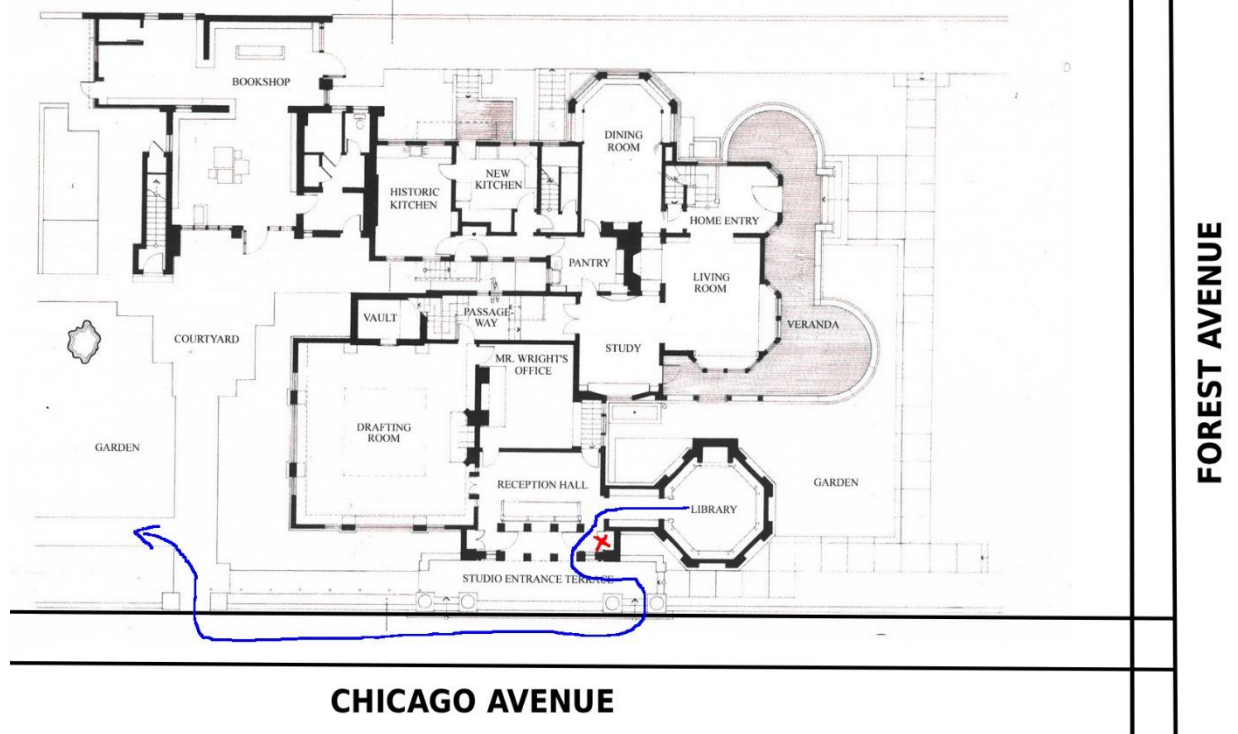
14. Direct group into Library (You should be last one in), stand in doorway and interpret



15. **EXTREME SNOW OR COLD:** You can conclude in the Library
RAIN/HEAT: Instead of moving guests out to under the ginkgo tree as usual, move them under the white tent and conclude tour there
TORRENTIAL DOWNPOUR: Conclude in Library, and you can walkie staff to bring umbrellas
LIGHT RAIN/RAIN ENDED DURING YOUR TOUR: Consider stopping at the Studio Entrance on the way out

OTHER LOGISTIC NOTES

- When leaving Studio, if another group is there/coming up the ramp, direct your group down the steps on the West side and down the Chicago Ave sidewalk into the Courtyard



TIMING

- It's helpful to wear a watch and keep track of when you should be going upstairs and downstairs to keep yourself on pace. If you don't have a watch, check your phone between stops.
- **20-15-20:** Twenty minutes to finish the first floor, fifteen minutes to finish second floor and get to studio, twenty minutes to finish the studio

GUEST QUESTIONS

- If you want, announce at the beginning that you'll stop for questions at a few specific planned points in the tour
 - Frequent choice is to ask for questions at the Dining Room, Children's Playroom, and/or Library/Courtyard under the Gingko Tree
- If you don't know the answer to a question:
 - "I actually don't know the answer to that offhand, but I do know there's a book in the gift shop which..."
 - "I don't know the answer to that but if you'd like to stick around after the tour I can check"
 - "I don't know the answer to that offhand, but I do know that [insert relevant fact you're confident is correct]"
- Short questions A-Okay, long questions or repeated follow-ups, tell them you can talk more outside

- Emphasize that you can talk later but you only have a few minutes to look at the space
- Guests may be aware of some of FLW's transgressions. Keep it to Catherine.
 - As this was not just Wright's home but Catherine's home, we respectfully do not discuss the scandalous details of Wright's life while inside. Some interpreters offer to discuss after the tour if guests are interested, and you may find that guests often lose interest before you get there anyways.

PUBLIC SPEAKING

- If you sound confident, you are confident
- Remember that our guests aren't here to trip you up or outsmart you, they're here to see the building and have a good time
- Speak loudly, clearly, and enunciate every syllable
- Always face crowd, gesture behind yourself without looking (newscaster arm)
- Use body language/gestures

CROWD MANAGEMENT

- People will want to stick behind and take photographs. Don't let them.
- Pick a last person for going upstairs, downstairs, or leaving a building
 - If they weren't great the first time, pick a new person the second time. If they did a good job, pick them out again.
- If you're kind and polite about asking them to follow rules, they will likely be receptive
 - Instead of "Don't touch that!" start with "I'm sorry, please avoid touching the..." to make them feel like YOU feel bad/embarrassed instead of them

EMERGENCY SITUATIONS

- Don't be afraid to use your walkie talkie
- If a guest needs to leave the premises for any reason, they need an escort. Use your walkie to get a staff member.
- If a guest needs any emergency service, call shop staff immediately. Check to see if anyone is with the guest in need, then pause the tour until the staff member has arrived.
- Put the gift shop number on your phone as a last resort:
 - **(708) 725-3843**