

ROOKERY LOGISTICS PACKET

LIGHT COURT TOUR (45 min)

1. Begin outside gift shop in the **Light Court**. Many interpreters stand with their back to the oriel staircase/LaSalle St. lobby so guests can face them instead (~10 min)
2. Lead group out LaSalle St. lobby to exterior of building, cross the street, and stand at **Corner of Quincy & LaSalle**, once again with the Rookery behind you so the guests can face it. Position group so they can see LaSalle and Quincy sides of building (~5-7 min)
3. Lead group back in through **LaSalle St. Lobby**, stopping outside briefly to point out the laughing rooks (*some do this on the way out rather than the way in*)
4. Lead group to **Foot of Grand Staircase** (~5-6 min)
5. Lead group up Grand Staircase, turning right and walking along mezzanine to **Foot of Oriel Staircase** (~2 min)
 - a. *You may see interpreters stop along mezzanine, but it's best for audibility and to accommodate guests with mobility issues to wait until you're all together at the foot of the Oriel*
6. Lead group up Oriel Staircase to **Third Floor Elevator Lobby**, encouraging guests to hold handrail and refrain from looking up along the way. When upstairs, position yourself in front of the staircase up to the fourth floor to prevent guests from traveling further (~5-6 min)
7. Lead group back down Oriel Staircase on the opposite side (going left) and go along mezzanine, down Grand Staircase, down to the **Exposed Column**
8. Conclude your tour at the **Exposed Column** (~7 min)

LIBRARY TOUR (1 hr)

1. Begin outside gift shop in the **Light Court**. Many interpreters stand with their back to the oriel staircase/LaSalle St. lobby so guests can face them instead (~10 min)
2. Lead group out LaSalle St. lobby to exterior of building, cross the street, and stand at **Corner of Quincy & LaSalle**, once again with the Rookery behind you so the guests can face it. Position group so they can see LaSalle and Quincy sides of building (~5-7 min)
3. Lead group back in through **LaSalle St. Lobby**, stopping outside briefly to point out the laughing rooks (*some do this on the way out rather than the way in*)
4. Lead group to **Foot of Grand Staircase** (~5-6 min)
5. Lead group up Grand Staircase, turning right and walking along mezzanine to **Foot of Oriel Staircase** (~2 min)
 - a. *You may see interpreters stop along mezzanine, but it's best for audibility and to accommodate guests with mobility issues to wait until you're all together at the foot of the Oriel*
6. Lead group up Oriel Staircase to **Third Floor Elevator Lobby**, encouraging guests to hold handrail and refrain from looking up along the way. When upstairs, position yourself in front of the staircase up to the fourth floor to prevent guests from traveling further (~5-6 min)
7. Lead group back down Oriel Staircase on the opposite side (going left) and go along mezzanine, down Grand Staircase, down to the **Exposed Column** (~4 min)
8. Lead group through hallway to freight elevator and go up to the 11th floor. Lead group through hallway to **Burnham Library**, reminding guests to ensure the doors along the way stay open until everybody gets through. (~5 min)
9. Lead group back through hallway to freight elevator and take it back down to the ground floor. Lead group out of hallway to the **Light Court** and conclude outside the gift shop where you began. (~2-3 min)

GENERAL LOGISTICS ADVICE AND GUIDELINES

PUBLIC SPEAKING

- Speak loudly, clearly, and enunciate every syllable. Use gestures and your body language with purpose, and keep your face towards your guests.
 - We have guests from around the world, many of whom are hard of hearing or for whom English is not their first language. We also need to compete with the noise of other tours and the general traffic of the Light Court.
- Confidence is key. You will have guests who know more than you about architecture, history, and the Rookery Building, but none who know your tour better than you.

HANDLING QUESTIONS

- Some people welcome questions at any time throughout the tour. Others announce at the start that they'll stop for questions at a few points in the tour so to please hold onto any questions until then.
- If you get a question you don't know the answer to, just be honest and straightforward.
"That's a very good question, I don't know the answer to that but I do know [other relevant fact];" *"That's a great question, I'm not sure what the answer is, but I believe I read that the answer is et cetera;"* *"Good question! I don't know offhand, but I'd be happy to look into it after the tour. I know there's a book in the gift shop that et cetera."*

HANDLING GUESTS

- Managing guests and keeping them shepherded through the route is part of your responsibility, but remember that they're here to have a good time. Be cordial and kind when asking guests to move along, rejoin the group, or refrain from going up the Oriel stairs.
- Keep an eye out for people joining your group. Keep track of who you start with. "I'm so sorry, this is a private tour. If you're interested you can stop by our gift shop for more information or to sign up for a tour."

EMERGENCIES

- Always carry a walkie talkie. You should also save the gift shop phone number to be safe: 312-994-4018
- Building security is also always a resource. If they're closer, go to them first.