

## **Museum Development Session: Customer Care and Volunteer Development**

**Wednesday 16<sup>th</sup> December 2015 at Dyrham Park, Near Bath, SN14 8HY**

### **Agenda**

John Abrahams, Operations Manager, South Gloucestershire Library Service Customer Care Practice. Learning materials to training your own volunteers in-house will be provided.

Memorable for all the *right* reasons – effective visitor and customer Care: a session by Jan Horrell, Sustainable Volunteering Officer, South West Museum Development Partnership, (SWMDP).

Talk by Julie Reynolds, South West Museum Development Partnership, (SWMDP) on Tripadvisor - After visit, visitor care.

'Volunteers Running the Show', talk by Jenny Newley, a volunteer at Thornbury & District Museum.

Eilidh Auckland, Dyrham Park House and Collections Manager, Customer Care and volunteers in the National Trust.

