

Quiz Questions: Module 4

Module 4: 1. Engaging with Casual Visitors, 2. Interactions, 3. Hostile Interactions

1. Engaging with Casual Visitors:

- a. Describe who a casual visitor is.
- b. What should you do when you see a visitor?
- c. Identify ways you can connect with casual visitors.
- d. How can you tell if someone doesn't want to engage with you?

2. Interactions:

- a. How should you represent yourself to the public?
- b. What is your role as a Steward?
- c. What should your main goal be every day?
- d. What are things you should do if there is a serious violation?

3. Hostile Interactions:

- a. A steward should engage with visitors, what does engagement mean?
- b. What are early warning signs that a visitor is getting agitated?
- c. What should you do if you notice someone trespassing in a closed area?
- d. What should you do if the visitor becomes agitated?