Quiz Questions: Module 4


a. Engaging with Casual Visitors:
   1. Describe who a casual visitor is.
   2. What should you do when you see a visitor?
   3. Identify ways you can connect with casual visitors.
   4. How can you tell if someone doesn’t want to engage with you?

b. Interactions:
   1. How should you represent yourself to the public?
   2. What is your role as a Steward?
   3. What should your main goal be every day?
   4. What are things you should do if there is a serious violation?

c. Hostile Interactions:
   1. A steward should engage with visitors, what does engagement mean?
   2. What are early warning signs that a visitor is getting agitated?
   3. What should you do if you notice someone trespassing in a closed area?
   4. What should you do if the visitor becomes agitated?