



## Tours Support

Giving a campus tour is one of the most essential first contacts we give to new youth. It gives the first real 'gut' reaction to how they feel about their new location, both positively and negatively. It is easy to get logistical facts from reading the location's website or other materials. Still, this first face-to-face encounter shares the culture and essence of who you are and what your location focuses on.

### General Tips for Tours

- Know the basics. Be able to answer questions about your location and what activities are offered. Also, know who would have the information. If you can't answer a question, be sure to know where they can get that information.
- Create a list of people and places at your location that would be important for new youth to know. Some examples include the counselor's office, administration, bookkeeper, lunchroom, school library, and athletics area.
- As you are doing the tour, be sure to introduce new youth to teachers, administrators, or other key people at your location as you find them.
- Create an interactive map for new youth to use as they are mapping their classes and important places at the location. Bringing a clipboard, pen, map of the location, and highlighters can help new youth know where to go.
- Gather important school information, such as calendar, bell schedule, sports, activities, clubs, etc., to give to new youth during the tour.
  - What makes your location unique? Ensure you share what features they will find at your location that they may not have had at their previous location.
- Create a Team Leader Contact list as a way for new youth to contact someone if they have questions or need assistance.
- Take a few moments at the beginning of the tour to ask new youth what activities they enjoy doing so that you can customize the tour.
- Share your own stories and experiences. A script is important, but it can never replace your own perspective.
- Keep the energy up! New youth will match your energy. Finding ways to keep the tour positive and interesting will help both of you!