



Tour guide presentation checklist

Tour structure

Part	Elements
Introduction: when you greet your guests and the tour begins.	<ul style="list-style-type: none"> • Welcome guests • Introduce yourself • Review rules • State your topic • Outline the structure of your tour: <ul style="list-style-type: none"> - Tell them what you are going to tell him
Body: during the tour and moving from space to space.	<ul style="list-style-type: none"> • Signal the beginning of each portion (room, outdoor space, idea, etc.) <ul style="list-style-type: none"> - Introduce your topic with an attention grabber • Talk about your topic • Highlight the main points • Signal the end of each portion <ul style="list-style-type: none"> - Transition to next room/topic (begin this sequence again)
Conclusion: at the end of your tour and saying farewell.	<ul style="list-style-type: none"> • Signal the end of your tour • Summarize the key points/topics • Explain the significance • Make your final statement • Thank your group for attending

Communication checklist

Delivery	Poor	Fair	Good	Excellent
Eye contact	Does not make eye contact with the audience.	Makes some eye contact with some of the audience.	Makes varied inconsistent eye contact with the entire audience.	Makes varied and sustained eye contact with the entire audience.
Voice	Speaks in a monotone or a voice that is clearly uncontrolled.	Uses some variance in pitch, rate, and volume to appropriately enhance their meaning. Practice and control evident.	Uses much variance in pitch, rate, and volume to appropriately convey their meaning. Exhibits some practice and control.	Uses variance in pitch, rate, and volume to appropriately convey their meaning throughout. Exhibit practiced purposeful control.
Body language	Uses no body language or some that inappropriately reinforces his/her meaning.	Uses some body language that appropriately enhances their meaning.	Uses a variety of body language that appropriately enhances their meaning.	Uses body language that appropriately enhances their meaning throughout speech.
Filer words	Frequently uses filer words or phrases, or pauses inappropriately, pauses as if at a loss.	Smooth flowing language, with occasional filer words or verbal tics.	Smooth flowing language, with one or two filer words or verbal tics.	Smooth flowing language, totally devoid of any filer words or verbal tics.
Timing	Way over or under allotted time.	A few minutes over/under the allotted time.	Speaks a little fast/a little slow, but a makes good effort to keep time.	Time flows naturally and within the allotted time period.