

Maymont Estate Greeter Orientation



MAYMONT®

Volunteer Basics

- What are Maymont Greeters?
- Requirements
- Age Requirements
- Responsibilities
- Volunteer Benefits
- Cancellations / Inclement Weather

Who are Maymont Greeters?

- Maymont Greeters assist with Guest Services as being a welcoming face to Maymont. They engage guests to share basic information about the estate, including layout, offerings and respectful use of the property.
 - This includes answering basic questions and handing out materials/handouts.

Requirements

To become a Greeter, all volunteers must:

- Complete & submit a Volunteer Application
- Complete this orientation
- Pass the online survey following orientation
- Must be able to volunteer at least once a month for a minimum of three months.
- Meet with the Guest Services Manager to tour the grounds, get any additional information and set up a schedule & preferred Greeting area (Hampton Street or Children's Farm)

MAYMONT®

Age Requirements

We welcome volunteers of all ages!

For volunteers under the age of 18, we have a few simple rules to ensure safety:

- **15-17 year old volunteers**
 - Volunteers must volunteer with a parent/guardian or another 15-17 year old volunteer (who has also completed the application/orientation process)
- **14 year old and under volunteers**
 - Volunteers must volunteer with a parent/guardian (who has also completed the application/orientation process) at all times.

Responsibilities

When you are volunteering, you are expected to:

- Arrive on time and dressed appropriately
 - Family-friendly attire
- Sign in and sign out for every shift
 - If you are using these hours for community service credit, YOU are responsible for keeping track of your hours.
- Pick up and use necessary materials
 - You'll be given a packet that includes basic information about Maymont, including FAQ sheets, maps, handouts, event schedule, etc.
- Be at your designated Greeter area
- Be welcoming and engaging with all guests that come to Maymont! You'll be helping us answer questions and hand out appropriate information.

Volunteer Benefits

Maymont Volunteers receive these benefits:

- Invitations to annual volunteers-only events
- Free admission to the Nature Center
- Discounts on snacks and gift items
- Subscription to the Maymont Volunteer Voice, the quarterly newsletter

Cancellations/Inclement Weather

Cancellations

- If you are unable to make a shift, please email the Volunteer Coordinator and/or Guest Services Manager at least 48 hours prior to your shift. If you are simply running late, please call Guest Services, just so they are aware.

Inclement Weather

- Do not come if it is raining or snowing; our rule of thumb is if you would not come and walk around Maymont, then do not come. If you are unsure, you can contact Guest Services at 804-358-7166, ext. 338.

Maymont Visitor Overview

- What Is Maymont?
- Entrances
- Map
- Hours of Operation & Fees
- Property Rules
- Maymont Style Guide

MAYMONT®

What is Maymont?

- Maymont is a 100-acre American Estate, an extraordinary gift given to us by James and Sallie Dooley who lived here from 1893 to 1925. Today, it is a public place for anyone to come and enjoy. Guests can walk the grounds, tour the Mansion, gardens and wildlife.

MAYMONT®

Entrances

Maymont has three entrances, depending on Guests preferences of what they want to see/do and traveling capabilities.

- **Hampton Street Entrance**
 - 1700 Hampton Street
 - Closest to Mansion, Gardens, Offices & Meeting Areas
- **Shields Lake Entrance**
 - 2201 Shields Lake Drive
 - Closest to Nature & Visitor Center
- **Spottswood Road Entrance**
 - Intersection of Spottswood Road & Shirley Lane
 - Closest to Children's Farm and Wildlife Exhibits

Maymont Map

A virtual tour and map of Maymont can be found on our website at <http://www.maymont.org/map>

You will be given physical maps to share with guests when you are volunteering.

MAYMONT®

Hours of Operation & Fees

Grounds & Gardens, Children's Farm, Wildlife Exhibits

- Open Daily 10am-5pm October-March, 10am-7pm April through September
- Admission Free, donations welcome
- Fee for feed at the Children's Farm

Mansion and Nature & Visitor Center

- Open Tuesday-Sundays
- Hours vary for each
- Fees for Nature Center

Property Rules

- Service animals only, no pets allowed
- Bikes, kites, balloons & similar items are not allowed
- Alcohol and grilling is not permitted
- Smoking is not permitted indoors or around animal exhibits
- Please do not climb trees, buildings or waterfalls, or pick flowers
- Guests may be photographed, and images may be used for commercial purposes.

If you notice anybody breaking these rules, please notify Guest Services or any Maymont Staff.

MAYMONT®

Maymont Style Guide

- The property is called Maymont
 - Please refrain from using the word “park”, since we are an estate
 - When speaking about in general, you may use “the property” or “the grounds”
 - Example: Maymont is a 100-acre estate, and on the property we have the Mansion, our gardens, and wildlife.
- When referring to a particular area, please refer to it by its proper name.
 - Obviously, don’t want to go around calling the Japanese Garden the Asian Flower Garden
 - Do not call the Children’s Farm and Wildlife Exhibits the “petting zoo” or “zoo”
- You’ll be given a copy of the Style Guide; don’t worry if you make a mistake!

MAYMONT®

What's at Maymont?

- Maymont Mansion
- Carriage Collection & Historic Buildings
- Gardens
- Children's Farm & Wildlife
- Nature & Visitor Center

MAYMONT®

The Maymont Mansion



MAYMONT®

Maymont Mansion

- Open Tuesday-Sunday, 12-5pm
- \$5 Suggested Donation
- Guided tours are every half-hour, last tour at 4:30pm. Meet in the Belowstairs Exhibit in the basement.
- Souvenirs available in the basement.
- Maymont Mansion is a well-preserved document of Gilded Age design and the taste of well-educated, cosmopolitan millionaires. The mansion also illustrates the dynamic interplay between server and served, working class and upper class and black and white.

MAYMONT®

Carriage Collection & Historic Buildings



MAYMONT®

Carriages & Historic Buildings

- Carriage Collection

- In front of the Carriage House
- Interprets horse-drawn transportation typical of country estates in Virginia during the period that the Dooleys lived at Maymont.

- Carriage Rides

- Carriage Rides are available by appointment only.
- 15 minute ride is \$5 for adults / \$3 for children
- Additional packages available.

- Historic Buildings

- Stone Barn, Carriage House, Dooley Garage, Garden Hall

Gardens & Arboretum



MAYMONT®

Gardens & Arboretum

- Open Daily 10am-5pm (10am-7pm April-Sept)
- Italian Garden
 - The Italian Garden reflects traditional elements of the style—geometrically shaped beds, clipped evergreens, fountains and the pergola.
- Japanese Garden
 - The Japanese Garden reflects traditional elements of a Japanese stroll garden, including a 45-foot waterfall, moon bridge, stone lanterns, raked sand pools, paths, trees and shrubs, and koi pond.
- Arboretum
 - Historic tree collection, containing many champion trees, surrounding the Carriage House Lawn, Mansion Lawn, and Children’s Farm
- Specialty Gardens
 - Herb Garden (Stone Barn), Butterfly Trail (below Farm), Grotto (Japanese Garden), Carriage House Garden (behind Carriage House), Daylily & Daffodil Garden (in front of Children’s Farm), Vegetable Garden (Children’s Farm), Wetlands

Children's Farm & Wildlife



MAYMONT®

Children's Farm & Wildlife

- Open Daily, 10am-5pm
- Children's Farm
 - Include domestic farm animals, such as goats, sheep, pigs, donkey, horses
 - Animals being shifted inside starting at 3:30pm
 - Donations accepted. Quarters needed for feed machines.
- Wildlife Exhibits
 - Black Bears, Bald Eagles, Birds of Prey, Gray Fox, Bobcat, Sika Deer, Bison, White-tailed Deer

Nature & Visitor Center



MAYMONT®

Nature & Visitor Center

- **Open Tuesday-Sunday, 10am-5pm**
 - Last entry at 4:45pm
 - Gift and snack items available for purchase
- **Nature Center Admission Fees**
 - \$3 for adults ages 13-59; \$2 for seniors 60+, children ages 4-12
 - FREE for Maymont members, children ages 3 and under
- **Features aquatic life native to the James River**
 - Including River Otters, fish, reptiles and amphibians, and features Venomous Snakes, American Alligators and Lined Seahorses

Frequently Asked Questions



MAYMONT®

Frequently Asked Questions

- **Where are restrooms?**
 - Available at Nature & Visitor Center, Children's Farm, near Raptor Valley, Garage and behind the Carriage House
- **Where can we purchase food?**
 - Available at Nature & Visitor Center, additional vending machines at the Garage and Children's Farm
- **Where can we buy souvenirs/gifts?**
 - Available at the Nature & Visitor Center and in the basement of the Mansion
- **Is it wheelchair/stroller friendly?**
 - The Nature Center & Visitor Center is fully accessible. There are paved paths, but there are steep hills. Limited access in the gardens and Mansion. In the Mansion, the Belowstairs is fully accessible. Wheelchairs must be able to be carried up the stairs for tours on the first level.

Frequently Asked Questions

- Where can I have a picnic?
 - Anywhere on the property is fine, but please remember to pick up trash (please don't feed the animals). Indoor & outdoor seating available at the Nature & Visitor Center
- I would like to host my event here, how would I do that? (birthday, wedding, meetings)
 - You may contact our Facility Rentals Office, at 804-358-7166, ext. 309.
- I would like to become a volunteer, how would I do that?
 - You can do it in person at the Nature & Visitor Center or online. You can contact the Volunteer Coordinator at 804-358-7166, ext. 327
- I would like to make become a member or make a donation, how would I do that?
 - You can do it in person at the Nature & Visitor Center or online. You can contact the Development Office at 804-358-7166, ext. 313

Things to Remember

- You're here to help us be a friendly face to our guests, answering basic questions and giving them information as best as you can.
- Of course there will be other questions asked- you are not expected to know everything!
- You'll have this information ahead of time and while you're volunteering, so don't feel like you need to remember all of this information.

Things to Remember

- Don't know the answer? Simply say ,”I don't know but I can find out for you!”
- Feel free to contact Guest Services if you have any issues or difficult questions. They can be reached at 804-358-7166, ext. 338.

Questions, Comments, Concerns??

Feel Free to contact us at any time!

- Jenny Rockwell, Volunteer Coordinator
 - jrockwell@maymont.org
 - 804-358-7166, ext. 327
- Kevin-Allen Harris, Guest Services Manager
 - kharris@maymont.org
 - 804-358-7166, ext. 338

MAYMONT®

Survey Time!

- Don't guess.
- Take your time.
- Good luck and see you soon!!