



Tour Training Manual

September 14th, 2016

If you familiarize yourself with the route and facts listed under the first heading, you will be an excellent tour guide! Talk about your experiences, gauge what your guest wants to hear, enjoy the opportunity to help Alumni reminisce, and above all, be flexible and have fun!

Basics:

- Location: Know where tour begins and ends
- Traveling: Find the path that you would want to take ahead of time (Be aware of stairs and ramps)
- Dress code: Typically R&W polo and nametag
- Time: Tour will take usually an hour to ninety minutes
- Review: Be confident in your ability to speak about what you are involved with on campus
- Be able to explain the mission of the Red & White Student Organization

About the Alumni/Guest:

- Class year, major, where they are from, when they last visited campus, career (company and what they do)
- Based on this information, start thinking of questions to ask the alumni
- Alumni enjoy seeing what has changed and what is new on campus. Be informed on the current state of:
 - Approximate student body size (maybe break down by department)
 - Residence Halls
 - CCPD
 - EMPAC Shows
 - Laptop Program

Preparation day of the tour:

- Arrive about 10-15 minutes early
- Prepare a 10-20 second introduction (i.e. name, major, class year, your activities on campus)
- Check the weather and prepare (i.e. if there is rain in the forecast, get umbrellas from the alumni house)
- WEEKEND: If CBIS is on the tour route, make sure to check access ahead of time.

While on the tour:

- Mind your eye contact, volume of voice, and posture
- As you pass by classrooms, talk about your different class projects that may have went on there
- Offer a restroom break when necessary
- Use your discretion to decide which buildings to go into based on your guest
- If you pass by a friend who is very involved on campus talk about what they do and student life

Suggested Tour Route, Talking Points, and Stories:

- Start at Alumni House. As you walk to campus allow your guest to talk about themselves.
- Enter campus by Ricketts.
 - Was originally home to chemical engineering majors because the rest of campus would be safe if the blew up something with an experiment. An aero student caused the only explosion in the building.
- Pause at Sage.

- Russell Sage hated 3 things: women, higher education, and charity. When he died, his wife donated money to RPI, a higher educational campus, to build Sage Building and dining hall. She gave some to the city of Troy to build Russell Sage College, an all-women's school, and she donated the rest to charity.
- Walk down past Amos Eaton.
 - Amos Eaton was a co-founder of RPI. He came up with the idea of the school, but Stephen Von Rensselaer funded the project, so it was named after him.
 - Home to the Mathematics Department.
- As you walk towards EMPAC from behind the library, talk about Troy- Farmer's Market and restaurants.
- Show EMPAC. Walk into the main theater.
 - Comment on how the room is acoustically perfect because the traditional heating/cooling is not utilized; rather, each seat has a vent underneath for temperature regulation. No matter where you are in the room, the sound will be the same.
 - Talk about Terra Café and the interesting looking elevator as you are walking in/out.
- Walk out of EMPAC and up to Folsom Library. As you are walking up, point out the MRC.
- Walk past the VCC and Folsom.
 - At one time, Folsom was President of RPI and the VCC was the library. The students asked for a new library, but their request was denied. When President Voorhees came after him, the students asked again, and he approved their request, naming the library after Folsom.
 - Mention the laptop package and protection plan.
- Continue towards Green Building (back) while walking up JEC walkway.
 - Referred to as 'lighthouse' because first year student architecture majors are on the top floor till late.
 - Architecture is a 5 year program. They have a special study abroad program that is a yearlong rotating between 3 different sites that the students selects.
- Walk into JEC and show IED lab, the HUB, and wall of fame. Use personal stories if applicable.
- Exit JEC and look out over green space.
 - '86 Field was used to be a football field till 2008.
 - '87 Gym was a donation from Class of 1887 in an attempt to outdo the class of 1886.
- Talk about DCC: freshmen lectures, Jazzman's, UPAC Cinema with discounted tickets for students.
- Walk towards bridge and point out Quad and mention on campus housing.
- Point out the Playhouse, which was built in Maine and then transported here.
- Bring attention to the Center for Biotechnology and Interdisciplinary Studies (CBIS). Talk about research.
 - Built on the largest anonymous donation in the country.
 - Given under the stipulation that it would not be used to build classrooms, so it was used to build a research building and house professor's offices.
- Point out Mueller Center and Public Safety
- Head towards Student Union. Talk about student organizations, especially ones that you are part of.
 - Very unique in that we are one of the only campuses to have student leaders in charge of our multimillion dollar budget, and these student leaders are elected by the general body.
 - McNeil Room is great for lunch and school store is downstairs.
- End with a friendly conclusion and walk them back to HAH unless they tell you where they need to be.

Handicapped Routes:

- Get to the Union from Alumni House
- Walk towards the footbridge. If alum is interested, walk to residence halls and mention Residence Life.
- Cross the footbridge, turn left to CBIS
- Take an elevator down to the first floor and walk out to EMPAC
- Talk about research, MRC, and J-ROWL on the way. Go into EMPAC
- Walk to Library and mention ALAC tutoring and study rooms
- Go around Sage, Greene, and Lally to the ramp leading to JEC
- Walk back past JEC and DCC, and back across footbridge