

salaDOGANA Visitor Services

Visitors expect a valuable experience, also on an emotional level. This is why we wish to make the visit efficient and pleasant in all respects, starting from the very first meeting with the reception staff at the entrance; we believe that the visitors' perception of the Sala and, above all, of the whole experience begins with their first impression of the Visitors Services staff. The presence of staff is thus aimed to create a welcoming atmosphere, certainly as a reminder of the rules of good behaviour, but also as a sign of cordiality.

The role of the staff is of fundamental importance, as it carries out control and information activities for the public, and is one of the core pieces to make sure that the Sala Dogana continues to establish itself as the perfect venue for a rewarding experience.

Applicants are therefore requested to pay the utmost attention in ensuring that the role of staff is perceived and carried out in a collaborative manner, for a positive impact on all visitors entering the Sala, even the most hesitant ones: there is nothing more inviting than to talk to an engaging person.

Having established that the role must be perceived more in terms of mediation than control (which must not be overlooked anyway), the primary job functions and duties of the Visitor Services staff are presented below.

Each member of staff is responsible for security in the Sala, within the exhibition spaces and attached areas (access from Piazza Matteotti, access stairs from the Cortile Minore, external corridor); welcomes the public and provides essential information; monitors public access; hands out information and promotion materials on the Sala Dogana and all events in progress.

More specifically, each member of Staff must:

- ensure punctuality of opening hours;
- promptly notify the Palazzo Ducale Surveillance Services and the Sala Dogana Staff in case of delays due to exceptional situations;
- never leave the Sala unattended without waiting for the arrival of Surveillance operators;
- run all equipment needed for the exhibition;
- ensure the safety of all areas, furnishings and equipment;
- promptly report to the Staff:
 - need to clean the reception area and all other spaces;
 - changes in the status of exhibits;
 - malfunctions;
 - needs and complaints of visitors;
 - need to restock information and promotion materials;
- notify Surveillance Services in case of emergency;
- ensure compliance with the security regulations or other provisions that may also apply to health matters by Palazzo Ducale Technical Office and by City of Genoa itself;
- greet visitors and ensure maximum comfort;
- address the information needs of different user groups;
- provide essential information on the services and activities of the Sala Dogana;
- acts as a link between the public and the Staff for more specific information;
- hand out information and promotion materials;
- track daily attendance;
- inform the Staff about attendance every 2 days and during the weekend;
- keep the information desk and the reception area in order.

During working hours, members of staff may carry out other activities - reading, using their laptop or cell phone, talking to friends - only in the absence of visitors, and in any case maintaining a behaviour appropriate to the situation.



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