



## 2021 Guest Experience Team Application

Name: \_\_\_\_\_

**I am applying for a position on the following Guest Experience team:**

- ☐ Experience Facilitation Team      ☐ Front Line (store/admissions) Team      ☐ Tram Team

At the Wisconsin Historical Society we transform lives through unparalleled access to history. We believe that the public's knowledge of history has profound economic, societal, and cultural benefits. In our work at Old World Wisconsin we set the standard for guest experiences that are engaging, enriching, authentic, relevant, and fun.

**Our Values are qualities that are seen in all of our work, everyday:**

- Embracing a Spirit of Service
- Engaging our Expertise
- Sparking Enthusiasm
- Cultivating Inclusion
- Exceeding Expectations
- Thinking Big and Growing with Purpose

**I have completed ALL THREE (3) parts of the Application Packet:**

- ☐ 1. This Cover Sheet (page 1)  
☐ 2. The Schedule Availability Worksheet (page 3)  
☐ 3. The Team Application (pages 4-5)

**By Submitting This Application I Agree To The Following Statements:**

- ☐ I understand that all staff must work July 4<sup>th</sup>  
☐ I will work at least 2 weekend days in every schedule set (a 2 week period)  
☐ I will work at least 2 days per week, every week

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please send the completed application packet to:**

Old World Wisconsin  
Atten: 2021 Team Applications  
W372 S9727 Hwy 67  
Eagle, WI 53119  
email: [OWW@wisconsinhistory.org](mailto:OWW@wisconsinhistory.org)

# The 2021 Season Overview

We are currently working on the detailed schedule for the WHS Summer Onboarding and OWW Training. This will be a mix of zoom-based virtual sessions and in-person sessions. This is required for all 2021 Team Members and will be offered on multiple dates in May. Should you have any access considerations please let us know so we can make reasonable accommodation in advance.

## ***Public Hours are listed below.***

*Staff start their day on average 1 hour before to allow for Morning Meeting and stay 1 hour after for Daily Cleaning and Close Up. Specific details and questions will be shared in the interview process.*

### **Summer Season**

#### **June, July, August 2021**

**Guided Journeys:** Wednesdays, 9 am to 4 pm

**Full Site Exploration:** Thursdays-Sundays, 10 am to 4 pm

**Event: *Spring Family Fun Drive*:** 9 am to 4 pm, May 29, 30, 31

**Event: *Independence Days*,** July 3 – 4, 10 am to 4 pm

*OWW will be closed Mondays and Tuesdays to allow for deep cleaning and maintenance work*

### **Fall Season**

#### **September- October 2021**

**Guided Journeys:** Wednesdays-Fridays, 9 am to 4 pm

**School Programs:** Wednesdays-Fridays, 10 am to 3 pm

**Full Site Exploration:** Saturdays-Sundays, 10 am to 4 pm

**Event: *Legends and Lore*,** October 15-16, 22-23, 5 – 9:30 pm

*November programming TBD, pending forthcoming Covid-19 Guidelines*

### **Holiday Season**

**Event: *Home For the Holidays*:** Dec. 4, 5, 11, 12, 18, 19; 10am - 4 pm

## **About Our Schedules:**

Our schedules are built in three (3) parts; Summer, Fall, and Holidays. You will submit your availability for each season. The schedule will be designed in a pattern that repeats every two (2) weeks: A, B, A, B, A, B, etc. The Schedule Availability you give us now will be used to build our seasonal schedules. We know things change. It is your responsibility to proactively work directly with your Lead to make adjustments. **You are responsible for working all scheduled shifts.**

## **Schedule Requirements:**

- You cannot work more than five (5) days in one (1) Week (Sun. – Sat.).
- You must work at least two (2) days in one (1) Week (Sun. – Sat.).
- You must work at least two (2) weekend days in the two (2) week schedule block

We know that over the course of the season, conflicts may arise when you cannot work a scheduled day. **It is your responsibility to find someone to cover your spot.** With the A & B model, you are more likely to find someone with whom to trade shifts.

## 2021 Schedule Availably Worksheet

Name: \_\_\_\_\_

☐ Experience Facilitation Team

☐ Guest Service Team

☐ Tram Team

### Training:

☐ I understand that I must attend the required, paid training. (*Training will take place in May , exact dates and times will be shared during the interview process*)

**Example:** *This person would work every Sun., Wed., and Thurs, and every-other Saturday.*

	Sun.	Mon	Tues.	Wed.	Thurs.	Fri.	Sat.
Week A	x			x	x	x	x
Week B	x			x	x	x	

### SUMMER:

	Sun.	Mon	Tues.	Wed.	Thurs.	Fri.	Sat.
Week A							
Week B							

### FALL

	Sun.	Mon	Tues.	Wed.	Thurs.	Fri.	Sat.
Week A							
Week B							

☐ Yes, I am interested in working some, or all, of the dates for *Home For the Holidays*, Dec .4, 5, 11, 12, 18, 19; 10am - 4 pm

## OLD WORLD WISCONSIN TEAM APPLICATION

<b>Name (Last, First MI)</b>		<b>Previous Name (if applicable)</b>		
<b>Primary Phone Number</b>		<b>Email Address</b>		
<b>Local Street Address</b>	<b>Unit/Apt</b>	<b>City</b>	<b>State</b>	<b>Zip</b>
<b>Permanent Street Address (if different)</b>	<b>Unit/Apt</b>	<b>City</b>	<b>State</b>	<b>Zip</b>
<b>Are you over 18 years of age?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <span style="float: right;"><b>If no, please list your age:</b> _____</span>				

**Areas of Work Interest: Areas (Please check any that apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> Café Team<br><input type="checkbox"/> Tram Team<br><input type="checkbox"/> Front Line (Store/Admissions) Team | <input type="checkbox"/> Maintenance/Grounds<br><input type="checkbox"/> Experience Facilitation Team<br><input type="checkbox"/> Other: _____ |
|---|--|

**Please list any special skills or training (certifications, equipment and programs that you are trained or experienced in operating, musical abilities, craft skills, etc):**

**Please list foreign language ability and level of fluency (e.g. can read; can speak, read, and write; etc.):**

**Do you have a WI driver's license?** ☐ Yes ☐ No **Commercial driver's license?** ☐ Yes ☐ No

Employer	Supervisor Name /Number	Dates Employed	Duties

*(continued on next page)*

**Please answer the following questions to help us understand your skills, motivations, and approach to creating an exceptional guest experience.**

Be brief, no more than 100 words per response. You may answer on a separate sheet.

1. Why are you interested in being a part of the Old World Wisconsin Team?
2. When we talk about making an experience *engaging*, and *connecting to guests*, what do you hope this looks like?
3. Reflecting on the position description, what strengths do you bring to the team?
4. Please share with us an example of when you worked as “the face of” an organization, a storyteller, or facilitated an experience for the public?
5. In this role, you will leave a lasting impression on our guests. Please share with us what you hope they take away from their experience at Old World Wisconsin.