



# Saint Louis Zoo

## Animals Always®

### EDUCATION DEPARTMENT

### EXPECTATIONS FOR ZOO ALIVE TEEN VOLUNTEERS

PARENTS – We expect a lot from the young adults in this program. It is rewarding for us and can be life-changing for the teens who rise to the challenge. If you are wondering if your teen is ready for this program, please see our expectations below.

Zoo ALIVE teens are expected to:

- Communicate clearly and professionally in person, on the phone and via email.
- Read and follow all instructions for volunteering at events, including where to meet, how to set up, and what to do
- Arrive, depart and volunteer at the Zoo without adult supervision
- Understand and meet the needs of children in our programs, putting the children's needs before their own
- Provide exemplary customer service to Zoo visitors and program participants
- Supervise and lead children as they walk from place to place in the Zoo
- Exhibit appropriate social behaviors with other teens in the program, Zoo staff, our Zoo visitors and program participants
- Use the Zoo ALIVE website (a restricted yahoo group) and email to sign up for events, check for updated information, read instructions for events, etc.
- Share their passion for animals and conservation with others
- Accept feedback as part of the learning process, and strive to improve their performance

If you have a question about any of the expectations, or your child's ability to meet them, we would be happy to discuss them with you. Please call Eve Cooney (314) 646-4563.