



## Work of Art | Activity 5 | Instrument to evaluate the contextualised language learning needs of the MVST (Museum Visitor Services Team)

This questionnaire is designed to be answered by the Human Resources department of the museum in question. The questionnaire may be answered in writing or via a telephone interview.

It aims to help the Lifelong Learning Programme/Leonardo da Vinci Partnership project “Work of Art” to determine the language learning needs of the MVST in museums across Europe, so that we can subsequently prepare language training for this population in the most relevant and efficient form.

The partnership is committed to treating all data collected in strict confidentiality, and information provided will be used anonymously for the exclusive purposes of carrying out our project. It will not, in any circumstances, be divulged to third parties.

**Please tick the boxes below to indicate which communication contexts apply to your museum:**

### 01. Questions about the museum

	What type of museum is this?
	Why does the museum have this name?
	What is on display here?
	Is there a guided tour? How long does it take?
	How many floors does the museum have?
	What time does the museum open/close?
	Is the museum open every day?
	Is this Museum A or Museum B?
	How long does it take to visit the permanent collection?
	Do you have portable chairs?
	Is the car park open to the public? What time does it close?
	Do you have wi-fi access?
	Does the museum have a library?
	Is your museum suitable for children?
	Do you have special events/educational programmes/workshops for children?
	Do you have other events besides exhibitions?
	Other questions (please indicate):

### 02. Questions about the exhibition (or about a specific collection/work of art)

	What is the exhibition about?
	Where is the (specific collection/temporary exhibition/specific work of art)?
	Is the (specific collection/temporary exhibition/specific work of art) here?
	Is (the specific work of art) really genuine/authentic?
	Why isn't the (specific collection/specific work of art) on display?
	Does the exhibition have captions in English/other language?



"This project has been funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein."



	Where was this (specific work of art) made?
	Who posed for this painting/sculpture?
	How many floors is the exhibition/specific collection on?
	Which floor is the (specific work of art) on?
	Who does the collection/specific work of art belong to?
	Is there a specific (guide/catalogue/audioguide) for this (exhibition/collection/specific work of art)? Why not?
	How long does it take to visit the (exhibition/collection/specific work of art)?
	Other questions (please indicate):

### 03. Directions

	Which way do I go (to start the visit)?
	Where is the (temporary exhibition/specific collection/specific work of art)?
	Where is the café?
	Where is the gift shop?
	Where are the toilets?
	Where is the exit?
	Where is the elevator?
	Where is the cloakroom?
	Where is the Lost Property Office?
	Where can I find a portable chair?
	Where is the entrance to the car park?
	How do I get to (another museum)?
	Other questions (please indicate):

### 04. General information and practical questions

	What else can I see (or should I visit) here?
	Can you show me where I am on this map?
	Can you show me where I am on this plan of the museum?
	Can you tell me where the nearest post office is?
	Can you tell me where the nearest bus/train/underground station is?
	Can you tell me where the nearest cash machine is?
	Can you tell me where to get a taxi?
	Can you call a taxi for me?
	Could you give me the phone number of a taxi company?
	Can you tell me where there is a good restaurant?
	Where is (another local point of interest or well-known shop)?
	Have you seen my (husband/wife/children)?
	Do I have time to visit the museum/exhibition before closing?
	Can I take photographs? How do I obtain permission to take photographs?



Can I visit the garden/courtyard?
Can I walk my dog/play football in the garden/courtyard?
Is there a café here?
Is there an elevator?
Do you have audioguides?
Does the audioguide include all the exhibits?
In which languages do you have audioguides?
Can you show me how to use the audioguide?
Do you have guided tours?
In which languages do you have guided tours?
Do I have to use the cloakroom? Is it free or do I have to pay?
Can I bring my (coat/bag/backpack/drink) with me?
That lady's handbag is bigger than my backpack. Why can't I take my backpack with me?
I don't feel well. Can you call an ambulance?
I've lost my (wallet/glasses/mobile phone). Can you tell me where the Lost Property Office is please?
Where can I make a complaint/suggestion/opinion?
Other questions (please indicate):

#### 05. Tickets

How much is the ticket?
Can I buy tickets on line? Is there a discount?
Does the price include the audioguide/the guided tour? What does the price include?
Are there special discounts for (children/senior citizens/students/groups)?
Can I visit (another museum) with the same ticket?
How long is the ticket valid for?
Can I have a break and continue my visit later?
Can I have a refund?
Can I pay by credit card?
Is there a particular day when entry is free of charge?
Other questions (please indicate):

#### 06. Thanks and complaints

The exhibition halls are too dark.
The labels are too small/too low.
I can't read the labels.
Others (please indicate):



	Thank you for the interesting information.
	The exhibition/museum was very interesting.
	Others (please indicate):

#### 07. Instructions and assistance

	Would you like an audioguide?
	Please return the audioguide at the end of the visit.
	Have you visited both/all the galleries/parts of the exhibition?
	Would you like to see the temporary exhibition/specific collection?
	Your ticket is valid for (period of time).
	Your ticket is also valid for the temporary exhibition.
	Your ticket is also valid for Museum B.
	The price of the ticket is not refundable.
	The (specific work of art) is currently on display (somewhere else)
	The museum/floor/section of the museum is closed for renovation until (date)
	Visitors are admitted until up to half an hour before closing.
	Please do not use mobile phones.
	Please do not touch the exhibits.
	Please move away from the exhibit. You are standing too close.
	Please do not take photographs of the exhibits.
	Please do not use a flash photography.
	Please use the cloakroom.
	Please leave your (coat/bag/backpack/umbrella/drink) in the cloakroom.
	Please make a little less noise.
	We will be closing in (a few/number) minutes.
	Other questions (please indicate):

#### 08. Disabled visitors

	Is there a Braille version of the guidebook/audioguide?
	Do you have wheelchairs for visitors to borrow? Where can I find one?
	Can visitors in wheelchairs use the elevator?
	Can visitors in wheelchairs visit all the collections/galleries?
	What is the best way to get from (museum A to museum B/museum A to the garden, etc.) in a wheelchair?
	Is there someone who can accompany a visitor in a wheelchair?
	Where are the special parking spaces for disabled visitors?
	Other questions (please indicate):



09. Have we covered all/most of the everyday needs of the MVST staff at your museum?  
If not, could you please indicate any other needs you may have?

Other communication needs:

10. Could you please describe the level of register used at your museum?

	We treat visitors with a high level of politeness.
	We try to be polite and relaxed/friendly at the same time.
	We treat visitors in a relaxed, friendly way.
	Other (please indicate):

11. Which languages are the main priority at your museum?

12. Would you like to make any additional comments or observations?



Thank you very much for your help!