



Lifelong Learning Programme | Leonardo da Vinci Partnerships  
Project 2012-1-PT1-LEO04-11978 1 "Work of Art"

Proposal for the second diagnostic questionnaire: contextualized language learning needs among MVST staff

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

**Total number of responses (on 30.06.2013): 14**

**Total number of EU member states: 6**

### 01. Questions about the museum

11	What type of museum is this?
6	Why does the museum have this name?
10	What is on display here?
14	Is there a guided tour? How long does it take?
10	How many floors does the museum have?
14	What time does the museum open/close?
11	Is the museum open every day?
6	Is this Museum A or Museum B?
14	How long does it take to visit the permanent collection?
6	Do you have portable chairs?
6	Is the car park open to the public? What time does it close?
9	Do you have wi-fi access?
8	Does the museum have a library?
9	Is your museum suitable for children?
8	Do you have special events/educational programmes/workshops for children?
9	Do you have other events besides exhibitions?
1	Other questions (please indicate): Why can't I visit the museum now?

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

13	What is the exhibition about?
10	Where is the (specific collection/temporary exhibition/specific work of art)?
9	Is the (specific collection/temporary exhibition/specific work of art) here?
10	Is (the specific work of art) really genuine/authentic?
6	Why isn't the (specific collection/specific work of art) on display?
12	Does the exhibition have captions in English/other language?
8	Where was this (specific work of art) made?
5	Who posed for this painting/sculpture?
10	How many floors is the exhibition/specific collection on?
10	Which floor is the (specific work of art) on?
9	Who does the collection/specific work of art belong to?
10	Is there a specific (guide/catalogue/audioguide) for this (exhibition/collection/specific work of art)? Why not?
11	How long does it take to visit the (exhibition/collection/specific work of art)?
2	Other questions (please indicate): Do I need to make an advance booking? What time is the exhibition open?



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### 03. Directions

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

### 04. General information and practical questions

13	What else can I see (or should I visit) here?
12	Can you show me where I am on this map?
8	Can you show me where I am on this plan of the museum?
6	Can you tell me where the nearest post office is?
9	Can you tell me where the nearest bus/train/underground station is?
12	Can you tell me where the nearest cash machine is?
13	Can you tell me where to get a taxi?
8	Can you call a taxi for me?
8	Could you give me the phone number of a taxi company?
12	Can you tell me where there is a good restaurant?
9	Where is (another local point of interest or well-known shop)?
7	Have you seen my (husband/wife/children)?
11	Do I have time to visit the museum/exhibition before closing?
13	Can I take photographs? How do I obtain permission to take photographs?
8	Can I visit the garden/courtyard?
4	Can I walk my dog/play football in the garden/courtyard?
11	Is there a café here?
12	Is there an elevator?
13	Do you have audioguides?
10	Does the audioguide include all the exhibits?
11	In which languages do you have audioguides?
9	Can you show me how to use the audioguide?
13	Do you have guided tours?
12	In which languages do you have guided tours?
12	Do I have to use the cloakroom? Is it free or do I have to pay?



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12	Can I bring my (coat/bag/backpack/drink) with me?
7	That lady's handbag is bigger than my backpack. Why can't I take my backpack with me?
11	I don't feel well. Can you call an ambulance?
6	I've lost my (wallet/glasses/mobile phone). Can you tell me where the Lost Property Office is please?
7	Where can I make a complaint/suggestion/opinion?
2	Other questions (please indicate): How can I book a group visit? Can I film the exhibition (with my video camera)?

#### 05. Tickets

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

#### 06. Thanks and complaints

6	The exhibition halls are too dark.
7	The labels are too small/too low.
7	I can't read the labels.
1	Others (please indicate): Why don't you have labels in English?

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

#### 07. Instructions and assistance

11	Would you like an audioguide?
8	Please return the audioguide at the end of the visit.
12	Have you visited both/all the galleries/parts of the exhibition?
12	Would you like to see the temporary exhibition/specific collection?
8	Your ticket is valid for (period of time).
9	Your ticket is also valid for the temporary exhibition.
9	Your ticket is also valid for Museum B.



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10	The price of the ticket is not refundable.
7	The (specific work of art) is currently on display (somewhere else)
10	The museum/floor/section of the museum is closed for renovation until (date)
11	Visitors are admitted until up to half an hour before closing.
9	Please do not use mobile phones.
10	Please do not touch the exhibits.
12	Please move away from the exhibit. You are standing too close.
7	Please do not take photographs of the exhibits.
11	Please do not use flash photography.
12	Please use the cloakroom.
11	Please leave your (coat/bag/backpack/umbrella/drink) in the cloakroom.
12	Please make a little less noise.
12	We will be closing in (a few/number) minutes.
1	Other questions (please indicate): You are disturbing the other visitors, so I'm afraid I must ask you to leave

#### 08. Disabled visitors

7	Is there a Braille version of the guidebook/audioguide?
6	Do you have wheelchairs for visitors to borrow? Where can I find one?
9	Can visitors in wheelchairs use the elevator?
14	Can visitors in wheelchairs visit all the collections/galleries?
9	What is the best way to get from (museum A to museum B/museum A to the garden, etc.) in a wheelchair?
8	Is there someone who can accompany a visitor in a wheelchair?
5	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:

Who was the architect of the new part of the building? When was it built? What is the meaning (what was the architect's intention) of the new building? Who made the decision to build it like this?

Can I make drawings (copies of the works of art) in the museum?

Can you show me the way to the director/curator/education department/secretary's office please?

I have an appointment with Ms/Mr X. Could you please let her/him know I am waiting in the lobby/hall/café?



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

7	We treat visitors with a high level of politeness.
7	We try to be polite and relaxed/friendly at the same time.
5	We treat visitors in a relaxed, friendly way.
2	Other (please indicate): No response

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

English: 13
German: 4
French: 3
Russian: 3
Spanish: 2
Chinese: 2
Hungarian: 2
Portuguese: 1
Polish: 1
No response: 1

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

We also need to provide historical information to visitors (DHM)
We should have a specific section on language for emergency procedures (MNK)

Thank you very much for your help!