



## **Submission for Certification Review – Log Entry Form**

### **Informal Visitor Contacts      SAMPLE LOG ENTRY—BASIC**

*The on-line course in Informal Visitor Contacts is highly recommended as a prerequisite before attempting to submit for certification review. Go to [www.parktraining.org](http://www.parktraining.org) to register for the course.*

Your log should include at least four (4) entries -- one basic information/orientation contact (1), one in-depth information/orientation contact (1), and two interpretive contacts (2) -- using the form below. You may include up to two additional contacts of your choice (for a maximum of six entries). See the submission guidelines for clarification at <http://www.nps.gov/idp/interp/102/submit.htm>.

**\*\*This August, 2007 version of the log entry form supercedes all earlier versions.\*\***

#### **Visitor Contact Log Entry #: 1**

**Park or site name:** *Grand Canyon*

**Location/Setting of the contact:** *Visitor Center Desk, slow period, midday*

**Audience:** *Young couple*

**This entry describes and analyzes a contact in which the visitor was provided with:**

- ☒ **X** basic orientation/information only (**SAMPLE**)  
☐ in-depth orientation/information  
☐ interpretation

#### **Part I – Describe the contact**

Provide a detailed *narrative description of the dialogue and progression* of the contact, from how it was initiated to how it was concluded. (Include verbal and non-verbal visitor responses, visual cues, and indicate any resource/safety concerns, special circumstances, or park goals if applicable.)

*This contact was initiated by the couple when they approached me at the desk and asked, "Where is the best place to see the sunset tonight?" I responded by saying that different people have their own favorite spots, and beauty is in the eye of the beholder. Then I gave them some criteria by which to choose a sunset viewpoint, pointed out some options on a map, and suggested some sunset watching tips that I thought might allow them the greatest chance for inspiration. They excitedly began to discuss the sites between themselves and settled on a point that would be less crowded but would have a good view because of its positioning. They said, "Oh, this will be cool!" Then they thanked me for my answer and gathered their map and turned away from the desk. I took that as a cue that their needs had been met and said, "Have a good evening!" They thanked me again, over their shoulders, and left.*

#### **Part II – Analyze the contact**

Analyze your *decision path* by answering the following questions:

**A. Initial needs:**

1. How would you characterize the visitors' initial needs?

*(e.g. they needed help finding their way, they wanted to satisfy a curiosity, they wanted to get some exercise, they wanted to have fun, they had physical needs such as hunger or thirst, they needed help planning their visit, they had a complaint or a concern, they wanted to talk or share, they wanted to find meaning or understanding, etc.)?*

*Orientation: they wanted to know where the best place to see the sunset was and how to get there.*

2. What cue(s) from the visitor provided evidence of their need(s) -- what specific action, non-verbal signal, question, comment, etc.?

*They asked me a direct question.*

3. Were there resource protection, visitor safety, or other regulatory park needs that you also needed to address? *No.*

4. How did you attempt to provide for the initial visitor needs? How did you also attempt to provide for park regulatory needs, if applicable?

*I attempted to provide for their need by briefly describing the attributes and location of each sunset spot. I told them that the points that stick out the farthest into the Canyon give the broadest panoramas, so they would be able to look both west toward the sun and east toward the highlighted rocks facing the sun. I pointed out on a map the spots that would likely have a lot of visitors and the spots where there might be fewer visitors.*

5. How did the visitors' response indicate that you did/did not meet their initial needs?

*Their animated discussion, complete with eyes wide open, loud talking over each other while conversing, and broad arm gestures, indicated to me that they were confident that they had enough knowledge of the issue to make an informed decision. They pointed out to each other on the map what they each preferred, and finally stated agreement on one view point. Their smiles, as they looked at each other and exclaimed, "Oh, this will be cool!" seemed to be evidence that they were satisfied with my advice. When they said, "Thank you" and gathered their map, it seemed to indicate that their needs were met.*

**B. Continuing the contact:**

1. If you did not continue the contact beyond basic information/orientation, why? What visitor cues or other circumstances indicated that this was appropriate?  
*(End entry here for basic info or orientation contacts)*

*I did not continue the contact at this point because they were saying "thank you" and picking their map up and turning to go. I was clearly available to continue to answer their questions since I was standing "at the ready" in front of them, but there were no cues that they needed me to elaborate further. They seemed very excited to get going to their viewpoint. So I wished them a good evening and terminated the contact.*