



Jacksonville Tabernacle Experience

Volunteer Instructions — Tour Guides & Hosts

November 2–14, 2026 | Jacksonville South Stake Center

Committee Chair: Dayl Fullmer

Our Objective

- To shepherd souls toward the saving ordinances of the Gospel of Jesus Christ and His holy house.

Purpose

Help every visitor move through the experience in an organized, welcoming, reverent way while keeping the focus on Jesus Christ, covenant worship, and the temple.

When & Where to Arrive

- Report to the Jacksonville South Stake Center for the time shown on your volunteer assignment.
- Park toward the front foyer side of the building. Please leave the parking spaces near the visitor entrance in the back available for guests.
- Check in at the volunteer check-in area, receive any name tag or last-minute assignment, and be in position before your shift begins.
- Journey Guides will wait in each welcome room to take groups on their tour.
- Plan to remain for your full assigned shift and until your area lead releases you.

What to Wear / Bring

- Wear appropriate, modest clothing suitable for serving in a Church setting.
- Station Guides may wear an approved biblical-era costume. Costume pieces may be available to wear over regular clothing; volunteers may also provide an appropriate costume of their own.
- Wear comfortable shoes. Keep phones put away except when needed for an assigned responsibility.
- Bring your training booklet / station script or quick-reference card if one has been provided.

Volunteer Roles

Station Guides

- Remain at your assigned station and present the approved message consistently to each group.
- Know your primary station and, when assigned, your alternate / backup station.
- Speak naturally rather than sounding memorized. Appropriate personal testimony may be shared when it supports the approved message.
- Maintain reverence while waiting between groups and be ready when the next Journey Guide arrives.
- Do not improvise answers you are unsure about. Refer questions to the Journey Guide or another designated host / missionary.

Journey Guides

- Accompany one visitor group through the full experience.
- Introduce yourself, establish rapport, and keep the group moving calmly and on schedule.
- Adjust pace when a station is delayed or a group falls behind, while preserving reverence and the visitor experience.
- Watch for accessibility needs and help visitors navigate transitions between stations.
- Answer appropriate questions when you can; if unsure, connect the visitor with another host, missionary, or leader rather than guessing.

Welcome Hosts

- Greet visitors warmly, assist with check-in, and help form groups.
- Help groups form as Tribe of Israel and launch effectively, efficiently and timely
- Offer Scavenger hunt material to children and youth to be turned in at Contemplation Station
- Manage the waiting area and direct groups to the correct Welcome room.
- Help accommodate walk-ins, delays, accessibility needs, and designated language groups.
- Maintain a calm, organized, reverent atmosphere from the moment visitors enter.

Contemplation Hosts

- Protect the quiet atmosphere of the Contemplation Chapel.
- Be prepared to answer questions and discuss experience if desired by guests
- Help children and youth with return of scavenger hunt and offer available reward
- Help visitors enter and leave quietly and direct them appropriately after their time in the chapel.
- Coordinate with full-time missionaries / exit flow as assigned.

Visitor Flow — Quick Reference

- Welcome rooms — group formation and 10-minute orientation video.
- Old Testament displays / priestly clothing.
- Camp of Israel and Brazen Serpent; then Tabernacle coverings.
- Gate, Altar of Sacrifice, and Laver.
- Holy Place.
- Holy of Holies.
- Christ & the Temple displays / temples around the world.
- Jacksonville Temple Experience in the Young Women rooms, led by Temple Site Missionaries.
- Contemplation Chapel, then exit.

Important Operating Principles

- Treat the exhibit much like a temple open house: warm and friendly, but reverent and dignified.
- Keep exits and walkways clear.
- Spanish / ASL groups will have designated arrangements; use the assigned interpreter / Journey Guide rather than improvising translation.
- Medical needs should be referred immediately through the designated event leadership / medical process.
- If your group arrives early or a station is backed up, pause calmly and follow Journey Guide instructions.

Study Materials / Tour Card

- Review the final training booklet, station script, map, and any linked training videos provided by the Guide & Host Training Committee.
- Station Guides should be prepared on both their primary and assigned alternate stations when requested.
- Journey Guides should know the full route and the purpose of each transition, even though they do not deliver the station scripts.
- Use the approved wording and materials; do not add speculative historical or doctrinal claims.

Frequently Asked Questions

What if I cannot answer a visitor's question?

Do not guess. Refer the question to the Journey Guide, another host, a missionary, or event leadership.

What if my replacement is late?

Remain at your post and notify your area lead so coverage can be arranged.

What if a visitor needs extra time or assistance?

Prioritize the visitor's safety and dignity. Notify the Journey Guide / host lead so the pace can be adjusted.

Can I use my phone while serving?

Only when needed for an assigned responsibility. Volunteers should model attentiveness and reverence. Keep phones put away.

What happens at the end of the night?

Remain until released. If your ward is assigned to the nightly building reset, help complete the assigned cleaning tasks before leaving.

Check with Lead Volunteer to get your assigned building clean-up tasks.