



VISITOR INFORMATION DESK VOLUNTEER MANUAL

2014

Our Mission

The Dennos Museum Center seeks to engage, entertain and enlighten its audiences through the collection of art, and the presentation of exhibitions and programs in the visual arts, sciences and performing arts.

Table of Contents

General Hours, Addresses, Phone Numbers, Website & Email.....	2
Museum and Volunteer Commitments.....	4
Visitor Information Desk Primary Responsibilities and Schedule.....	5
Benefits of Volunteering and Volunteer General Information.....	6
Additional Helpful Visitor Information.....	8
Safety and Security.....	10
Cash Register: Operations	
Entering Zip Code.....	12
Regular Paying Admission.....	12
Family Admissions.....	13
Member Admissions.....	13
NMC Students Admissions.....	14
Complimentary Admissions.....	14
½ Price Admissions for Children and Adults.....	15
Tour Group Admission.....	15
Handling Cash Register Error.....	16
Voiding a Sale.....	17
Refunding a Sale.....	17
Printing a Receipt.....	17
Closing Cash Register at End of Day.....	18
Cash Register General Information.....	19
Zip Code Numbers.....	21
Charge Card Machine: Operations	
Processing a Sale.....	22
Voiding a Sale.....	23
Closing Charge Card Machine at End of Day.....	24
Telephone: General Information and Operations	
Answering Phones.....	26
Transferring Calls to Museum Personnel.....	27
Putting a Caller on Hold.....	27
Listening to Voice Mail Messages.....	28
Museum Phone Numbers by Name.....	29
Museum Phone Numbers by Position.....	28
Museum Phone Number (Non-Staff).....	29
Dennos Museum Staff.....	30
Museum History (Brief)	32
Named Gallery Information.....	33
Maps	
Dennos Museum Map.....	37
NMC Main Campus Map.....	38

Revised: January 2015

ADMISSION RATES, HOURS AND GENERAL CONTACT INFORMATION

Standard Admission Rates

Adult.....	\$ 6
Child under 13.....	\$ 4
Family*.....	\$20
Museum Member**.....	No Charge
NMC Student**.....	No Charge
Child under 3.....	No Charge
Visitor with complimentary ticket.....	No Charge
Reciprocal Member***.....	No Charge
(see below for list of reciprocal museums)	
Active Museum Volunteer.....	No Charge
Artist with work on exhibition.....	No Charge
TC Tourism Volunteer.....	No Charge
Visitors with special promotions.....	Information will be at Desk

***Family** is defined as any number of persons **living in the same household**: parents, children, grandparents, exchange students, etc. Visitors of the household are not considered part of the family even if related. **Use your discretion when dealing with this situation.**

Occasionally the Museum will charge ½ price admission (sometimes during exhibition changes or at the end of the day). This does **NOT** apply to the Family rate.

**With proper identification (membership card, or current student ID, or TC Tourism name badge)

*** NOTE: The Dennon Museum is part of a **reciprocal membership program** with the following **Michigan art museums**. Members at **reciprocal membership levels** are treated the same as members of the Dennon Museum when they visit and **show their membership card identifying they have a reciprocal membership**. Other museums that are currently part of the reciprocal membership program include:

- Art Center of Battle Creek
- Cranbrook Art Museum
- Detroit Institute of Arts
- Flint Institute of Arts
- Grand Rapids Art Museum
- Kalamazoo Institute of Arts
- Krasl Art Center
- Muskegon Museum of Art
- Saginaw Art Museum
- University of Michigan Museum of Art

Dennos Museum Hours

Monday – Saturday, 10 AM – 5 PM

Open Thursdays until 8 PM

Sunday, 1 PM – 5 PM

CLOSED major holidays: New Year's Day, Easter, Memorial Day,
Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day

Museum Phone: 995.1055

Museum Fax: 995.1097

Milliken Auditorium Box Office Hours

Wednesday – Saturday, 3 PM – 5 PM

Open approximately September - May

Box Office Phone: 995.1553

Dennos Concert Series Tickets also available online at dennosmuseum.org
MyNorth Tickets by phone **800.836.0717** or online at **mynorthtickets.com**

Dennos Museum Store

Store Hours are the same as Museum Hours

Store Phone: 995.1586

Mailing Address

1701 East Front Street
Traverse City, MI 49686

GPS Address

1410 College Drive
Traverse City, MI 49686

Dennos Museum Website

dennosmuseum.org

Dennos Museum E-mail

dmc@nmc.edu

YOU are the Dennos Museum Center to our visitors!

YOU are the first and many times the only person at the Museum with whom our visitors or callers have contact.

YOU are an ambassador for the Museum and have a significant impact on our visitors' experiences and memories of their visit.

YOU are a vital part of the Dennos Museum staff.

Dennos Museum's Commitment to Our Volunteers

- Treat volunteers in a courteous, respectful manner.
- Value volunteers for their strengths and talents.
- Provide volunteers with the tools, information, and training needed to be successful.
- Ensure volunteers know that they are valued and appreciated.
- Work with volunteers to identify roles that fit their interests, talents, and time commitment expectations.
- Communicate openly with volunteers about expectations, acknowledging achievements and offering guidance when needed.
- Provide feedback that creates a win-win for the volunteer, visitors, and Museum.

Visitor Information Desk Volunteer's Commitment to the Dennos Museum Center

- Treat all visitors, callers, volunteers and staff in a courteous, respectful manner.
- Take the time necessary to learn about the Museum's procedures, exhibitions and events; review all information at the desk.
- Learn to use the equipment and procedures necessary to work at the Visitor Information Desk.
- Report on time for scheduled shifts. Notify staff as early as possible of any planned absences or emergencies that will make you late for or unable to work your scheduled shift.
- Ask staff questions if you are unsure about any procedures, information, or responsibilities.
- Notify staff immediately if you sense any danger to yourself, to others, or to the Museum, exhibitions, or equipment.
- Be respectful of the art and artists even if it may not suit your personal tastes.
- Communicate openly about your expectations and needs to fulfill your responsibilities.
- Provide feedback that creates a win-win for the volunteer, visitors, and Museum.

- Enjoy the time you spend at the Dennon Museum.

Visitor Information Desk Volunteer Primary Responsibilities

The primary responsibilities of a Visitor Information Desk Volunteer include:

- Greet and assist visitors and callers in a warm, cheerful manner.
- Remind visitors of parking regulations and provide lot gate codes on days when classes are in session.
- Process admissions attendance and payments using the cash register and possibly the credit card machine.
- Answer telephones using a standardized greeting, monitor voice mails, and write message slips or transfer calls, as needed.
- Assist visitors and callers with membership applications or renewals.
- Provide visitors and callers with basic information about exhibitions and events, including Museum and rental events.
- Answer general questions or seek assistance from Museum staff.
- Notify staff if you become aware of any exhibitions that are not working properly.
- Keep the desk area neat and organized.
- If time permits, straighten and/or replenish literature display racks on and around the Visitor Information Desk.

Visitor Information Desk Volunteer Schedule

The Visitor Information Desk calendar is kept in the small calendar/schedule book on the desk by the cash register. Regularly scheduled weekly and bi-weekly volunteers should sign up as far ahead as possible for the shifts they plan to work for their assigned days.

For planned time off, regularly scheduled volunteers should remove their name from the schedule and draw a circle around the shifts that will be available and need a substitute. Also, give a note or send an email with the dates you plan to be away to the Operations Manager.

Substitute volunteers should check the calendar occasionally and sign up for open shifts that meet their schedule. All volunteers are requested to try to work at least two times a month in order to stay current. You may also call the Visitor Information Desk, 995-1055, and ask the volunteer on duty to let you know of dates that are available.

Louise Schroeder, a volunteer, will assist with scheduling. If you receive an e-mail or phone call from Louise, please respond as soon as possible and let her know your availability.

Contact the Visitor Information Desk, 995-1055, or Operations Manager, 995-1595, if you cannot work your shift on a short notice, so that we can work to find a substitute. Do not call Louise Schroeder or Suzy Kerndt at home any longer to arrange for a substitute.

Benefits of Volunteering at the Dennos Museum

- The Museum Store is delighted to offer active Museum volunteers a 20% discount on most purchases. This does not include consignment items or some other special items. **Volunteers only**, not family members or friends, are entitled to this discount. Please inform the store volunteer or staff that you are an active Dennos volunteer before they ring up your items.
- An annual **Volunteer Appreciation Dinner** for all volunteers is held at the Museum in late summer/early autumn.
- A casual **Volunteer Holiday Luncheon** for Visitors Service Volunteers is held in December.
- Active volunteers are invited to sign up for **ushering for the Dennos Concert Series performances**, which are usually scheduled from October through April.
- **Discounted concert tickets** are sometimes available to volunteers. These are usually offered by e-mail message a few days before a concert.
- An opportunity to get to meet and work with **other great volunteers** like yourself.

Visitor Information Desk Volunteer General Information

- Please arrive 10-15 minutes prior to your shift so that you can familiarize yourself with parts of the exhibitions, videos, or other information that may be helpful. Morning volunteers should share any important information that the afternoon volunteers may find helpful, such as staff out of the office, commonly asked questions they have received, event updates, etc.
- When NMC classes are in session, park in the Museum's gated parking lot only, unless your vehicle has proper identification for handicap parking spaces or has an NMC parking decal. Cars with NMC decals cannot park in the gated lot. The City of Traverse City's parking enforcement officers issue expensive tickets for illegally parked cars. The Museum cannot get these tickets waived.
- If the front door is locked when you arrive in the morning, admittance to the museum is through the staff entrance located on north side of the museum (see map). Ring the buzzer. When someone responds through the speaker, give your name and let them know that you are reporting to volunteer. They will release the lock on the door. Be patient as sometimes a staff member will need to come from another office to respond to the buzzer.
- Record **all** time that you volunteer for the Museum on your sheet in the notebook at the Visitor Information Desk. This includes training and meeting time, as well as time at the desk or assisting with other volunteer responsibilities. If you schedule volunteers or do some other activities from home, record these hours also.

- Wear your name tag while volunteering. You may pin it on or use a lanyard. If you do not have a lanyard and would like one, ask staff.
- Review materials at the Visitor Information Desk for information on current and future exhibitions and coming events. Check the Museum schedule and folder on the Visitor Information Desk for items related to events. These should be in chronological order. Information may change on a daily basis.
- Call for Museum staff to cover the desk when you need a break. Try not to leave the Visitor Information Desk unattended except to deliver messages, make change, etc.
- Almost all of the information needed to answer any question can be found on the Dennos Museum website, www.dennosmuseum.org. A computer is available on the Visitor Information Desk with a special log on name and password for volunteers to use. Use free time at the desk to get comfortable with and learn to navigate the Museum website.
- A notebook marked “Lists” is located on the desk. This book contains the following lists:
 - Current Dennos Membership list (run about once per month)
 - Current Dennos Volunteer lists
 - Artists with current exhibitions at the Dennos (their guest must pay regular admission rates unless they are Members or NMC students.
 - NMC Phone Directory
- A notebook marked “Price List” is located at the desk on the top shelf or counter. This contains prices for any pieces of art in current exhibitions that are for sale. Visitors may look at this book. A red dot indicates the item has been sold. If a visitor is interested in purchasing any of these items, send him/her to the Museum Store for assistance.
- A kiosk (computer) is located on the top shelf of the Visitor Information Desk. This can be used by visitors to purchase tickets for Dennos Museum events, NMC events, and events for other organizations that are selling tickets through MyNorth Tickets. If the box office is closed, invite visitors to use the kiosk to purchase their tickets online. They will need to set up an account, if they do not already have one. They will have to use a credit card to purchase their tickets from the kiosk. The printer on the desk is connected to the kiosk so that they can print their receipt and/or tickets.
- Volunteers are welcome to use the Museum kitchen. Help yourself to coffee or tea. There is a coffee maker, microwave, toaster oven, and refrigerator that you may use. Dishes and utensils may also be used as needed. Since this is a shared kitchen, we only ask that everyone clean up after themselves.

- Closing due to inclement weather will be on the television and radio as well as on Northwestern Michigan College's website, www.nmc.edu. If NMC is closed on your scheduled day, you do not need to report for your volunteer shift. Staff will attempt to call volunteers scheduled on days the Museum is closed. If you are not certain or have not received a call, feel free to call Gale Cook's cell phone, 231.645.0093. On other days, use your discretion as to whether it is safe for you to come in or not. Notify staff as soon as possible if you will not be in for your scheduled time.

Additional Helpful Visitor Information

Parking: Ask visitors if they have parked in the Museum parking lot behind the gate and give them the parking code.

Inform visitors that all NMC lots except the Museum's gated lot required a valid NMC student or staff parking decal between 8 AM and 5 PM weekdays when NMC classes are in session. Traverse City's parking enforcement officers issue tickets for improper parking in these lots during this time. Tickets are also issued at any time for vehicles parked in fire lanes or vehicles in handicap parking spaces if a valid handicap parking license or other permit is not present.

Cars with an NMC student or staff parking decal parked in the Museum's gated lot will also be ticketed. Gently remind visitors who are illegally parked and come to the Visitor Information Desk asking for the gate code, that the gated area is for Museum Visitors only.

Parking codes are set by the NMC Security Department. The codes are changed once a week with new codes beginning Monday mornings. (Do not let visitors know this.) There is a list of weekly code numbers taped under the counter. They are often written on the daily calendar also.

General Museum Policies:

- No food or drinks in the galleries.
- No flash photography.
- Most artwork is not to be touched, with the exception of some pieces in the Discovery Gallery. Labels will show those that may be touched.
- Ask visitors to leave large bags, umbrellas, backpacks, etc. at the Visitor Information Desk or in the coatroom.

Accommodations for Visitors with Disabilities:

- **Handicap accessible** (wheelchair) **door openers** are located at both the Museum's main entrance and at the Milliken Auditorium entrance.
- Two **wheelchairs** for visitors' use are located in the coatroom by the Visitor Information Desk. These are available to use on a first-come, first-served basis.
- **Handicap parking spaces** are located adjacent to the Museum.
- Milliken Auditorium is equipped with a T-coil hearing loop.

Restrooms: Restrooms are located through the double doors to the Auditorium side of the building. From the desk location, the men’s restroom is on the left and the women’s restroom is on the right. Both restrooms have baby changing stations.

Lost and Found: Lost and found items are kept at the Visitor Information Desk. If a found item is turned in to you, write the date and area of the building where it was found and attach the note to the item. If it is a small item, put it in the drawer on the left side from behind the desk. If it is a larger item, put it in the box on the floor on the right side from behind the desk. **Lost items will be kept for 60 days. Items not claimed in that time will be donated to a local nonprofit.**

If the lost item is an especially valuable such as a cell phone, tablet, wallet, cash or credit cards, give them to the Museum staff person supervising the Visitor Information Desk that day. They will be put in the safe.

When someone calls or comes in to inquire about a lost item, check these places. If it is a valuable item as listed above, ask a staff person to check the safe.

Items to be Picked Up: Items are often left at the Visitor Desk for people who will stop to pick them up. These items are left in a box labeled “Items to be Picked Up.” The box is on top of the Lost and Found Box on the right side of the desk.

The white flowering tree at edge of the flower bed by the Museum sign is a **kousa dogwood**. If you have been here awhile, you have probably been asked about this many times. If you are newer, this is a frequently asked question every year.

Who to Contact?: Visitor Information Desk Volunteers receive numerous questions every day. See the summary list below, by subject, indicating the primary staff person you can contact or refer visitors or callers to for information. More information about Dennis Museum Staff is in a later section of your manual.

CONTACTS FOR INFORMATION OR QUESTIONS:

Advertising/Marketing	Gene Jenneman	5-1572
Appraisal Day	Megan Heator	5-1573
Artists wanting to exhibit works	Gene Jenneman	5-1572
Battery Dead/Car Won’t Start	NMC Security	5-1111
Class/ Workshop Registration	Megan Heator	5-1573
Community Cinema	Jason Dake	5-1029
Educational Programs	Jason Dake	5-1029
E-newsletter	Megan Heator	5-1573
Exhibition Scheduling	Gene Jenneman	5-1572
General Information	Megan Heator	5-1573
Keys Locked in Vehicle	Northwest Lock Co.	946-1611
Media Interviews	Gene Jenneman	5-1572
Memberships	Megan Heator	5-1573
Performer Scheduling	Gene Jenneman	5-1572
Rental of Facilities	Gale Cook	5-1595

School Programs	Jason Dake	5-1029
Store Merchandise	Museum Store	5-1586
Tickets to Denno's Events	Lee Rockwell, Box Office	5-1553
Tours/Group Visits	Jason Dake	5-1029

SAFETY AND SECURITY

Phone System: The top button on screen 1 of all Museum phones is pre-programmed to dial 911 in an emergency. Also, the round speaker on the phone is used to alert everyone on NMC's campus when there is a weather related or other emergency situation. Listen to the messages carefully and follow emergency protocol (to be discussed in the Lockdown Alert section below). An announcement will also be sent when the situation is "all clear."

First Aid Kit: A first aid kit is located in the coat room by the Visitor Information Desk. Contact the Operations Manager or other available staff for injuries or other emergencies. An incident report may need to be completed by staff or NMC Security.

AED Unit (Defibrillator): An AED unit is located in the coatroom by the women's restroom on the Auditorium side. When the case holding the AED is opened, an alarm will sound. You are not responsible for using this, unless you feel comfortable doing so, since many of you have medical backgrounds. Alert staff immediately for assistance.

Door Alarms: Exterior doors in the galleries are equipped with alarms that will sound if someone opens one of them. This will make a loud noise. Staff will investigate and shut off the alarms as soon as possible. Staff will notify NMC Security and the TC Police Department, if needed.

Fire Alarms: The fire alarm system will go off if smoke or fire is detected. This will be a very loud alarm with bright flashing lights. When the fire alarms go off, everyone in the building is to evacuate to the outdoor plaza until the Fire Department arrives and gives the "all clear" to go back inside.

Panic Button: A panic button is located under the Visitor Information Desk between the credit card machine and phone areas. When this button is pushed it silently, automatically alerts the Museum's security company, EPS, NMC's Security Department, and the Traverse City Police Department. NMC Security and TC Police officers will be dispatched and arrive shortly.

Lockdown Alert: Over the past few years, our country has experience several types of violence in public areas, such as schools, colleges, malls, theaters, etc. While there is a very remote possibility of any of these type of incidents occurring here, it is wise to give some thought to actions you may need to be better prepared.

NMC Security or Public Relations Department will issue a lockdown alert if a situation that could potentially endanger the welfare of the College community is identified. When a lockdown alert is given, it may be more dangerous to evacuate a building than

stay inside. Each situation could be different, but here are some general guidelines to follow that the NMC Security Office has provided to faculty, staff, and students:

- Seek concealment away from windows and doors.
- If you are in a general open area, move to an enclosed room and secure the entrance.
- Turn off lights.
- Place cell phones on “vibrate only” and silence other electronic devices.
- Remain in a secure room until you are notified by NMC Security, College officials, fire/rescue, or police that the situation has been resolve.
- During an incident, the College will provide updates through its multiple communications methods.
- If you are outdoors, immediately take cover.
- If you are commuting to campus and receive a lockdown alert, remain off campus until notified the situation has been resolve.

Cash Register: Operations

Entering Zip Code

1. Enter the zip code on the number keypad.
2. Press the **pink** "Zip Code" key.

NOTE: If guest is from Antrim, Benzie, Kalkaska, Grand Traverse, Leelanau, Missaukee, Wexford, Charlevoix, or Emmett County you can enter the whole zip code.

If the person is from elsewhere in Michigan, you will enter double zeros then the first three numbers of the zip. (**48023** is entered as **00480**.) If you enter **48023** the register will beep. Push "**CL**" key and re-enter as **00480**.

Out of state is entered **33333**

Canada is entered **11111**

Outside the US and Canada is entered **22222**

NOTE: A list of complete zip codes that can be entered in the cash register are on page 21). A copy of this list is also kept on the Visitor Information Desk by the cash register.

Regular Paying Admission

1. Enter zip code on number keypad.
2. Press **pink** "Zip Code" key.
3. Enter number of adults on number keypad.
4. Press the "@/for" key.
5. Press "Adult" on **yellow** key and/or;
6. Enter number of children on number keypad.
7. Press the "@/for" key.
8. Press "Child" on **yellow** key.
9. Press "CA/AT" key to see total and open cash register drawer.
10. Collect payment and put in cash register drawer:
 - a. Cash
 - b. Checks (payable to DMC or Dennon Museum); stamp on back with endorsement stamp
 - c. Credit card (Visa, MasterCard, Discover, American Express)

Family Admissions

1. Enter zip code on number keypad.
2. Press **pink** “zip code” key.
3. Press **yellow** “Family” key.
4. Enter number of adults on number keypad.
5. Press the “@/for” key.
6. Press **green** “Free Adult” key.
7. Enter number of children on number keypad.
8. Press the “@/for” key.
9. Press **green** “Free Child” key.
10. Press “CA/AT” key to see total and open cash register drawer.
11. Collect payment and put in cash register drawer:
 - a. Cash
 - b. Checks (payable to DMC or Denno's Museum); stamp on back with endorsement stamp
 - c. Credit card (Visa, MasterCard, Discover, American Express). See credit card machine instructions on page 22.

Member Admissions

1. Check membership card to make sure it is current.
2. Enter zip code on the number keypad.
3. Press **pink** “zip code” key.
4. Enter number of persons (both adults and children) on number keypad.
5. Press the “@/for” key.
6. Press the **green** “Member” key.
7. Press “CA/AT” key to finalize transaction and close drawer since there is no payment collected if only members are included in this transaction.

NOTE: The Denno's Museum is part of a **reciprocal membership program** with the following Michigan museums. Members at reciprocal membership levels are treated the same as members of the Denno's Museum when they visit and show their membership card identifying they it is a reciprocal membership. The other museums that are part of the reciprocal membership program include:

Art Center of Battle Creek
Cranbrook Art Museum
Detroit Institute of Arts
Flint Institute of Arts
Grand Rapids Art Museum
Kalamazoo Institute of Arts
Krasl Art Center
Muskegon Museum of Art
Saginaw Art Museum
University of Michigan Museum of Art

NMC Student Admissions

1. Ask for current NMC student ID. They can get these made in West Hall if they do not have one.
2. Enter zip code on the number keypad.
3. Press **pink** “zip code” key.
4. Enter number of persons on number keypad.
5. Press the “@/for” key.
6. Press the **green** “NMC Student” key.
8. Press “CA/AT” key to finalize transaction and close drawer since there is no payment collected.

NOTE: University Center students do NOT receive free admission.

Complimentary Admissions

1. Enter zip code on the number keypad.
2. Press **pink** “zip code” key.
3. Enter number of persons on number keypad.
4. Press the “@/for” key.
5. Press the **green** “COMP” key.
6. Collect pass or voucher, etc. showing why complimentary admission is being given and keep in cash register. If it is a free admission for a purpose that does not have a pass or voucher, fill out a Free Admission Information form to keep in the register drawer.
 - a. Press “CA/AT” key to finalize transaction and close drawer since there is no payment collected.

1/2 Price Admissions for Children and Adults

NOTE: THERE IS NO 1/2 PRICE ADMISSION ON FAMILY RATE

1. Enter zip code on number keypad.
2. Press **pink** "Zip Code" key.
3. Enter number of adults on number keypad.
4. Press the "@/for" key.
5. Press "**1/2 Adult**" on **yellow** key and/or
6. Enter number of children on number keypad.
7. Press the "@/for" key.
8. Press "**1/2 Child**" on **yellow** key.
9. Press "CA/AT" key to see total and open cash register drawer.
10. Collect payment and put in cash register drawer:
 - a. Cash
 - b. Checks (payable to DMC or Denno's Museum); stamp on back with endorsement stamp
 - c. Credit card (Visa, MasterCard, Discover, American Express). See credit card machine instructions on page 22.

Tour Group Admissions

1. Check "Upcoming Group Tours" folder at Visitor Information Desk.
2. Find the Group Registration Sheet inside filed in chronological order.
3. The gray box at the top of the form indicates the prices that will be charged for each Child or Adult admission.
4. Write the number of Children and Adults to be charged admission as well as the number of Teachers/Faculty/Chaperones in the appropriate spaces on the sheet.
NOTE: DO NOT ENTER ANY VISITOR ZIP CODES OR ATTENDANCE NUMBERS IN THE CASH REGISTER.
5. Total the amount to be collected and write on the Total Cost on sheet. Also write the Amount \$ received on the sheet.
6. Collect the cash, check payable to Denno's Museum or DMC, or for credit card payments:

- a. Run the credit card through the credit card machine, and have the Merchant receipt signed by the person in charge. Write TOUR on the Merchant receipt and put it in the cash register drawer to use for closing the credit card machine at the end of the day.
 - b. Print a Customer receipt and give to the person in charge of the group.
 - c. Print a second Customer receipt (see credit card machine instructions on page 22.)
7. Attach the payment (cash, check or 2nd credit card Customer receipt) to the Registration Sheet or fold the Registration Sheet with the payment inside.
 8. Put in cash register under the tray in the drawer until the register is closed at the end of the day or give it to the Curator of Education (Jason Dake).

NOTE: One Teacher/Faculty/Chaperone per 10 students will be admitted free if this is noted on the form.

Handling Cash Register Errors

Cash, check and credit card payments in the cash register drawer must be reconciled on a daily basis when completing bank deposits and preparing attendance reports. It is very important that cash register errors be reported or that the error transaction be voided or refunded.

Cash Register or Credit Card Error Report: The simplest way to handle a cash register error is to complete the Cash Register or Credit Card Error Report form kept on the Visitor Information Desk. Put as much detail as possible on the form, including amounts entered in error. Keep the completed form in the register drawer with the credit card receipts. (sample form on next page).

CASH REGISTER OR CREDIT CARD ERROR REPORT

Date: _____

Name: _____

Explanation: _____

Voiding a Sale – Correction of the last entry: A sale can be voided easily if the void is done immediately after entering the incorrect information. For example:

- If you entered 2 @/for Adult and \$12.00 printed on the tape, then the customer said they were a member, so you wanted to void the \$12.00, just press the “Void” key and -\$12.00 should appear on the tape.
- You can continue by entering 2 @/for Member, then “CA/AT” to total. The total should be \$0.

Refunding a Sales: To correct an entry after a transaction has been completed (if the “CA/AT” Key has been pushed):

1. Press the **red** “RFND” key.
2. Press the **yellow** “Adult” key the number of adults incorrectly entered.
3. (example: If the 3 adults have been entered, you must push “Adult,” “Adult”, “Adult”).
4. Press the **red** “RFND” key.
5. Press the **yellow** “Child” key the number of children incorrectly entered.
6. Press the “SBTL” key (**optional**).
7. Press the “CA/AT” key.

NOTE: You will not have to save the receipt, it will print it out correctly at the end of the day.

Printing a Receipt: If a visitor requests a receipt, after the transaction is complete, press the “RCPT” key.

Closing Cash Register at End of Day (optional for afternoon shift)

1. Turn key to X₁/Z₁.
2. Press buttons 1
 00
 .
 @/FOR
3. Press CA/AT.
4. Tear off receipt tape that will print automatically.
5. Open the cover of the cash register, press the Journal key with the arrow repeatedly to move the journal tape on to the spool. Use scissors to cut the tape.
6. Remove the spool. Unwind the journal tape and fold it.
7. Press the Journal key with the arrow until you have enough tape to thread back on to the spool and wind around a couple of times.
8. Reinsert the spool and put the cover back on.
9. Bundle receipt tape and all items from cash register drawer and give to the Operations Manager.

Cash Register: General Information

Standard Admission Rates

Adult.....	\$ 6
Child under 13.....	\$ 4
Family*.....	\$20
Museum Member**.....	No Charge
NMC Student**.....	No Charge
Child under 3.....	No Charge
Visitors with complimentary ticket.....	No Charge
Reciprocal Member***.....	No Charge
(see below for list of reciprocal museums)	
Active Museum Volunteer.....	No Charge
Artist with work on exhibition.....	No Charge
TC Tourism Volunteer**.....	No Charge
Visitors with special promotions.....	Information will be at Desk

***Family** is defined as any number of persons **living in the same household**: parents, children, grandparents, exchange students etc. Visitors of the household are not considered part of the family even if related. **Use your discretion when dealing with this situation.**

Occasionally the Museum will charge ½ price admission (sometimes during exhibition changes or at the end of the day). This does **NOT** apply to the Family rate.

**With proper identification (membership card, or current student ID, or TC Tourism name tag)

*** NOTE: The Dennon Museum is part of a **reciprocal membership program** with the following Michigan museums. Members at reciprocal membership levels are treated the same as members of the Dennon Museum when they visit and show their membership card identifying they it is a reciprocal membership. Other museums that are part of the reciprocal membership program include:

- Art Center of Battle Creek
- Cranbrook Art Museum
- Detroit Institute of Arts
- Flint Institute of Arts
- Grand Rapids Art Museum
- Kalamazoo Institute of Arts
- Krasl Art Center
- Muskegon Museum of Art
- Saginaw Art Museum
- University of Michigan Museum of Art

2. Request change for the cash register (as needed) from Operations Manager.
3. If P P P P P appears on cash register display, tape needs to be replaced. Notify the Operations Manager if the tapes on the cash register or credit card machine indicate that they need to be replaced.
4. When a family or other visitors come in, **suggest a Membership**. Payment may be made by cash, check or credit card (Visa, MasterCard, Discover, American Express). Place completed membership forms on Operations Manager's desk. Membership cards will be mailed in one to two weeks.
5. Temporary Membership cards are available at the Front Desk. Fill in category purchased and expiration date (one month from purchase date) and tell new member that they should receive permanent cards in approximately two week.
6. Memberships may also be processed by telephone if a credit card is used. **Be sure to include expiration date and security code from the back of the card when writing out credit card information.**

Zip Codes Entered Into the Cash Register in Their Entirety

49601 – Cadillac
49610 – Acme
49611 – Alba
49612 – Alden
49613 – Arcadia
49614 – Bear Lake
49615 – Bellaire
49616 – Benzonia
49617 – Beulah
49618 – Boon
49619 – Brethren
49620 – Buckley
49621 – Cedar
49622 – Central Lake
49625 – Copemish
49626 – East Lake
49627 – Eastport
49628 – Elberta
49629 – Elk Rapids
49630 – Empire
49632 – Falmouth
49633 – Fife Lake
49634 – Filer City
49635 – Frankfort
49636 – Glen Arbor
49637 – Grawn
49638 – Harrietta
49640 – Honor
49643 – Interlochen
49645 – Kaleva
49646 – Kalkaska
49648 – Kewadin
49649 – Kingsley
49650 – Lake Ann
49651 – Lake City
49653 – Lake Leelanau
49654 – Leland
49657 – McBain
49659 – Mancelona
49660 – Manistee
49663 – Manton
49664 – Maple City
49666 – Mayfield
49667 – Merritt
49668 – Mesick

49670 – Northport
49673 – Old Mission
49674 – Omena
49675 – Onkama
49676 – Rapid City
49680 – South Boardman
49682 – Suttons Bay
49683 – Thompsonville
49684 – Traverse City
49685 – Traverse City
49686 – Traverse City
49689 – Wellston
49690 – Williamsburg
49696 – Traverse City
49705 – Alanson
49711 – Bay Shore
49712 – Boyne City
49713 – Boyne Falls
49718 – Carp Lake
49720 – Charlevoix
49722 – Conway
49723 – Cross Village
49727 – East Jordan
49729 – Ellsworth
49732 – Gaylord
49737 – Good Hart
49740 – Harbor Springs
49755 – Levering
49764 – Oden
49769 – Pellston
49770 – Petoskey
49782 – Beaver Island
49796 – Walloon Lake

Zip Codes in Michigan but not on this list start with the digit 4. They must be entered as 004 plus the next 2 digits of the Zip Code (e.g., Grand Rapids, MI 49508 is entered 00495)

**Use the following codes for:
Canada - 11111
Outside US (except Canada) - 22222
US Outside of Michigan - 33333**

Credit Card Machine: Operations

VISA, MASTERCARD, DISCOVER, AMERICAN EXPRESS

ADMISSION SALES:

1. In window of machine:
 - a. Select **Sale**.
 - b. Select **Credit** (even if debit card).
2. **Swipe card** with magnetic strip at bottom and toward machine.
 - a. If card does not scan, carefully use numeric keys to enter credit card number, expiration (MMYY) and CVV number (3 digits on back of card).
3. Use numeric keys to **enter amount** – must enter 00 for cents.
4. Press green **Enter/Yes** key if amount is entered correctly.
5. Machine processes and approves transaction, then merchant receipt will print.
6. Have visitor **sign merchant receipt**.
7. Check back of card for signature:
 - a. **If no signature or if card says “see ID”, ask customer for ID.**
8. To print **customer receipt**, press **Enter/Yes** key and **give to customer**.
9. Put **signed merchant receipt in cash register drawer**.

If the credit card is a commercial credit card, and the machine asks for a PO/ID number, just press enter to skip. Also, if it asks for tax, enter. You may need to choose the Exempt from Tax option, too. Contact the Operations Manager if you need help with this.

MEMBERSHIPS PAID BY CREDIT CARD (Three receipts are required- one Merchant Receipt and two Customer Receipts):

1. Follow the steps above, and **write MBR on the top of the merchant receipt** before putting it in the cash register drawer.
2. Print a **2nd customer receipt**.
 - a. To print the 2nd customer receipt, press the **Report** button under the window of the credit card machine.
 - b. Press the **Reprint** button

- c. Press the button by **Last** to reprint the last transaction **or Invoice** to reprint a different transaction
 - i. To enter the Invoice number use the numeric keys, including zeroes, which is on the Merchant copy of the receipt
 - d. In the window press the button by **Customer Copy** and a 2nd Customer receipt will print.
3. Write **MBR** on the 2nd Customer receipt and put it inside the completed membership envelope.
 4. **Seal membership envelope. Put it under the tray in the cash register drawer or give it to Operations Manager.**

VOIDING A CREDIT CARD MACHINE ERROR:

Transactions made in error that have already been approved can be voided as long as the credit card machine has not been settled at the end of the day.

1. 1.In window of machine:
 - a. Select **Void**.
 - b. Select **Last** to void the last approved transaction **or Invoice** to void a different transaction.
2. To enter the Invoice number use the numeric keys, including zeroes, which on the Merchant copy of the receipt.
3. **Confirm** that the **amount** showing in the window is the amount to be voided. If so, press the **Enter/Yes** button or the **No** button if the amount is incorrect.
4. Have the **customer sign the Merchant copy** of the voided receipt, which is stapled to the original sales receipt Merchant copy in the cash register drawer.
5. Print a **Customer copy** of the voided receipt and give it to the customer for their records.

CONTACT GALE, MEGAN, OR CAROLYN IF OTHER SITUATIONS ARISE AND YOU NEED ASSISTANCE.

CLOSING THE MACHINE FOR THE DAY (optional for afternoon volunteers)

AUDIT REPORT:

1. Add all credit card receipts in the cash register drawer.
2. Under the screen on the credit card machine, push the **REPORTS** button.
3. Push the button on the side of the screen next to **AUDIT**.
4. Check the total of the AUDIT tape that prints out to make sure it is the same as the amount you got when you added the credit card receipts.
5. If the totals are the same, proceed to **SETTLE** the account (transmit it and closes the day's transactions). See below for instructions.
6. If the totals are not the same, compare the tape and the invoice numbers on the credit card receipts to make sure that they are all there. If so re-add them and check again.
7. If any receipts are missing, **REPRINT** the missing receipt(s). See instructions below.
8. If the receipts and AUDIT tape do not agree, check with Gale, Megan, or Carolyn. Do NOT settle/close the machine for the day.

SETTLEMENT:

1. If the **AUDIT** Report balances, as instructed above, push the **SETTLE** button under the screen on the credit card machine.
2. Type in the password: 11739
3. Look at the Sales Total amount in the screen. If correct press the YES button. If not, stop and get assistance from Gale, Megan or Carolyn.
4. Look at the Refund Total amount. If it does not say \$0.00, see Gale, Megan or Carolyn as refunds are very rarely processed. If it says \$0.00, press the YES button.
5. The terminal will then go out for approval of the day's transactions.
6. It will say APPROVED and the Settlement report will print.
7. The message Please Wait E2E-Key Generation will appear. Don't do anything as it is resetting the encryption with the host. The credit card machine will return to the home screen when this is complete.

Put the items for closing in the following order starting at the top.

- Small Register Summary Tape
- Long Register Detail Tape
- Credit Card Settlement Tape
- Credit Card Audit Tape
- Credit Card Slips in Invoice # order starting with 00001
- Cash and Checks (Remove \$200 in cash in the smallest bills possible for the starting cash for the register the next day.)

Telephone: General Information

1. When you are assisting visitors at the Desk, and the telephone rings, either let it ring and go to voice mail or answer the telephone with “Dennos Museum Center. This is “your name.” I am assisting a visitor at the moment. Please hold and I will be with you as soon as possible”
2. Calls for tours should be transferred to Curator of Education (5-1029).
Operations Manager does not schedule tours.
3. A Rolodex with staff phone numbers, emails, and other frequently requested telephone numbers and information is on the Visitor Information Desk. Please add any telephone numbers you feel are necessary and cross reference in the Rolodex. Also if you know that any information is no longer correct, please change it or make a new card and replace the one that is incorrect.


Telephone: Operations

Note: All NMC phone numbers begin with 995-. For NMC extensions press 5 and the last four digits of the phone number. For outside calls, press 9 and then enter the number.

Answering the Visitor Information Desk Phone:

1. The phone extension 5-1055 is the phone number listed externally as the Dennos Museum’s number. It should be answered after the first ring whenever possible.
2. Answer with a standardized greeting: **“Dennos Museum Center, this is (your name). How may I assist you?”**
3. Provide the information the caller is requesting or transfer them to the appropriate staff person to answer their questions or take messages for staff. Keep a memo pad handy, mark date and time of call, caller’s name, **caller’s phone number** and a brief description of the information requested on the memo.
4. Place messages in the proper slot in the round black message box at the 1st desk in the office area. NOTE: Gene’s messages should be taped to his door.

Transferring Calls:

1. Answer the call, using the standardized greeting.
2. Do not put on Hold.
3. Press  / .
4. Press the button by the name of person to whom you are transferring the call. (use arrow below screen to see page 2 of names) or manually press the button by the person's extension. (see extensions for staff members below)
5. Hang up. The call will be answered if the person is available, if not it will go into their voice mail.
6. If the phone is not **on the main screen, use the arrow keys below the screen to return to page 1.**

Box Office or Lee Rockwell	5-1553
Carolyn Drake	5-1575
Megan Heator	5-1573
Gale Cook	5-1595
Gene Jenneman	5-1572
Jason Dake	5-1029
Kim Hanninen	5-1574
Store	5-1586
Terry Tarnow	5-1587

Putting a Caller on Hold:

The red button is the "Hold" button. You want to use this if you are serving another visitor or need to put the phone down to get information.

1. Press the red "Hold" button. You can hang the receiver up or lay it on the desk until you return to the caller.
2. To take the phone off of "Hold" mode and return to the caller, press the light that will be on for the line that is on hold. (This will be one of three lines for the phone desk phone that are at the bottom of the screen when the phone is on page 1.)

Listening to Voice Mail Messages

The orange light at the top of the phone and the orange light on the button with the envelope will both flash when there is a call in voice mail. Listen to all voice mail messages promptly

1. Press the button with the envelope.
2. Enter Password: 49686
3. Press "7" to Listen to Message(s).
4. Press "1" to Get Unread Message(s).
5. Write down complete caller information and message.
6. Press "5" to Save the Message so you can listen again or until you are sure all information written down is correct.
7. Press "3" to Delete the Message if it is a hand up or if the message has been handled.

Ask staff if you have any questions about this.

Phone Number by Name

Ben Smith	620-6219
Carolyn Drake	995-1575 (5-1575)
Megan Heator	995-1573 (5-1573)
Gale Cook	995-1595 (5-1595)
Gene Jenneman	995-1572 (5-1572)
Jack Conners	499-4570
Jason Dake	995-1029 (5-1029)
Kevin Gills	218-7846
Kim Hanninen	995-1574 (5-1574)
Lee Rockwell	995-1553 (5-1553)
Terry Tarnow	995-1587 (5-1587)

Phone Numbers by Position

Auditorium Technical Manager (Jack)	499-4570
Box Office Manager (Lee)	995-1553 (5-1553)
Curator of Education (Jason)	995-1029 (5-1029)
Executive Director (Gene)	995-1572 (5-1572)
Museum Assistant (Megan)	995-1573 (5-1573)
Museum Assistant –Weekends (Carolyn)	995-1575 (5-1575)
Operations Manager (Gale)	995-1595 (5-1595)
Store Manager/Buyer (Terry)	995-1587 (5-1587)
Registrar/Preparator (Kim)	995-1574 (5-1574)

Non-Staff Phone Numbers

Auditorium Back Stage	5-1544	Dutmers Theater	5-1557
Auditorium Sound Booth	5-1554	Hallway	5-1567
Boiler Room	5-1596	Inuit Collections	5-1549
Box Office	5-1553	Kitchen	5-1562
Collections Storage	5-1568	Store	5-1586
Conference Room	5-1954	Visitor Information Desk	5-1055
Copy Room	5-1548		
Custodial Room	5-1556	FAX Number	995-1597

**Dennos Museum Center Staff
Full-Time Staff**

Gene Jenneman



**Executive Director
995-1572 (5-1572)
ejenneman@nmc.edu**

Terry Tarnow



**Museum Store Manager
995-1587 (5-1587)
ttarnow@nmc.edu**

Gale Cook



**Operations Manager
995-1595 (5-1595)
gacook@nmc.edu**

Craig Shattuck



**Custodian
cshattuck@nmc.edu**

Jason Dake



**Curator of Education
995-1029 (5-1029)
jdake@nmc.edu**

Megan Heator



**Museum Assistant (Part-time)
995-1573 (5-1573)
mheator@nmc.edu**

Kim Hanninen



**Registrar/Preparator
995-1574 (5-1574)
khanninen@nmc.edu**

Supplemental Staff

Ben Smith



Auditorium Technician
620-6219
unclejammmin@charter.net

Joan Sullivan



Museum Assistant
jsullivan@nmc.edu

Carolyn Drake



Museum Assistant
995-1575 (5-1575)
cdrake@nmc.edu

Kevin Gills



Auditorium Technician
218-7846
kgills@nmc.edu

Jan Bay



Museum Assistant

Laura Mashburn



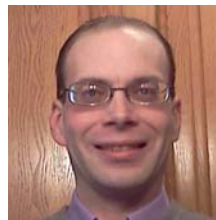
Custodian
lmashburn@nmc.edu

Jack Connors



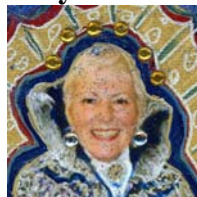
Technical Director
499-4570
jconnors@nmc.edu

Lee Rockwell



Box Office Manager
995-1553 (5-1553)
lrockwell@nmc.edu

Judy Albers



Museum Assistant
jalbers@nmc.edu

Renate (Renee) Simsa
Museum Store Assistant
No picture available

Museum History in Brief

The Michael and Barbara Dennon Museum Center at Northwestern Michigan College opened in July 1991. This 40,000 square foot complex features three changing exhibit galleries and a sculpture court; a "hands on" Discovery Gallery; and a permanent Inuit Art Gallery. The 367-seat Milliken Auditorium hosts concerts and lectures throughout the year.

The Museum holds a collection of approximately 2,500 works of art, of which over 1,500 are Inuit art of the Canadian Arctic. Our collection is believed to be the most historically complete collection of Inuit sculpture and prints in the United States. A significant collection of outdoor sculpture by noted international and Michigan artists can be found on the campus of Northwestern Michigan College where the Museum is situated.

The Museum is a unit of Northwestern Michigan College and operates under a restricted budget with operating funds coming from endowment, fundraising and earned income. The Museum seeks support for exhibition and educational programming, acquisitions, capital projects and endowment. The Museum serves over 60,000 visitors per year.

Named Areas of the Museum

Michael and Barbara Dennos Museum

The Dennos Museum Center at Northwestern Michigan College stands as a tribute to long-time Traverse City residents, Michael and Barbara Dennos.

Michael and Barbara moved to Traverse City in 1962 where, along with his brother, Peter Dendrinis, Mike built their company, Chef Pierre, into the largest and most successful maker of institutional frozen pies and cakes in the United States. In 1978, he merged Chef Pierre with Consolidated Foods (Sara Lee). He retired as chairman of Chef Pierre in 1983 and from Sara Lee in 1986.

Michael and Barbara began building a permanent art collection in 1979 for Northwestern Michigan College. Originally intended for the college's art department, the collection grew and became the catalyst for the creation of the Dennos Museum Center.

Mr. Dennos passed away in 2012 and Mrs. Dennos in 2013.

William & Helen Milliken Auditorium

Former Michigan governor, William Milliken, and his wife, Helen, are residents of Traverse City and have supported NMC for many years.

Bill Milliken was born in Traverse City. He served as Michigan's governor from 1969-1982, the longest term in state history.

Helen Milliken has been widely recognized as one of the state's visionary conservation and civic leaders. She served as honorary chair of the Artrain which brought art to many underserved communities and has been a supporter of the arts in Michigan.

Mrs. Milliken passed away in 2012.

James Dutmers Theater

James E (Jay) Dutmers, Sr. was the chairman of the board of Empire National Bank in Traverse City from 1965 to 1979. At the time of his death in December 1988, his family set up the Jay Dutmers Memorial, which designated the Dennos Museum Center as benefactor of gifts to the fund.

Jack W Zimmerman Sculpture Court

The Dennon Museum Center's Sculpture Court is named in honor of Jack Zimmerman, a lifelong Traverse City resident. Mr. Zimmerman, who died in 1986, was one of the city's most active developers and business leaders.

After Mr. Zimmerman's death, his widow, JoAnne, made a significant donation to the Dennon Museum Center in his memory. Mrs. Zimmerman continued to support the college with generous donations to the Dennon Museum Center's ongoing sculpture projects which includes purchasing the Clement Meadmore sculpture "However" located directly out of the Discovery Gallery alcove.

Mrs. Zimmerman passed away in 2012.

The Power Family Inuit Gallery

With over 1,000 Inuit sculptures and prints, the Power Family Inuit Gallery houses one of the most historically complete collections of contemporary Inuit art in the United States.

In 1953 James Houston asked his friend, Mr. Eugene Power, to help him import Inuit art into the United States. Power, a Traverse City native, established a gallery in Ann Arbor called Eskimo Art Incorporated to import and sell the work. In that same year, he encouraged the Cranbrook Institute of Science in Bloomfield Hills to host the first exhibition of Inuit art in the United States.

In 1960, Wilbur Munnecke, who was on the board of Eskimo Art Incorporated and summered in Leland, donated a small collection of Inuit prints and sculptures to NMC. The pieces he donated were exhibited in the Osterlin Library. The collection was moved from the Osterlin Building to the Dennon Museum Center when it opened in 1991.

In November 1995, Philip Power donated his father Eugene's "Power Inuit Collection", numbering over 200 pieces to Northwestern Michigan College for permanent exhibition in the Dennon Museum Center. The gallery was named in recognition of this gift and Eugene Power's important involvement in bringing Inuit art to the United States.

Thomas A Rutkowski Discovery Gallery

In 1992, Traverse City residents, Dr. and Mrs. Edward Rutkowski made a generous donation to the Dennon Museum Center in memory of their son, Thomas, who was killed in a car accident in July 1990.

The Arthur & Mary Schmuckal Gallery

The Schmuckal family has owned and operated a successful Traverse City based business for over 40 years. The Schmuckals made a personal commitment to invest their time and resources back into the community. Their philosophy of giving back to the community was evident in 1986 when they responded to the campaign to build the Dennon Museum Center by providing the college with a very generous gift.

Mrs. Schmuckal passed away in 1999 and Mrs. Schmuckal in 2012. They bequeathed a substantial portion of their estate to the Dennon Museum Center.

The Frank & Barbara MacFarlane Gallery

Frank and Barbara MacFarlane were long-time residents of Glen Arbor and strong supporters of Northwestern Michigan College.

Barbara served on the NMC Foundation Board and the Dennon Museum Center Advisory Board. She was honored as an NMC Fellow in 1994.

Commander MacFarlane died in 1974 and was followed by Barbara in 2001. They bequeathed a substantial portion of their estate to the Dennon Museum Center.

With the Frank and Barbara MacFarlane Gallery, the Dennon Museum Center honors the MacFarlane's legacy of commitment to Northwestern Michigan College.

The Connie Binsfeld Gallery

Connie Berube Binsfeld is the first woman in Michigan history to hold leadership positions in both the House, Senate and Executive Office.

Connie was a valuable supporter of Northwestern Michigan College, and while Lieutenant Governor she worked to help NMC secure a \$1.1 million state grant for the construction of the Dennon Museum Center. The Connie B Binsfeld Gallery is named in honor of her support of the college.

Mrs. Binsfeld retired from public service in 1998. She passed away in 2014.

The William & Susanne Janis Community Room

The Janis Room is named for very dynamic, long time supporters of NMC, William and Susanne Janis.

Bill Janis served as an NMC trustee from 1998 through 2004. Susie was named a "Fellow" of NMC in 1982 in recognition of her special association with the college. She served as chair of the Dennon Museum Center's \$6 million fund-raising effort, and became the Museum's first development director, raising \$84,336 for membership and exhibit support. She was also a driving force in the statewide effort to fund the Milliken Auditorium

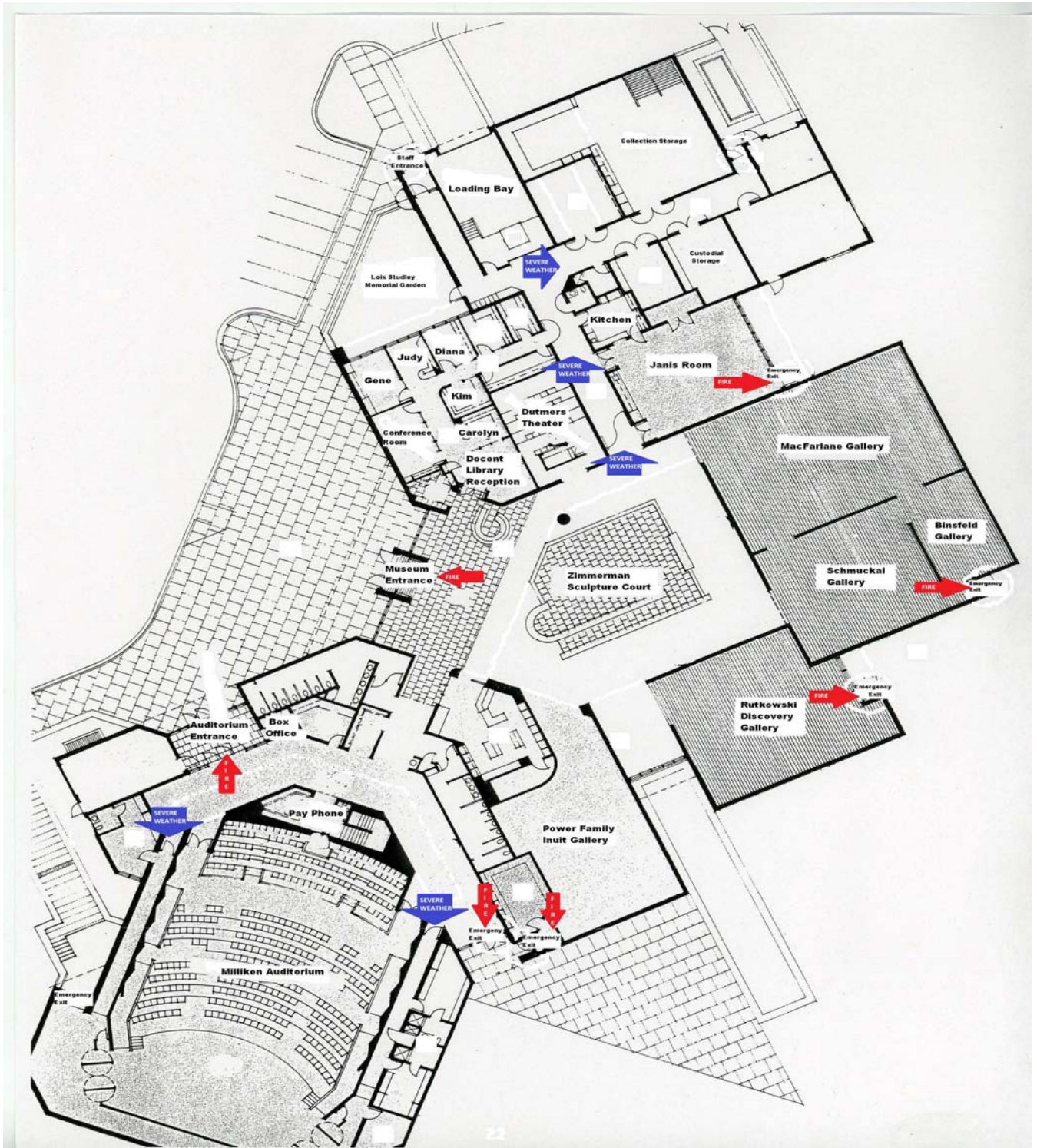
The Janis Room was named with a very generous gift from Bill and Susie.

Charles & Dolores Kelly Museum Store

Dr and Mrs. Charles Kelly are Traverse City residents. Dee is a former docent at the Dennon Museum Center, and Chuck and Dee chaired the first gala held at the Museum.

In December 1991, the Kellys made a significant gift to the Dennon Museum Center. NMC named the Museum Store to recognize and honor their generosity and continued support.

Mrs. Kelly remains involved with the Museum as a Visitor Information Desk volunteer.



FIRE: Direct visitors to the nearest emergency exit.
Red arrows indicate the fire exits

SEVERE WEATHER: Direct visitors to the back hallway.
Blue arrows indicate the back hallways.

NMC Main Campus
 1701 E Front Street
 Traverse City, MI 49686

Map Legend

- Campus Entrances
- Parking Lot
- Accessible Parking
- Bus Stop
- Welcome Center

- 1 Demnos Museum Center
- 2 Scholars Hall (SH)
- 3 Osterlin Library (O)
- 4 Power House
- 5 Tanlis Building (T)
- 6 Les Blederman Building (LB)
- 7 Health & Science Building (HS)
- 8 Founders Hall
- 9 West Hall
- 10 East Hall
- 11 Fine Arts Building (F)
- 12 Phys Ed Building (P)
- 13 James Beckett Building (JB)
- 14 Campus apartments
- 15 Oleson Center (OC)
- 16 Maintenance Building & Shipping & Receiving

