

# Victoria Chadwick

Group Visit Coordinator placement, spring-summer 2019

I decided to apply for the group visit internship at Middleton Hall because I wanted to improve and expand my experience in the heritage sector. And I also felt it was a good challenge for me personally.

I chose to volunteer at Middleton as I wanted to gain experience in a heritage setting local to me and I am so glad I did because I have personally learned so much about the place, and have been able to impart my new understanding to the visitors about the Hall and Garden's place in history.

I have gained a lot of experience in engaging visitors and welcoming people to the site. I have learned a lot of practical skills relating to all aspects of visitor welcome. And I learned so much about Middleton itself! I have also learned about marketing for the group visits, I was very proud when I heard a couple of groups had booked as a result of some of my correspondence!

I know volunteering at Middleton has benefitted me in a practical sense in that it has equipped me with all sorts of skills which will make me confident in engaging with lots of different people.