



# Volunteer Case Study

## Robert Smith

### How long have you been a volunteer?

Since June 2011.

### Why did you decide to volunteer at the Quilt Museum and Gallery?

I want to work in the museum field and, after applying the Quilt Museum decided to take me on.

### Describe your role at the Quilt Museum.

I started off working as a Gallery Steward, which involved greeting visitors and answering their questions. I have also worked in the office assisting with the evaluation of the Heritage Lottery Funded 'Unfolding the Quilts' project.

### What new skills have you gained from being a volunteer?

I have primarily improved my customer service and communication skills from Gallery Stewarding. But I've also developed my IT knowledge and database creation, and maintenance.

### Would you recommend volunteering with us?

Yes, the team are very friendly and relaxed and are more than happy to help you gain experience in all aspects of Museum life.