



MISSION POINT LIGHTHOUSE KEEPER HANDBOOK

MISSION STATEMENT

The Mission Point Lighthouse is dedicated to providing educational experiences relating to the maritime history of Old Mission Peninsula and the Great Lakes region. The mission of the Lighthouse Keeper Program is to engage the public in the interpretation and restoration of the lighthouse by offering opportunities to invest personal time and dedication.

HISTORY

Mission Point Lighthouse served as an active lighthouse from its establishment in 1870, until it was replaced with an automated offshore light in 1933. The lighthouse was vacant from this time until 1948, when a group of township residents came together to purchase the lighthouse for the community. Then the township purchased the lighthouse. Since then, caretakers have lived in the lighthouse and various remodeling and restoration projects have occurred. The lighthouse and park are owned by the Peninsula Township and residents of the township (and their guests) are given extra attention and **FREE** entry to the upstairs. All others pay the small fee to do the upstairs tour.

In its most recent history, the Mission Point Lighthouse has been added to the National and State Historic Register, and has been opened to the public for tours. The Lighthouse Keeper Program began in 2008, and has welcomed a group of individuals who have invested time, energy, and passion into Mission Point Lighthouse. By joining the keeper program, you are following in line with many who have dedicated time to the lighthouse in the past years. You make it possible for the lighthouse to remain open to the public, to keep moving toward restoration and continuous preservation, and to interpret the site for other individuals from around the world. We couldn't do it without you!

KEEPER IMAGE AND IDENTIFICATION

Keepers should always strive to provide visitors to the lighthouse with a positive experience similar to what they would find at other historical sites open to the public. Clothing may be casual and comfortable, but suitable for greeting visitors. Shorts and T-shirts are appropriate for warm weather, but the following items are **not**: tank tops, any clothing with holes, too short or too tight, bathing suits, pajama pants, bare feet or flip-flops. Good hygiene is expected from the keepers since you are greeting hundreds of visitors and representing our special historic building. You will be

given a keeper nametag to wear during the working hours of your stay. Please wear it straight at front right or left chest area. You are required to wear the nametag at all times when you are on duty then return it upon leaving.

GENERAL CONDUCT OF KEEPERS

NO smoking is permitted inside the buildings. Smoking outside must be done well away from all buildings and all waste materials must be picked up and disposed of properly. Because the lighthouse is a registered historic site, NO alcoholic beverages are allowed on the premises while working. NO pets are permitted inside the lighthouse, except service animals, and only to the 2nd floor never in the tower. Keepers cannot have pets staying at the lighthouse, **no** exceptions.

SCOPE OF DUTIES

As a lighthouse keeper, you have the unique opportunity to leave a lasting impression on the lighthouse in several ways. Lighthouse keepers are required to greet the public, have them sign the guest book and provide basic historic information about the lighthouse, run the admissions/gift shop counter, and complete or report minor building and grounds maintenance. The primary duty during the open season [daily May – October, and weekends (Friday-Sunday) in November] will be to run the gift shop and ensure that all guests have a positive experience while visiting Mission Point Lighthouse. During slower times, keepers will be assigned projects according to their talents and interests. Some who stay at the lighthouse would prefer to paint, organize, clean, or to prepare interpretation materials, those tasks are usually only for off-season keepers. Keepers are welcome during the off-season and then no retail duties are needed. It is helpful to visitors if the Lighthouse Keepers are familiar with the area and are patrons of local businesses. We encourage you to use the services and products of the local businesses. For the in-season keepers, the manager has contacted the local businesses and some offer discounts and free wine tasting – simply show your VIP Keeper key tag. See the discounts list on the refrigerator and take it with you when visiting the local businesses – be sure to return the list to the refrigerator. Your borrowed keeper name tag is only to be worn at the lighthouse.

Keepers report to and work under the Lighthouse Manager and will be in charge of the gift shop and admissions during all open hours. The Lighthouse Manager is a part-time employee of the Peninsula Township and cannot be at the lighthouse for all the open hours. Our retail setup includes tax on all items and is very simple to learn. You are expected to follow the tasks as you are asked and trained by the manager. Lunch is handled by relieving each other from the gift shop for a break. No food is allowed on the gift shop counter for visitors to see and keepers must not eat in front of the visitors. Beverages are certainly acceptable. This is a common policy for any retail situation. Daily cleaning of lighthouse public areas is necessary, including sweeping, vacuuming, insect removal, and window washing as needed. Do not touch the artifacts without training. Keepers must be comfortable with speaking to the public. A very brief script is provided to the keeper so facts are not given incorrectly. We encourage all visitors to sign the guest book as soon as they enter the gift shop. For those who don't want to, simply ask where they are from and sign for them with count of how many from that state or country (names not needed). We count these numbers annually for applying for grants and prioritizing maintenance projects etc. We encourage all visitors to pay the small fee for the self-guided tour which is to go upstairs for more museum viewing and to do the tower climb. **No children can do the tour without an adult.** Keepers must be able to climb all the stairs (37) a few times a day; efficiently handle money; understand all retail duties and work long hours (8). Monday is the day off.

VERY IMPORTANT: *If a keeper's health or mobility has been compromised after applying for the keeper position, it **MUST** be discussed with the Lighthouse Manager prior to the week of scheduled arrival.*

The Lighthouse Manager prefers Keepers that are willing and able to make good judgements regarding visitors, and offer their time and talents as they see fit for a need at our lighthouse. Any suggestions and information for the Lighthouse Manager can be written down and placed on the manager's black tray on the dining room shelf. This is the best place to put non-urgent correspondence for the Manager.

THE MUSEUM & TOWER

The keepers will let the visitors know the first floor is FREE to view and there is a small fee to pay in the gift shop to go upstairs for a self-guided tour. Keepers will emphasize safety precautions for the visitors that need extra care when they proceed up into the tower. This is done by simply saying, "after you have viewed the 2nd floor museum, then you can climb the tower steps and the **last set of steps** are *up like a ladder and down like a ladder, you must face the steps.*" Daily cleaning of the tower is necessary and required, including washing dirty windows, wiping down the railings, sweeping, washing and vacuuming of all tower steps. Sand is slippery and it is necessary to sweep every chance you get on our historic wood floors and the front porch. All exhibits must be checked and maintained a couple times daily. Any damage of the building or exhibits must be immediately reported to the Lighthouse Manager. There are duplicated cleaning supplies in the 2nd floor closet for the after-hours cleaning. Vacuum cleaner on the first floor, does not get carried up to the 2nd floor as well as brooms and supplies. Keepers will be trained on the best most efficient way to do the daily cleaning. Keepers are expected to follow the cleaning requirements.

GIFT SHOP

Keepers will be trained on all gift shop procedures, including receiving packages, pricing, stocking, and operating the simple Square Point-of-Sale system. Daily cleaning of the gift shop is also necessary. The gift shop can become very busy and crowded, especially during the summer months. It's necessary to have two keepers for the busy season. One person to float through visitors, answer questions, check the 2nd floor and tower occasionally, while the other runs the cash register and helps folks in the gift shop. If the keeper must leave the shop briefly, the cash drawer must be locked and key must be on you. You are to relieve each other for a brief lunch. I prefer you don't have personal books to read while running the shop, a magazine is ok. There is always stocking, organizing and cleaning to do in the shop or museum.

Topics allowed for discussion with the visitors: local area, lighthouses, nautical or historic information and only positive topics. No personal opinions, no politics, no religion or any topics that may make a visitor uncomfortable are allowed. The gift shop is a very small space for selling tours and merchandise. We need to keep folks moving on the busy days. There is a lot of psychology involved with retail and we need to keep everything on the positive and cheerful.

The Peninsula Township controls the hours of all the businesses in the area and you *must abide* by the advertised hours. The hours are 10 to 5 daily. For security reasons, keepers are **not** to have park visitors in the lighthouse or gift shop after hours. In November the hours are noon to 4, Friday –

Sunday. NEVER open the shop until you are first certain that you are ready with the cash in the register drawer, museum videos on and shop is well stocked and clean.

We encourage all daily visitors to sign the guest book – no names are necessary but we need state or country of **current residence** and number of people. We use these numbers when applying for state and federal grants. Be sure the sign-in pages are dated at the top and state is legible.

The gift shop does not sell any beverages or food. Mission Point Lighthouse cannot compete with the local restaurants and food shops. Visitors are encouraged to bring their picnic items and use the park picnic tables. The only public water fountain is near the picnic tables between the lighthouse and the log cabin, outside the white fence. We have excellent tasting well water. Visitors are **not** to use the lighthouse hoses.

Tour bus visitors: most of the bus tours are planned, however, sometimes they show up unannounced and then the same rules apply to them as the other visitors. They must pay a fee to tour upstairs. We do have a \$3 fee for tours or groups of 6 or more. It is not allowed to let large numbers of visitors inside our small first floor so sometimes a keeper needs to man the door and control traffic entering.

PHONE DUTIES

A landline telephone is provided in the Keeper's residence. This number is 231-223-7324. One handset needs to be on the shop counter during open hours and be sure to hang up the phone correctly so calls can come in. Keepers are required to answer the lighthouse phone (say: *Mission Point Lighthouse*) and try your best to answer the caller's questions in a pleasant manner. When giving directions to someone driving to the lighthouse, feel free to mention that the park public restrooms are outside toilets and they should stop at the local Peninsula Market on Center Road and use their public restroom if they prefer an inside toilet. Any questions you cannot answer are directed to the Lighthouse Manager (call/text 231-645-0759). Simply give the caller her direct phone number from the business card. Same for those visitors that want to speak with the manager, give out her card. It is best that you don't take messages for the manager to return calls unless it is a serious situation e.i. safety issues or special donations etc. Calls for those wanting to discuss weddings at the lighthouse will not be returned. Email is best for special requests. Do not let a visitor leave the gift shop with the lighthouse phone. Yes, you must answer the phone after 5pm, you are the keeper of the lighthouse and the point of contact for lost and found etc.

Keepers who need to make long-distance calls are asked to use their personal cell phone, the lighthouse phone does not have long distance service. Sometimes cellular reception is not always the best at this location. WIFI is free and works well – password is **lighthouse**.

BUILDINGS/GROUNDS MAINTENANCE

If there is any time during the busy season, keepers will be responsible for buildings and grounds maintenance throughout the day. This may include minor painting, sweeping down buildings, changing light bulbs, building or fixing displays, carpentry, etc. Many weeks are extremely busy in the gift shop and museum and there is no time for other outside tasks. The gift shop and museum are the number one priority for the keeper. But we appreciate that you stay busy during the open hours. Finding things to do is necessary too. If this is unclear, certainly contact the Lighthouse

Manager for direction and suggestions. The program is designed to meet your skills, and abilities during your week stay. Please inform the Lighthouse Manager of any special projects you may want to work on during your stay, so that we may have the appropriate materials ready upon your arrival.

The only public restrooms at the park are the outside vault toilets and porto-johns between the parking lot and the lighthouse. The public toilets are **NOT** the responsibility of the keepers. The maintenance person paid by the Peninsula Township maintains the outhouses and the park trash cans. However, if they need servicing, the keeper needs to call the maintenance person (number will be provided). There are however, additional large rolls of toilet tissue in a plastic container in the garage. If a visitor tells you that the tissue is out, you can put a large tissue roll in the outhouse prior to the maintenance service's arrival.

The Lighthouse Park has a beach and 10 miles of posted hiking trails (green signs). We have visitors to the park every day all year round. The shallow beach has no lifeguard and the trails are only for non-motorized vehicles, hiking, dogs, horseback riding, cross-country skiing and snow shoeing. We are a dog-friendly park for responsible pet owners. Dogs can be off-leash if under control. Only service dogs can enter the lighthouse museum.

KEEPER ARRIVAL AND DEPARTURE

Keepers will be given at minimum one day off *per week stay*. We have Monday scheduled as the day off. Local volunteers run the shop on Mondays. If you feel that you will need more time off, please make arrangements with the Lighthouse Manager prior to your arrival. Keepers are expected to arrive around 11-12:00 noon on the scheduled Tuesday arrival date in order to complete orientation training. The manager works with the Keepers on the first day and closes with them to go over all the retail duties. Instructions are all outlined and simple to follow. On the day of your departure, we are flexible however it's best if you can plan to work at the gift shop until about noon while the Manager prepares to orient the new keepers.

LIVING QUARTERS

Keepers will find the living quarters to be cozy and comfortable during your stay. They include the kitchen, dining room, living room, bedroom and bathroom. The quarters are well equipped with dishes, cooking utensils, all cleaning equipment, coffee & filters, water bottles, appliances, cable TV, WIFI, washer, dryer, and a gas grill. **Keepers are not allowed to use the wood burning fireplace.** Fireplace is for décor only. All paper products (bathroom tissue, paper towel, napkins) and cleaning supplies are provided. Please notify the Lighthouse Manager if we are running low on any products. The keeper must **not** allow visitors to use the private lighthouse keeper toilet. Visitors use the public outside toilets provided in the park.

Also, for security reasons, **discretion must be used in letting visitors view the keeper's quarters.** DO NOT mention viewing the keepers' quarters to EVERY visitor. The doors to the keeper quarters must remain closed- two are always locked. The back kitchen door must always be locked.

The quarters are heated, but unfortunately not air-conditioned. Fans are provided for your use. If you choose to leave windows open due to the summer heat, **you must remember to shut them if the weather changes to rain.** Please keep in mind, the keeper is trusted to be responsible for maintaining a historic building and carelessness is unacceptable.

WHAT TO BRING

Keepers provide their own food and toiletries. You will also need to bring bed sheets (we have 2 twin beds & sleeper sofa), mattress pads, blankets, pillows, towels, and washcloths. We have a sleeper sofa in the living room. If you choose to use the sleeper sofa, it must be closed daily for access to the shop storage closet. We provide all the mattress pads which keepers wash each week before leaving. Mosquito repellent is recommended – after all, we are surrounded by beautiful 200 acres of woods by the water!

GENERAL INTERIOR MAINTENANCE & APPEARANCE

Please keep the display areas and living quarters as neat and clean as possible during your stay. There are always surfaces and corners of the lighthouse to clean. Everything must be clean when the keeper leaves and the new keeper arrives. The goal of the keeper is to leave the house in better shape than when you arrived.

GENERAL EXTERIOR MAINTENANCE & APPEARANCE

One of your duties is to keep the exterior of the lighthouse grounds clean and attractive. Keepers must check the nearby lighthouse grounds for trash twice a day and put it in a trash can. For the keepers, we have one can in the garage for trash and one for recycled materials. All boxes need to be flattened and put in the garage. Please water the outside planters with the watering cans provided. Keepers are also asked to keep the sand/dirt swept from walks, porches and all steps. This is necessary to maintain the appearance of the facility and to insure the safety of all.

Because the light station is a registered historic site, the use of campers and tents is not permitted. Keepers' vehicles must be parked in the designated lighthouse parking area near the garage only. You are limited to two vehicles on the site. There is a private access gravel road for the volunteers and keepers to use and park near the garage only. Volunteers can also use the paved delivery driveway – simply open and shut the gate, it is not locked. Keepers cannot have campers parked at the lighthouse and visitors with a motorhome must park on the street only outside the public parking lot.

Please do not leave personal items such as beach towels, chairs, shoes, rafts and grills on the porch and sidewalks or in other outdoor areas of the lighthouse. You can use the garage for storage of chairs etc. There is a gas grill on site for keeper use and must be returned to the garage when not in use. We want to ensure that our visitors have a clean, uncluttered view of the lighthouse in their photographs. DO NOT hang the entrance rugs on the porch railing, it wrecks the paint and leaves the porch messy with sand. Hang entrance rugs on the east side of the white front gate or on the front benches.

LIGHTHOUSE SECURITY

All exterior doors must remain locked at all times for the house and garage. The only exterior door of the lighthouse that is ever left unlocked is the front entrance and only during the hours the lighthouse is open to the public. Upon arrival each couple will be issued one set of keys. A keeper should be in possession of his or her keys at all times to avoid being locked out of the lighthouse. The park is open daily until 10pm, so in the summer months there typically are many visitors in the park for the sunset and sometimes it is past 10pm. The Lighthouse Manager controls the alarm system remotely. Usage of the alarm varies during the year. If you have questions about the alarm,

ask the Lighthouse Manager. The Park Commission and Peninsula Township cannot be responsible for items that may be lost or stolen.

The museum has 4 security cameras in place and they record all motion. The living room TV will display the camera views on the busy days so that the keeper can see the upstairs activities. The manager also has remote access to the cameras.

The small south parking lot is **only for**: staff, workers, volunteers and keepers. If you see someone parking there, just ask what they are doing or who they are. It's not your job to place notes on vehicles parked behind the lighthouse. Buses and RVs are not allowed to park in the public lot. If you see a bus/RV there, please tell them to go to leave the lot. There is signage on the road for them.

LOST & FOUND: There is a small L&F plastic box under the cash register for small items and to keep notes. Notes must be detailed with this information – **dated** and **what** was found or lost and **contact** phone number and name. Any larger items are placed in the garage large L&F plastic container. It is the township policy to hold items for at least a season. Do not make judgments on items, contact the manager with questions. It is the Lighthouse Manager's job to handle any complicated situations in regards to L&F. Contact the manager with further questions.

PERSONAL GUESTS OF THE KEEPERS

The Park Commission understands that friends and relatives are very interested in this unique experience and may want to visit you while you are here. Because Keepers are very busy during the hours the lighthouse is open, the Board has established some guidelines for guests:

There is no room for overnight guests and it is **not** allowed. Friends and relatives who visit during your stay are directed to park their vehicles in the regular parking area. Friends and relatives are **not** permitted to help in the gift shop or tower during hours of operations under any circumstance. Keepers are asked to meet with and entertain their guests **after** the lighthouse closes at 5:00 P.M.

THE HISTORIC COLLECTIONS

The collections of Mission Point Lighthouse are defined as all accessioned historical materials. Through these collections the Peninsula Township preserves and interprets the Mission Point Lighthouse property and its significance to the economic and social development of the Old Mission Peninsula.

LIGHTHOUSE RESTORATION

The Peninsula Township Park Committee has ongoing restoration projects in accordance with the State Historic Preservation Office and Guidelines for the Rehabilitation of Historic Buildings. No alterations to the facility, temporary or permanent, are permitted without prior written approval.

PUBLIC RELATIONS

Keepers who receive inquiries from the press or other media about the Mission Point Lighthouse or its programs should refer all the inquiries to the Lighthouse Manager.

WEDDINGS

There are weddings at our park nearly every week. The Peninsula Town Board has determined that the Lighthouse is **no longer** to reserve areas on the lawn or beach front for any type of private event. This is a public space. Couples are welcome to have their wedding on the beach. But it will have to be a ***spontaneous, brief event with few people in attendance (15 or less)***. Of course, no cost involved as well. Wedding party **cannot** use the lighthouse keeper quarters for changing or for seeking shelter if it rains. There are park regulations that need to be followed by any users seeking to hold a gathering in the property. For example, large structures such as tents, benches, and rows of chairs are **not** allowed. *All members of the wedding party MUST respect the other park visitors and have NO authority to break park rules or control other park or lighthouse visitors' behavior or experience. And they must not block entry to our gift shop during open hours.* Keepers must immediately contact the Lighthouse Manager or police if wedding party does not comply with the rules. Donations to the lighthouse are encouraged from the wedding party.

OUR UNIQUE KEEPER PROGRAM

Upon completion of reading this handbook, if you feel this sounds like a good fit for you, GREAT! I would love for you to apply. Then please complete the application and submit all the required information. If I don't receive all required information, you go in the incomplete file. If you prefer to be a keeper in the off-season, not when the store is open, please apply and mention your talents to help with the up-keep of our little lighthouse. Off-season keepers will have a higher fee since there are no retail duties.

It is the Lighthouse Manager's choice and discretion for placing the keepers on the scheduled keeper calendar.

Note from the Lighthouse Manager: My best keepers for the open season understand their position is 60-70% retail duties and the balance is hospitality responsibilities. Keepers need to be high energy, friendly, adhere to the manager's rules, and retail-minded. Mission Point Keepers need to be interested in the Old Mission Peninsula area and be helpful with questions from tourists. Keepers need to remember their work is first and foremost for the benefit of the visitors and the preservation of the lighthouse. This position is *not* about you. I want the keepers to be able to make good judgements when issues arise and contact me immediately with difficult situations, technical problems and questions. I can be contacted by phone or text. Keepers go through training with me and need to ask questions if things are unclear. It's important that keepers follow the rules and leave the house in better shape than when they arrived.