

INFORMAL EDUCATION SCENARIO A:

A participant on your tour excursion begins to touch and harasses a sea turtle while snorkeling. A gentle reminder to the snorkeler from boat staff is met with a hostile attitude and the participant threatens to not tip or come back again, how would you instruct your staff to handle this situation.

INFORMAL EDUCATION SCENARIO B:

Always having to provide the same information during interpretation, has left your boat staff fed up giving dry, bland and routine information. Participants seem bored and do not pay attention to what the staff is explaining. What techniques might you implement in order to alter the way information is being provided?

INFORMAL EDUCATION SCENARIO C:

Your marine excursion company is very successful and a good majority of business comes from participants looking for marine mammal interactions. Keeping in mind the NOAA marine mammal protection laws, how do you strike a balance between continuing your business successfully and respecting federally enforceable laws as well?

INFORMAL EDUCATION SCENARIO D:

A diver on your scuba tour takes a large chunk of coral onto the boat, after completing the final dive of the day. The dive master did not see the diver break the coral or bring it up. The coral was clearly living and the participant insists that he/she found it sitting on the bottom and is determined to keep it as a souvenir. How do you/instruct your staff to handle this situation?

INFORMAL EDUCATION SCENARIO E:

A know-it-all diver is steering the interpretation in a more advanced direction asking questions which are way beyond the other participant's comprehension level. The diver is demanding of the speaker's attention and is continually interrupting the group discussion. How do you/instruct your staff handle this?

INFORMAL EDUCATION SCENARIO F:

One of your most popular snorkel sites has recently come under fire by the local community, complaining that the reef is becoming overcrowded with tourists and local families can no longer fish or participate in recreation activities. List some potential management actions which you as an operator can undertake to address this commonly experienced problem.