

FROM Robert Samuel White
TO [Volunteer Services Lead]
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SUBJECT **Quick Reflection from Today**
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Hi [Volunteer Services Lead],

I wanted to share something that happened at the visitor center today as part of how I process new experiences.

A family came in—two women, a man, and a little girl who immediately ran to the games. The adults browsed for a bit before the man mentioned they'd probably be staying for a while. I responded with “no worries,” because that felt natural in the moment. They sat down to play, and I gave them space by staying behind the counter on my phone.

My laptop was on the other table near them, but I didn't want to disturb them by grabbing it right away. The situation felt new, a little charged, and uncomfortable because I hadn't encountered something like this before. Eventually, I did get my laptop and moved it back to the counter while they continued playing.

After reflecting on the experience, I realized I could've diffused that tension simply by saying, “Let me know if there's anything you need—I'll be right here on my computer to give you some space.” That clarity would've helped set the tone.

This is how I learn—I get better just by experiencing these moments firsthand. Next time, I'll navigate a situation like this with more ease. I wanted to share this as a matter of transparency.

Thanks,

Sam