



January 31, 2021

Plateau Creative Arts Center

Art Guild at Fairfield Glade

**Front Desk Hosting
Manual**

January 2021



January 31, 2021

Table of Contents

1	INTRODUCTION	6
2	OPENING PROCEDURE	7
2.1	Key-box	7
2.2	Security Alarm.....	7
2.3	Sign.....	7
2.4	Lights.....	7
2.5	Cash Box.....	8
2.6	Thermostats	8
2.7	Nametag.....	8
2.8	Phone Answering Machine.....	9
2.9	Next Day Hosts.....	9
2.10	Sign-in	9
2.11	Office Doors	9
2.12	Housekeeping Duties.....	9
2.13	Hosting Computer.....	9
3	CLOSING PROCEDURE	10
3.1	Phone Answering Machine & Host Computer	10
3.2	Jewelry Case & Cash Box	10
3.3	Office Doors	10
3.4	Nametag.....	10
3.5	Studio and Gallery Rear Doors.....	10
3.6	Kitchen.....	10
3.7	Lights.....	10
3.8	Sign.....	10
3.9	Thermostats	11
3.10	Front Doors.....	11
3.11	Security Alarm.....	11
3.12	Key-box	11
4	HOSTING DUTIES	12
4.1	Welcome Guests.....	12



January 31, 2021

4.2	Handle sales.....	12
4.3	Maintain the Center for the day.....	12
4.4	Current Activities	12
4.5	Events	12
4.6	Replacement of Sold Artwork.....	12
4.7	Office/Library Procedures	12
4.8	Computer Procedures	13
4.9	Wrapping of Artwork	13
4.10	Security.....	13
5	SALES PROCEDURES.....	14
5.1	Inventoried Artwork Sales.....	14
5.1.1	Receive Payment	14
5.1.2	Write Receipt.....	14
5.1.3	Complete the Sale.....	15
5.1.4	Document the Sale.....	15
5.2	Off-site Artwork Sales.....	15
5.3	Non-Inventory Item Sales.....	16
5.4	Class & Workshop Sales	16
5.4.1	Receive Payment	16
5.4.2	Write Receipt.....	16
5.4.3	Complete the Sale.....	17
5.4.4	Document the Sale.....	17
5.5	Membership Sales.....	17
5.5.1	New Memberships.....	17
5.5.2	Membership Renewals	17
5.6	Donations.....	18
5.7	Gift Certificates	18
6	REFUNDS AND RETURN PROCEDURES	19
6.1	Voids.....	19
6.2	Returns.....	19
7	HOUSEKEEPING PROCEDURES.....	20
7.1	Kitchen.....	20



January 31, 2021

7.2	Restrooms:	20
7.3	Windows & Doors	20
7.4	Plants	20
7.5	Floors	20
7.6	Dusting	20
7.7	Supplies	20
7.8	Daily Housekeeping Guide	21
8	HOST SCHEDULING PROCEDURES	23
8.1	Summer Hours	23
8.2	Regular Hosts	23
8.3	Substitute Hosts	23
8.4	Hosting Calendar	23
8.5	Rescheduling Hosting Duties	23
8.5.1	Planned Rescheduling	23
8.5.2	Emergency Rescheduling	24
9	CREDIT CARD MACHINE INSTRUCTIONS	25
9.1	Credit Sale with Card	25
9.2	Credit Sale over Phone Without Card	26
9.3	Credit Card Returns and Voids	27
9.4	Credit Card Machine Information	27
10	RESOURCES AND TOOLS FOR HOSTS	29
10.1	General Resources	29
10.2	Where is it?	29
10.3	Door Chimes	31
11	APPENDICES	32
11.1	Appendix: Checklists	32
	Opening Checklist	32
	Closing Checklist	33
11.2	Appendix: Refund Policy	35
11.2.1	Classes	35
11.2.2	Art Shows' Entrance Fees	35
11.2.3	Membership Dues	35



January 31, 2021

11.3	Appendix: Membership Levels	36
11.4	Appendix: Donor Tiers	38
11.5	Appendix: Facility & Equipment Rental Fees.....	38
11.6	Appendix: Privacy Policy	39



January 31, 2021

1 INTRODUCTION

As a host, you are the public face of the Art Guild. With your smile, you warmly welcome guests into the Plateau Creative Arts Center (PCAC). Your interest and knowledge gives them confidence to ask questions, to feel comfortable about purchasing, signing up for events or become a member. To any visitor or caller, *you are this organization.*

An Art Guild Host:

- Stands up and greets walk-ins cheerfully immediately when they enter the building.
- Answers the phone cheerfully so that the listener can hear the *smile* on your face. Saying something like: “Good morning/afternoon. The Art Guild (at Fairfield Glade). This is (your name) how may I help you?”
- Says “**We** are/do/can...” rather than “**They** are/do/can....”
- When saying “I don’t know....” immediately follows up with: “....*but I will find out and get back to you.*”
- Is familiar with the organizational chart and who to call to resolve an issue
- Follows the manual for proper procedures for sales and sign ups whether its cash, check or credit card.
- Knows how to help a person inquiring about membership
- *Never* responds directly to solicitations but takes a message.
- Perhaps tell them some history and demographics of our Art Guild as printed in our brochures

You are the vital link between the public and the Art Guild. Thanks for being a part of this important hosting function. You are very much appreciated.

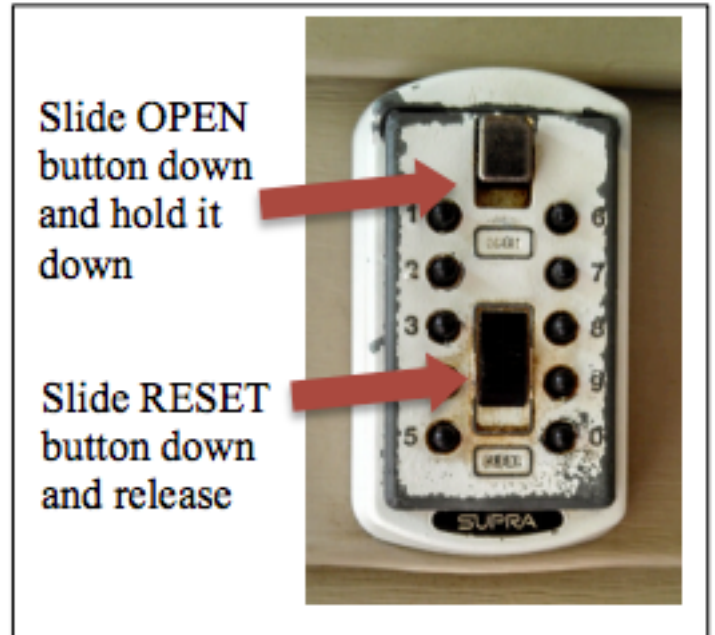
2 OPENING PROCEDURE

If possible, arrive at the PCAC five or ten minutes early so that the gallery is ready to receive visitors at the opening time or you have time to receive an update before the morning host leaves. It may be helpful to use the Opening Checklist found in Appendix 11.1 (pg. 32) when opening the PCAC.

2.1 Key-box

The entry key is kept in the key-box outside on the wall to left of front door. To retrieve the key, enter the access code X-X-X-X* (push each button until it clicks), pull down and hold the top OPEN button as you take off the key-box cover. Unlock front door with the key. (The right-hand door (viewed from inside the building) is usually kept latched but may be unlatched for special events when there are large numbers of people in the building, or for wheel-chair access.) Repeat the access process to return key to lockbox and replace cover. If you make a mistake slide the RESET button down and release it then start over.

*The Access Code is _____



2.2 Security Alarm

After you have unlocked the front door, enter the building and disarm the Security system: Check that the small light at the bottom left is **RED** (meaning system is armed). Ensure the front door is closed, then press the code X-X-X-X* and **push the large On/Off button**. The mode light will go from **RED** to **GREEN** indicating the system has been disarmed. (NOTE: Front door must be closed for any change to occur).

*The Security Code is _____

2.3 Sign

Turn OPEN/CLOSED sign around to "OPEN."

2.4 Lights

Turn on Lights in foyer, including the jewelry case and over the card rack. Unless they are being used, leave the studio and Office/Library



lights off. Turn on the three gallery light switches. When guests are present turn on the studio lights. The ceiling fans remain on at all times. The bathroom lights are set to automatic (using the slider on the light switch/sensor just inside the door) so they should turn on when someone enters the room and should turn off shortly after they leave.

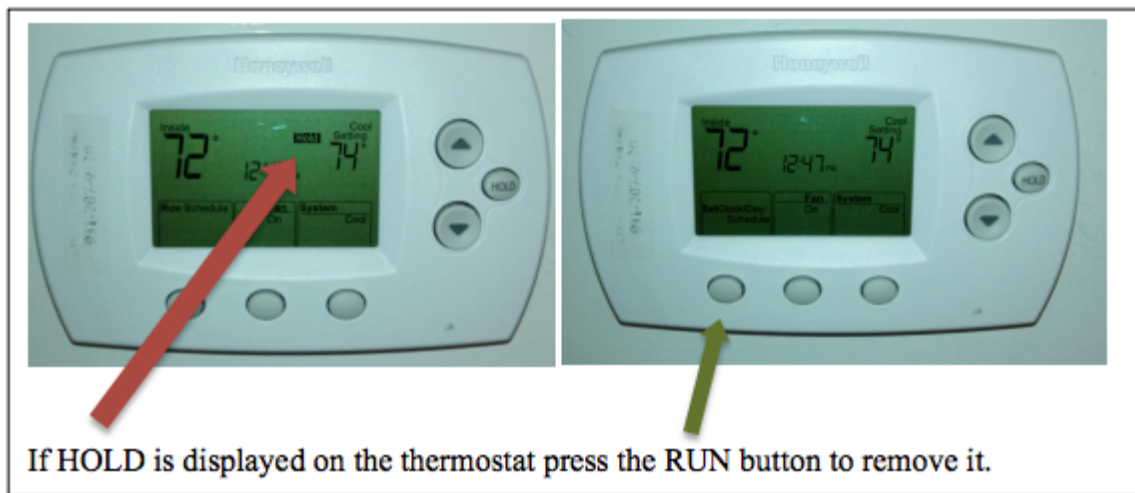
2.5 Cash Box

Get the key* for Host Desk and unlock the right-hand desk drawer to access the cash box and bookkeeper's pouch. ***Do not leave the unlocked drawer unattended.*** Count the cash in the cash box and leave a record of the total with your name, date and time in the Treasurer's Pouch.

*The key for the Host Desk drawer is located _____

2.6 Thermostats

Check that neither of the two thermostats are on "Hold". If "Hold" is on the screen, select "Run Program." Check that **Heat** or **Cool** is appropriately selected for the weather conditions.



If the gallery or studio is too hot or too cold just raise or lower the temperature setting. The thermostat will then automatically return to the preset settings at the next scheduled cycle. Please do not select "Hold" as this will prevent the thermostat from doing its job.

(The two automatic thermostats are located on the wall next to the Studio storage closet and on the front wall of the large Gallery. They are usually preset to **68°** Heating in winter and **73°** A/C in summer. There is no automatic changeover.)

2.7 Nametag

Wear your *Art Guild* nametag as this is a silent introduction to anyone you greet. Nametags are kept on the far closet door in the classroom. If your nametag is missing, make a



January 31, 2021

temporary stick-on tag and notify the Membership Services Coordinator that you need a new one to be made.

2.8 Phone Messages

Press “**talk**” on the phone and listen for a dial tone. If a dial tone is present, there are no messages waiting to be answered. If you hear a rapid “**beep, beep, beep**” instead of a dial tone, there **are** messages waiting. To listen to any phone messages: press “**talk**” and dial “***99**”. Take notes on each message to better assist you with responding to the message. Follow the phone prompts to save each message. Pass on each message received, as necessary, or answer the message yourself. After all messages have been forwarded or taken care of, delete the saved messages.

2.9 Next Day Hosts

If you are a morning or weekend host, call the morning and afternoon hosts for the following day as a friendly reminder that they are scheduled to be hosts.

2.10 Sign-in

Date and sign the host register in the front of the Hosting Manual.

2.11 Office Doors

Make sure the office closet door is closed. Open the Office Door.

2.12 Housekeeping Duties

Check Section 7 (pg. 21) for the housekeeping duty for the day.

2.13 Hosting Computer

If necessary turn on the hosting computer if you need to access the internet: for Pandora music for example. The instructions are on the computer desk. Also, additional information useful for hosts can be found using the hosting computer on the Art Guild Web at: <http://www.artguildfairfieldglade.net/>

3 CLOSING PROCEDURE

It may be helpful to use the Closing Checklist found in Appendix 11.1 (pg. 33) when closing the PCAC.

3.1 Host Computer

Turn off the host computer.

3.2 Jewelry Case & Cash Box

Make sure that the jewelry case is locked and the key stored in the cash box. Secure the cash box in the host desk right-hand drawer by locking the drawer and putting away the key*.

*The key is put away _____.

3.3 Office Doors

Make sure the office closet door is left ajar. Make sure the office door is *open* which assists the air circulation overnight.

3.4 Nametag

Return your nametag to the far closet door in the studio.

3.5 Studio and Gallery Rear Doors

Check that the two *back* doors are locked (the lock tab in the door handle should be *horizontal* and the doors fully closed and latched). ***Check that these doors are secure by checking the outside handle, closing the door and pushing on them.***

3.6 Kitchen

Check that the kitchen is clean and that all coffee pots have been emptied, turned off and unplugged.

3.7 Lights

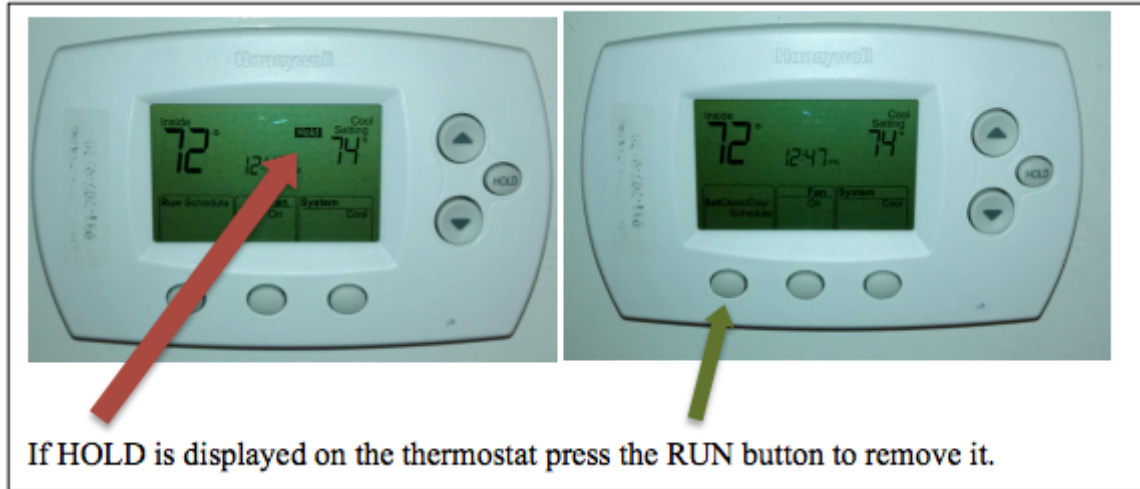
Turn off the lights in the foyer, studio, both galleries, Office, kitchen, storage closets and display case. At night, security lights will come on automatically. The ceiling fans remain on at all times.

3.8 Sign

Turn the OPEN/CLOSED sign around to "CLOSED."

3.9 Thermostats

Check that neither of the two thermostats are on “Hold”. If “Hold” is on the screen, select “Run Program.” Check that Heat or Cool is appropriately selected for the weather conditions.



(The two automatic thermostats are located on the wall next to the Studio storage closet and on the front wall of the large Gallery. They are usually preset to 68° Heating in winter and 73° A/C in summer. There is no automatic changeover.)

3.10 Front Doors

Check that the right-hand front door (viewed from inside the building) is latched. *After locking the front door pull on its handle to insure that both doors are secure.*

3.11 Security Alarm

Activate Security System only when you are ready to walk out the front door. Ensure that the front door is closed then enter the code X-X-X-X * and push the large ON/OFF button. The Mode light should go from GREEN to RED. Exit the building. NOTE: If you re-enter the building, you will have to disarm the system; then re-arm before again departing.

*The Security Code is _____

3.12 Key-box

The entry key is kept in the key-box outside on the wall to left of front door. To retrieve the key, enter the access code X-X-X-X* (push each button until it clicks), pull down and hold the top button as you take off the key-box cover. Lock front door with the key. (Note: It may be necessary to carefully pull or push the door slightly to align the lock with the other door. Take care not to set off the alarm!) Repeat the access process to return the key to key-box and replace cover.

*The Access Code is _____

4 HOSTING DUTIES

4.1 Welcome Guests.

Standup as you welcome guests with a smile. Hand them a brochure and offer to answer any questions they may have, or offer to find out answers from other Art Guild members. Invite them to sign the guest book and leave their e-mail address if they would like a monthly email telling them about Art Guild events.

4.2 Handle sales

Receive payments for classes, trips, events, art, assisting purchasers as needed. Follow the instructions given in Section 5 (pg. 14).

4.3 Maintain the PCAC for the day.

- Ensure the PCAC is clean, with supplies in place for the restrooms and kitchen.
- Request the purchase of additional supplies using the whiteboard in the kitchen. Include your name and date.
- Check the days housekeeping tasks described in Section 7 (pg. 20).
- Notify the PCAC Coordinator if there are any repairs needed.
- Check the PCAC (especially Storage Room, Office/Library. and closet) for anything out of place, unlabeled or donated anonymously. If items are found that you don't know how to handle or where they belong, notify the PCAC Coordinator explaining the situation.
- Leave a note on the desk for the next host(s) so they will know what has been addressed. Don't forget to sign and date your note.

4.4 Current Activities

Become familiar with current and upcoming displays, classes, workshops, events, etc. Check the Art Guild calendar on-line. Check both the Classes folder and bulletin board. Some events may have a special folder or envelope.

4.5 Events

Provide support, as needed, to event organizers at the PCAC during your duty.

4.6 Replacement of Sold Artwork

When a piece of artwork, or cards from the card rack, are sold the artist may bring in a replacement. Notify the artist about the sale and request a replacement piece. Put a "SOLD" sign in the vacant spot. For items sold from any of the Display Cases there are small "Sold – Awaiting Replacement" stickers in the top drawer of the hosting desk.

4.7 Office/Library Procedures

The Office/Library may be reserved for committee meetings by making a note on the dry-erase calendar that is located on the end of the bookcase behind the desk.



January 31, 2021

Books and materials are for *Members Only*. Keep Office/Library door closed, especially when a meeting is going on. How to check out library items is posted on the library bulletin board to the right of the doorway. Non-Members may use the library for reference, materials stay in the library, but are not able to check-out any material.

4.8 Computer Procedures

All computers are connected to the Art Guild network, making it possible to connect to the Internet and print using the printers in the Office/Library. Ask office staff for help if necessary.

4.9 Wrapping of Artwork

Wrapping material for jewelry is stored in the credenza behind the host desk. There are different sized boxes and bags in the right-hand cupboard. There are plastic bags in the left-hand cupboard.

Bubble-wrap, brown wrapping paper and packing tape are available in the studio near the back door.

4.10 Security

If for any reason the security alarm should go off, the security monitoring company will phone the Art Guild. When you answer the phone, you will be asked for your name and the security password*. If you do not give the correct password the security company will ask a Public Safety Officer to investigate the alarm.

*The security password is _____.



January 31, 2021

5 SALES PROCEDURES

NOTE: Sales tax is always included in the price of an item or event. Please inform customers of this.

Anything that is not a donation Jar is treated as a SALE.

5.1 Inventoried Artwork Sales

NOTE: We do not "loan" art or allow it to leave the building "on approval." A customer may *pay* for a piece and take it home to check for color, etc., but must return it in two business days to have a full refund.

All artwork displayed at PCAC is assigned an inventory ID number. The number includes the artist number, the month and the year the piece is displayed and an item number. For example: # 087-04-13-02 refers to a piece by Bev Olin (Artist # 087) that was displayed in April 2013 and it was her second item. **This inventory ID number MUST appear on ALL sales.**

5.1.1 Receive Payment

Receive payment for sales of art as cash, check or Visa/MasterCard; give the customer a copy of the refund policy (find copies in the host desk drawer).

The refund policy is described in Section 11.2. Always ask to see customer's driver's license for checks and credit cards if the customer is not a member of the Art Guild. See Section 9 for credit card sale details. The minimum charge for credit card sales is \$10.00.

5.1.2 Write Receipt

Use the small receipt book for artwork sales as well as monies accepted for other purposes not related to workshop payments. Please record the following information in a neat, legible hand-printed style.

- Print purchaser's name, address, and phone number. A complete address with zip code is required for non-members. If the purchaser is a member of the Art Guild just write the "**member's number**" in the address/phone field.
- Print what is being purchased so there is no question to others about the transaction. Include artwork title, artist name, price and item ID# from the title card displayed with the art.
- Print the form of payment: cash, check (include check # and driver's license # (if customer is not a member) or credit card.
- At the bottom, in "Received By" box, PRINT YOUR NAME so if questions do come up Art Guild staff will know whom to contact.
- Staple credit card receipt face up to the back, top left corner of the sales receipt.

Note: Receipts are consecutively numbered; if a new book is needed, pick the one from the Office storage closet that continues from the book just finished. Put the used receipt book in the right-hand host desk drawer for the Sales Manager.



January 31, 2021

5.1.3 Complete the Sale

- Give the buyer the **yellow** copy of the receipt. If a credit card sale, ask them to sign the credit card slip, give them back their credit card and the second/customer copy of the charge slip.
- If possible attach an Art Guild sticker to the back or bottom of the artwork. Assist as necessary with packaging, as materials are available. Jewelry boxes and padding may be available in the credenza.
- If appropriate show the customer, the artists biography in the Artists Book.
- Thank the customer for their purchase.

5.1.4 Document the Sale

- Place the **white** receipt copy in the Treasurer's Pouch with either the cash, the check, or the signed merchant copy of the charge slip. IMPORTANT, if a check, stamp the Art Guild "deposit only" stamp in the endorsement area on back of the check, then paperclip to white receipt (do not staple). Staple the title card to the **white** copy of the receipt before putting it in the Treasurer's Pouch.
- Log the artwork sale in the Sales Log **Binder**– art, jewelry, pottery, notecards, **Gift Certificate**, etc.
- Notify the artist about the sale and request a replacement piece.
- Put a "SOLD" sign on the wall in the vacant spot for items in the galleries (signs are located in the host desk drawer). For items sold from any of the Display Cases there are small "Sold – Awaiting Replacement" stickers in the top drawer of the hosting desk.

5.2 Off-site Artwork Sales

The Art Guild has arranged for members' artwork to be displayed at a number of remote locations. In July 2014, these locations are the Good Samaritan Society and the Palace Theater. Other locations may also be used, such as the First National Bank of Tennessee to promote the Judged and Juried Show.

Members of the public who wish to purchase any of these items will call the Art Guild to process the sale. The sale is handled just like any sale of artwork in the gallery; however, the customer must provide the details of the piece (artist, title, price and ID#). If the payment is by Visa/MasterCard, follow the instructions in Section 9 (pg. 25) about taking a credit card over the phone. If the customer wishes to pay with cash or a check then advise them to bring the artwork information to the gallery and make the payment in person.

The ID# for off-site items is prefixed with a three-letter code which identifies the location: For example: GSS = Good Samaritan Society, FNB = First National Bank.

"The Customer" should not be able to remove an item without payment anyone could just lift a painting & go.

5.3 Non-Inventory Item Sales

These are lower cost items such as notecards, prints, etc., that do not have an inventory number. These sales are handled in the same way as inventoried items but they are not entered in the Sales Log. *Important*, the artist name should be entered on the receipt. Notify the artist about the sale and request a replacement piece.

5.4 Class & Workshop Sales

Classes, workshops, and other activities are listed by month in the “Classes Notebook” at the Host Desk. Each activity is given a sheet by the Program Coordinator. Read each sheet carefully for details of each activity.

Note: **Places cannot be reserved in classes without full payment.** Expressions of interest in a class can be recorded on a post-it note placed on the class list. **Do not enter a name in the class list unless payment is received.**

5.4.1 Receive Payment

Receive payment for class & workshop fees as cash, check or Visa/MasterCard; point out the refund policy on the back of the customer’s receipt.

The refund policy is described in Section 11.2 (pg. 35). Always ask to see customer’s driver’s license for checks and credit cards if the customer is not a member of the Art Guild. See Section 9 (pg. 25) for credit card sale details. The minimum charge for credit card sales is \$10.00.

5.4.2 Write Receipt

Use the large receipt book for classes and workshops.

- Ask the customer to complete the receipt with printed name, address and phone number.
- A complete address with zip code is required for non-members. If the purchaser is a member of the Art Guild just write “**member’s number**” in the address/phone field.
- Print details of the class/workshop and dates being purchased so there is no question to others what the transaction is about.
- Print the form of payment: cash, check (include check # and driver’s license # if customer is not a member) or Visa/MasterCard.
- At the bottom, PRINT YOUR NAME, so if questions do come up, Guild staff will know whom to contact.

Note: Receipts are consecutively numbered; if a new book is needed, pick the one from the Office storage closet that continues from the book just finished. Put the used up receipt book in the right-hand host desk drawer for the Sales Manager.

5.4.3 Complete the Sale

- Give the buyer the **yellow** copy of the receipt. If a credit card sale, give them back their credit card and the second/customer copy of the charge slip.
- Point out the Refund Policy on the back of the receipt and give them a copy of the teacher's materials list.
- Give directions and times to classes, events, or trips.
- Add the person to the class list (only if they have paid); encourage customers to pay so that their place in the class/event is assured. If they have not paid, they are not in the class or event. A small waiting list may be kept separately for popular events, in case an attendee(s) cancels. The same class form may be used for beginning a waiting list, but it should be clearly marked as such, and filed after the class list.

5.4.4 Document the Sale

Place the **white** receipt copy in the Treasurer's Pouch with either the cash, the check, or the signed merchant copy of the charge slip. If a check, stamp the Art Guild "deposit only" stamp in the endorsement area on back of the check, then paperclip to white receipt.

5.5 Membership Sales

There is an insert in the Guild's brochure listing types of membership. These are tax-deductible contributions. The current membership fees are shown in Appendix 11.3 (pg. 36).

5.5.1 New Memberships

Ask the new member to fill out the form version MemForm 8-18-15MemServ. This includes former members whose membership has expired for 2 years.

Receive the dues, pro-rated if appropriate as described in section 11.3 (pg. 36), and complete one of the small receipts. Give the new member the yellow copy of the receipt. Place completed form in the Membership Services in-box in the Office. Place white copy of receipt with the dues in the Treasurers Pouch. A mentor will make an appointment with the new member.

Note: pro-rated membership dues start the month of June.

5.5.2 Membership Renewals

Give the member a renewal form (blank forms are in the Membership folder at the Host Desk and in the wall file in the library/office) to complete with their volunteer preferences. If two people are joining as partners, each must have a separate renewal form. When complete, receive the dues (There are no pro-rata rates for renewals.) and complete one of the small receipts. Give the renewing member the yellow copy of the receipt. Complete the bottom line of the renewal form with your name and date and payment info. Place completed renewal



January 31, 2021

form(s) in the Membership tray above the office desk, and place the dues with the white copy of the receipt in the Treasurer's Pouch.

5.6 Donations

There is an insert in the Guild's brochure listing levels of donors; these are tax-deductible contributions. The donor levels are shown in Appendix 11.4 (pg. 38).

Receive payment and complete one of the small receipts. Give the donor the yellow copy of the receipt. Place the donation with the white copy of the receipt in the Treasurer's Pouch. Thank them for their support of the Guild.

5.7 Gift Certificates

Customers may purchase Gift Certificates for any amount. The Gift Certificates are located in the Endless Possibilities Shop. Please be sure to make a carbon copy for Art Guild records.

When a gift certificate is redeemed verify the certificate is valid then record the certificate number, customer's name and amount redeemed on the receipt.



January 31, 2021

6 REFUNDS AND RETURN PROCEDURES

See section 11.2 (pg. 35) for the Art Guild Refund Policy.

6.1 Voids

Cash or Check

If a customer with a receipt, who paid cash or with a check, returns an item or decides not to take a class, **AND it is during the same host shift as when the sale was made**, then the sale can be voided by returning the payment to the customer and writing VOID across the pink copy of the receipt. The white and yellow copies of the receipt should be destroyed.

6.2 Returns

If the original sale was on an earlier date then this is a RETURN.

Use the appropriate receipt book (large book for classes, small book for everything else) to record the RETURN; providing

- customers name,
- number of original AG sales receipt and
- item # of piece being returned.

If the payment was by credit card, follow the RETURNS instructions in Section 9.3 (pg. 27).

All refunds are processed by the Bookkeeper / Treasurer

Payments will be returned by mailed check by the bookkeeper, so ensure the customer contact information is complete.

Add verbiage regarding marking the sales slip that this is a returns / refund.

7 HOUSEKEEPING PROCEDURES

The PCAC is our “home.” First, here are guidelines for whenever you see a need and have time to keep our home first class. Next are daily tasks. If you have suggestions for or needs about our PCAC, please tell the PCAC Coordinator.

7.1 Kitchen

- Coffee pots – clean and unplug after use.
- Wipe sink and counter.
- Put all cups and utensils away.
- Do not leave food on the counter. If food is left in the refrigerator, it should have a name and date on container. If there is no ID on the food, it can be discarded.

7.2 Restrooms:

“Swish & Swipe” when needed. Ensure faucets are off. Check supplies. Supplies should be located near where they are used; look under the sinks and/or in the Studio's Storage Closet.

7.3 Windows & Doors

Mirrors/Glass doors & windows: Cleaning supplies under sink in kitchen.

7.4 Plants

Water the plants if dry.

7.5 Floors

Sweep as needed with broom or vacuum in Studio closet.

7.6 Dusting

Dust surfaces: Tools/cleaning solutions in Studio closet (left side) and in kitchen under the sink.

7.7 Supplies

Need supplies? After checking Studio storage room shelves and under the kitchen sink, please note anything we need on the dry erase board on the wall in the kitchen. Include your name and date. The storage location of many supplies is described in section 10.2 (pg. 29).

7.8 Daily Housekeeping Guide

MONDAY

Morning:

- Check mailbox.
- Shake entry mat.
- Sweep outside entry.
- Straighten host desk and papers.
- Clean glass top.
- Check supplies (receipt book, toilet paper, paper towels, etc.)

Afternoon:

- Dust piano and all furniture.

TUESDAY

Morning:

- Check mailbox.
- Vacuum rugs (avoid when guests are in the building).

Afternoon:

- Clean glass doors,
- jewelry case,
- mirrors.

WEDNESDAY

Morning:

- Check mailbox.
- Sweep;
- dustmop all bare floors.

Afternoon:

- Check studio;
- clean and straighten.
- Clean kitchen



January 31, 2021

Daily Housekeeping Guide (cont.)

THURSDAY

Morning:

- Check mailbox.
- Empty trash cans from lobby, office/library, studio and kitchen into the large green trash can.
- Roll out green trash can before 11:00 to the end of the driveway (not out to the street).
- Note: a special trash pickup is scheduled for the Art Guild on this day.
- Clean bathroom on left (toilet, floor, mirror);
- check supplies.

Afternoon:

- Bring in green trash can at end of our driveway when empty.
If trash is not picked up an hour before closing, call the Sanitation Department at the phone number listed on the bulletin board behind the desk computer.
- Clean bathroom on right (toilet, floor, mirror);
- check supplies.

FRIDAY

Morning:

- Check mailbox.
- Bring in large green trash can.
- Dust.
- Dust mop floors.

Afternoon:

Vacuum rugs (avoid when guests are in the building).

SATURDAY

Morning:

- Check mailbox.
- Inspect, straighten and clean as needed.
- Check supplies (receipt book, toilet paper, paper towels, etc.)

Afternoon:

8 HOST SCHEDULING PROCEDURES

8.1 Summer & Winter Hours

Front desk hosting is scheduled as two shifts on Monday through Saturday. The first shift is from 9:00 a.m. to 12:30 p.m. and the second shift is 12:30 p.m. to 4:00 p.m. For Winter Hours there is one shift Monday through Saturday from 10:00 a.m. to 2:00 p.m. The PCAC is closed Sundays throughout the year.

8.2 Regular Hosts

Hosts are scheduled by allocating them to at least **two** shifts on specific days each month. For example: the morning shift on the second Tuesday of the month; the afternoon shift on the fourth Friday of the month. The master host schedule identifies all the regular host commitments and can be found on the Art Guild website under ["For Members->Front Desk Hosting"](#). Links can be found on this page for ["Hosting Calendar"](#), ["Hosting Manual"](#), and ["Member Hosts"](#).

8.3 Substitute Hosts

These are fully trained hosts who would rather not host at a regular time each month but are available if a regular host is unavailable. The list of substitute hosts may be found on the Art Guild website under ["For Members->Front Desk Hosting->Member Hosts"](#).

8.4 Hosting Calendar

A hosting calendar is maintained as an on-line Google Calendar. The current and future calendars are available for viewing only on the Art Guild website under ["For Members->Front Desk Hosting->Hosting Calendar"](#).

The calendar identifies the host for every shift for the current and following month. Printed copies of this calendar are provided on the host desk. A copy of next month's calendar is also emailed to each host the last week of the current month.

8.5 Rescheduling Hosting Duties

8.5.1 Planned Rescheduling

It is the responsibility of the scheduled host to find a replacement if necessary. If you are unavailable to host on a scheduled shift one month, you should exchange shifts with another regular host for that month only. If you are unable to find a host willing to exchange then call a substitute host. Please notify the hosting captain when you make alternate arrangements or if you are unable to find a replacement host. Do not write the exchange of dates on the calendar at the desk *until* you have spoken with the hosting captain.

It is vital that the host desk be manned for the hours the public has been informed PCAC is open. If you are not there, PCAC must be closed. Please be responsible



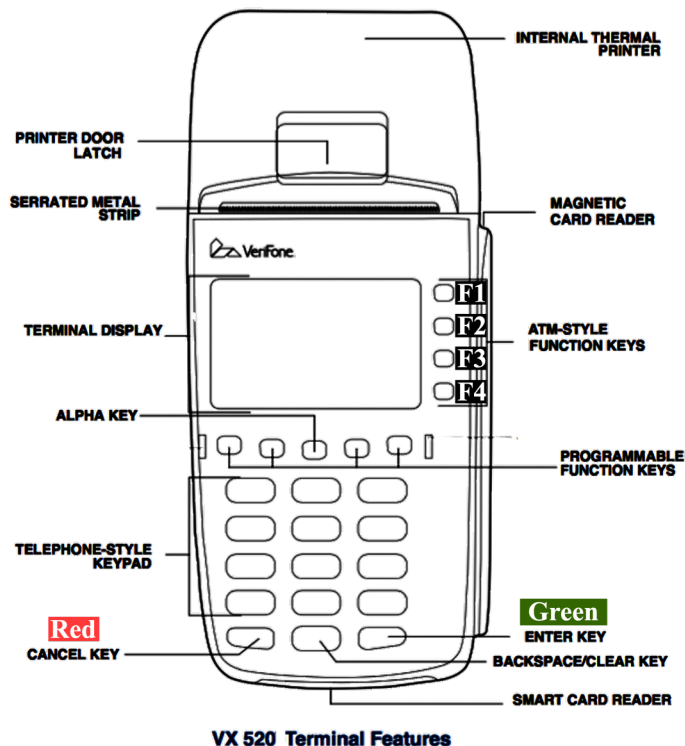
January 31, 2021

about marking your calendar, and being sure your shifts are covered while you are away on vacation.

8.5.2 Emergency Rescheduling

If you are unable to open the gallery and host because of sickness, bad weather or any other last minute situation, and are unable to find a substitute, please call the PCAC Coordinator and/or the chair of the hosting committee.

9 CREDIT CARD MACHINE INSTRUCTIONS



Credit Card Types

We take VISA and MasterCard ONLY.

The credit card machine will accept Discover cards but we prefer not to use them.

The credit card machine will not accept American Express cards.

At this time, we cannot process debit cards.

9.1 Credit Sale with Card

Note: Before processing a credit card transaction, notify customer that a 3% fee is automatically added when using a credit card.

- Press Sale (F2)
- Enter the amount
- Press the Green ←Key (Enter-Key, lower right-hand-corner), then press yes to confirm amount
- Swipe card or insert card if it has a chip
 - For swiping – swipe is on the right side of machine with magnetic strip towards machine
 - For chip card – insert card – chip side of card goes in front and be sure to insert until it stops ... wait for prompt to read “remove card”. Once prompted, remove card. The card reader display will read “Return Terminal to Clerk” ... this is when you return credit card to customer.

- The sale will process, and receipt will print – this is OUR copy and needs to be signed by customer.
- Terminal will automatically print customer copy
- Transaction COMPLETE!

9.2 Credit Sale over Phone Without Card

Note: Before processing a credit card transaction, notify customer that a 3% fee is automatically added when using a credit card.

Please note – the transaction should be completed while customer is on the phone...no need to write credit card information down as you will enter information as customer gives the information to you.

Fill out the proper sales receipt (whether it is a sales book or class/workshop receipt) with all the necessary customer information as well as the item being purchased or class/workshop that customer is signing up for:

For Sale/Purchase:

- Artist name,
- Artist ID #,
- Item #,
- Title of Piece
- and the price

For Class/Workshop Sign-up:

- Instructor name,
- Specific name of class,
- date(s) of class

Then proceed with credit card transaction by doing the following:

It is BEST to look at screen and follow screen directions...it will prompt you to input and then the next step

- On the credit card machine, press Sale (F2).
- Enter the amount of the sale.
- Press the Green ←Key (Enter-Key, lower right-hand-corner), then press yes to confirm amount.
- Enter card number then press Green ←Key (Enter-Key, lower right-hand-corner).
- You will be prompted to enter:
 - Expiration Date press Enter-Key
 - The next screen will appear as a split screen. The left-side of the screen displays “Enter CVV2 Indicator” (in other words do you have the CVV2 code?), the right side of the screen lists Function Key selections for Skip (F1), Present (F2) and two other option selections. Please use the “Present” selection by striking the “F2”

- key. The next screen accepts entry of the 3-digit code on back of card – then press Green ←Key (Enter-Key)
- Street Address: enter ONLY the house number then press the Green ←Key
 - Zip Code: enter zip code then press the Green ←Key
 - The sale will process and receipt will print – this is our copy and needs to be signed by customer
 - Terminal will automatically print customer copy
 - Complete the transaction as you would if the person were on the premises (write sales receipt, etc.).
 - Get an envelope from the Office/Library desk, on the top shelf near the Display Log. Address the envelope to the customer. Put white sales receipt (which includes refund policy for classes) in the envelope and leave it in the pouch for the Bookkeeper to mail out
 - Transaction COMPLETE!
 - *Important:* Destroy any paperwork you created that has credit card information on it by shredding it.

9.3 Credit Card Returns

Make sure you have the customer's copy of their *charge slip*, the original *yellow sales receipt*, and the *card* used for the sale.

Write a *new* receipt for the Return. Record customer's name, number of the original sales receipt, and item # of the piece being returned. Write RETURN. Do *not* record the credit card number on the receipt.

Payments will be returned by mailed check by the bookkeeper, so ensure the customer contact information is complete.

9.4 Difficulties Completing Transaction

If a problem occurs, please record in writing what the machine is doing that is not what you expect, and any messages displayed on the machine's screen. If possible, contact John Hufford while the problem is occurring. John's cell phone number is 931-754-1104. If he or the Hosting Captain cannot be contacted while the problem is occurring, please be sure that they are notified when problems occur and pass on to them the written description of the problem and any messages displayed on the machine's screen.

9.5 Credit Card Processing Information

Company: Flagship Merchant Services
Machine Type: VX520
Merchant ID Number: 4223698700059804
Customer Service: 1-800-554-4777
Supply Order Desk: 1-800-417-1474
Help Desk After Hours: 1-800-228-0210



January 31, 2021

Art Guild EIN #: 20-1436572

If the paper roll in the credit card machine runs out, there are more rolls stored in the Office/Library closet.

Com Server ->if you see this press F3 to get to the opening screen

Softpay – FDMS

Paper for the credit card machine can be found in the office closet 2 nd shelf on right



January 31, 2021

10 RESOURCES AND TOOLS FOR HOSTS

10.1 General Resources

Front Desk Hosting Website: <http://www.artguildfairfieldglade.net/front-desk-hosting.html>

Art Guild Website: <http://www.artguildfairfieldglade.net/>

Part of the Art Guild website is for members only as it contains sensitive information such as the Art-I-Facts newsletter. This part of the website is password* protected.

*The password for the members only section of the website is _____

Art Guild Calendar: <http://www.artguildfairfieldglade.net/calendar.html>

Art-I-Facts – on website, physical copy in the Hosting Folder and extra copies may be in the studio.

Studio Notice Boards give Art Guild info, and local art info.

Membership List is located in the left-hand drawer of the Host Desk. It is also available in the “Member” area on the Art Guild Web Site.

FFG Public Safety Phone Number: 484-3785

FFG Fire Department Phone Number: 484-3801

Garbage Pick-up Phone Number: 484-3780 (Community Club Administration Office)

The phone number is also posted on the board above the desk computer.

10.2 Where is it?

Cash-box	This is locked in the right-hand drawer of the hosting desk.
Chairs	These are kept in the studio Storage Room.
Easels	Floor and table easels are kept in the under-floor Storage Room.
Gift Certificates	These are kept in the right-hand drawer of the hosting desk.
Jewelry Stands	These are kept in a box on top of the bookshelves to the right as you enter the office. Hosts should return them to this box when items of jewelry are sold.
Key to jewelry case in the lobby	This is kept in the cash box.
Key to main entrance doors	This is kept in the key-box on the wall just outside the entrance.

Kitchen Paper Towel Rolls	These are kept on the right-hand, lower shelf in the studio Storage Room. Additional kitchen rolls are kept in the under-floor Storage Room.
Label Holders	These are for holding the labels for 3D artwork and jewelry. They are kept in the first drawer on the left as you enter the studio.
Mops & Brushes	These are kept in the studio Storage Room.
Nametags	Nametags are in kept on the door to the storage room in the studio.
Office Supplies	These are stored in the office/library closet.
Paper towels, folded	These are kept on the right-hand, lower shelf in the studio Storage Room. Additional paper towels are kept in the under-building Storage Room.
Printer Paper	This is kept in the office under the printer.
Receipt Books	The current receipt books are kept on the host desk. New receipt books are stored in the office closet.
Shredder	This is located in the office.
SOLD Signs	SOLD signs are kept in the left-hand drawer of the hosting desk.
Stapler, Long Reach	This is stored in the first lower cupboard in the studio.
Stepladders	Two are kept in the studio Storage Room, one in the Office closet.
Tables	All the folding tables are stored vertically stacked on the floor on the right-hand side of the studio Storage Room.
Thermostats	There are two thermostats: one in the studio on the wall by the kitchen, and the other in the gallery on the library wall.
Toolbox	This is located in the cupboard under the sink.
Toilet Rolls	These are kept on the right-hand, lower shelf in the studio Storage Room.

<p>Treasurer's Pouch</p>	<p>This is the pouch used for all payments and receipts. It is located in the right-hand drawer of the host desk.</p>
<p>Wrapping Materials</p>	<p>Wrapping materials are kept in the credenza behind the host desk. Additional materials are located on and under the table in the studio next to the back door.</p>

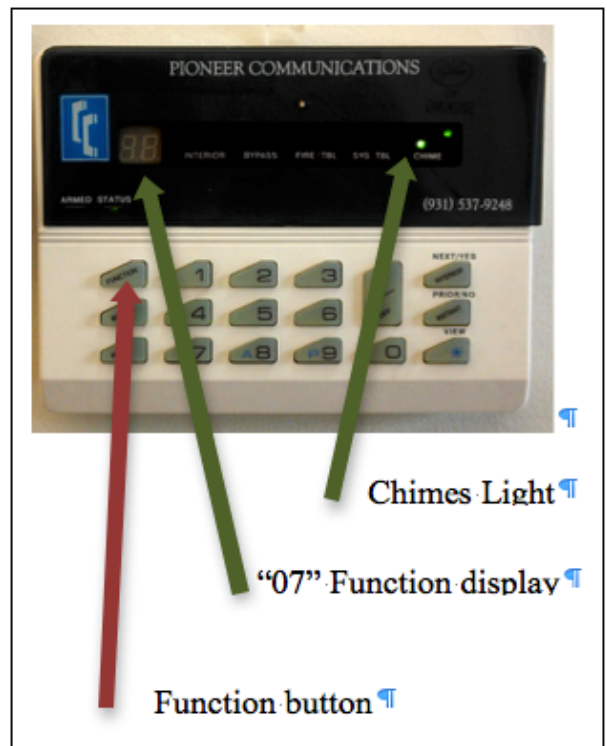
10.3 Door Chimes

The alarm system has a feature that sounds a chime whenever an outside door is opened. This feature is useful to inform the host that someone has entered or left the building, however it can be irritating during meetings. The chimes can be turned off with the following procedure:

- Press the FUNCTION button repeatedly until “07” is displayed.
- Press the ON/OFF large button. The Chime light will go out. The chimes are now disabled.

The chimes can be turned on again as follows:

- Press the FUNCTION button repeatedly until “07” is displayed.
- Press the ON/OFF large button. The Chime light will come on. The chimes are now enabled.



11 APPENDICES

11.1 Appendix: Checklists

Opening Checklist

- Retrieve mail from mailbox at street
- Open the lock-box and unlock the front door
- Disarm the alarm
- Return door key to the lock-box
- Turn sign to "OPEN"
- Turn on lobby lights, including jewelry case & card rack
- Turn on spotlights in Main Gallery
- Check two thermostats; should not be on "Hold"
- Retrieve key and unlock the host desk drawer. Take out pouch, count money, record amount, sign & date slip
- Open the office door
- Retrieve nametag from storage room door in studio
- Listen to phone messages
- Turn on the host computer
- Sign the host register in the front of Hosting Manual
- Make a reminder call to next day hosts (a.m. & p.m.)

Closing Checklist

- Turn off the host computer
- Check that the Jewelry case is locked and key stored.
- Lock the front desk drawer and store the key
- Leave the office closet door ajar and open the office door
- Return nametag to storage closet door in studio
- Check studio rear door is latched and locked (**check outside handle and push on the door to ensure that the door is secure**)
- Check that coffee pots in kitchen are clean, turned off & unplugged.
- Check two thermostats are not on "Hold"
- Move large bills from donation jar to cash box along with receipt documenting the origin of the cash
- Turn off lights in studio
- Check gallery rear door is latched and locked (**check outside handle and push on the door to ensure that the door is secure**)
- Turn off North Gallery light in Main Gallery
- Turn off lobby lights, including jewelry case
- Check right-hand front door is latched
- Turn sign to "CLOSED"
- Retrieve key from lockbox
- Set alarm and leave the building



January 31, 2021

- **Lock front door and put key in lock-box (after locking pull the door handle to insure that both doors are secure)**

11.2 Appendix: Refund Policy

11.2.1 Classes

One Session Class:

If you are unable to attend a class for which you are registered and paid, you may try to find a replacement. **THERE WILL BE NO REFUNDS.**

Multiple-Session Classes:

If you are unable to attend a class for which you are registered and paid, you may

- Try to find a replacement, OR
- Receive a refund of 50% if you notify the instructor at least 7 days prior to the FIRST session.

Cancellation:

Should the *Art Guild* or the Instructor cancel the class, a Full Refund will be given.

11.2.2 Artwork

If a customer chooses to return merchandise purchased from the gallery the full purchase price will be refunded if the following conditions are met:

- The piece being returned is in its original, resalable condition.
- The return is done before the end of the second AG business day from the date of purchase.
- The customer has the Art Guild sales receipt.

If it was a credit card purchase then the customer has the original credit card machine receipt and the card that was used for the sale.

11.2.3 Art Shows' Entrance Fees

Entries to shows are final so there are no refunds. However if a piece of art is withdrawn an alternate piece of artwork may be entered.

11.2.4 Membership Dues

There are no refunds of membership dues.



January 31, 2021

11.3 Appendix: Membership Levels

MEMBER Level 1:

- Dues \$75/calendar year
- Voting Privileges
- Exhibiting Privileges with 20% commission to AG
- Member rate for classes and workshops
- Receives newsletter
- Use of PCAC Library
- Volunteering Responsibility

MEMBER Level 2:

- The same as above, but with annual dues and commission double Level 1
- Volunteering is not required

FAMILY MEMBERSHIP (2 related people part of the same household)

- Dues \$100/calendar year
- One vote per pair
- One exhibitor only with 20% commission to AG
- Member rate for classes and workshops
- Receives newsletter
- Use of PCAC Library
- Volunteering Responsibility by at least one member

STUDENT MEMBERSHIP (Ages 16 – 21) Dues \$20/calendar year

- Voting Privileges
- Exhibiting Privileges with 20% commission to AG
- Member rate for classes and workshops
- Receives newsletter
- Use of PCAC Library
- Volunteering is not required

LIFETIME MEMBERSHIP (for individual or couple making the donation)

- One-time donation of \$10,000 or more
- No annual dues
- Voting Privileges



January 31, 2021

Exhibiting Privileges with 20% commission to AG

Member rate for classes and workshops

Receives newsletter

Use of PCAC Library

Volunteering is not required

Name on Donor Mountain

PRO-RATED MEMBERSHIP DUES (for new members only)

Members who join between July 1st and September 30th pay 50%.

Members who join after November 1st pay 100% but also get the following year's membership.



January 31, 2021

11.4 Appendix: Donor Tiers

REMBRANDT TIER

\$50 to \$99 annual donation

Receives newsletter by email upon request

VAN GOGH TIER (Individual or Corporate)

\$100 to \$999 annual donation

Member rate for classes and workshops (1 person maximum per class or workshop)

Use of PCAC Library

Receives newsletter by email upon request

Name on Donor Mountain at \$500-\$999

MONET TIER (Individual or Corporate)

\$1,000 to \$9,999 annual donation

Member rate for classes and workshops (2 persons maximum per class or workshop)

Use of PCAC Library

Receives newsletter by email upon request

Name on Donor Mountain.

Guest at Christmas Party (up to 2 persons)

11.5 Appendix: Facility & Equipment Rental Fees

Studio Use Fee for walk-in *non*-members: \$5.00 per day. Receive the fee and write the customer a receipt.

Studio Rental Fee may be approved by the Events Coordinator for \$50/half day or \$75/full day. Ensure approval, receive the fee, and write the receipt.

Gallery Rental, for organizations, after approval by the Exhibits Coordinator: \$15/person (for 30 days of display). Ensure approval, receive the fee, and write the receipt.

Borrowing Guild Items is possible *only* for current Guild members for a very limited time. Fill out the *Checkout Log* at the Host Desk fully and warn the member that items must be returned in original condition or they will be charged for repair/replacement. There is also a lending form in the office form bin.



January 31, 2021

11.6 Appendix: Privacy Policy

Any roster or list that includes personal information is for the use of *The Art Guild* and its members *only*. Such information is considered private and therefore shall *not* be given to any individual, organization, or media that is not part of *The Art Guild*. Guild members should use contact information for purposes relevant to *The Art Guild* and not for purposes outside of art, for personal gain, or for religious or political ends unless the individual gives explicit permission.

Hosts may give an inquirer the name of a member, but no contact information, unless specifically given permission by that member. The host may call the artist and then pass the phone to the patron, or give the artist the name and contact information of the potential patron.

Lists compiled by *The Art Guild* (for example members, trustees, and business supporters) are considered the property of *The Art Guild*. These lists are used strictly for furthering the purposes of the Guild and may not be sold, loaned, or given to any individual, organization, or web site without the explicit permission of the Executive Board. Any such list must be destroyed before discarding