

# DETAILED GUIDANCE FOR STEWARDS BK2019

**OPEN TO THE PUBLIC : 27 JULY TO 11 AUGUST 2019**

If you are new to this, the first rule is “Don’t panic”. The document below looks complicated and intimidating, but there is always someone else there who has done it before and can help. These pages will be printed out and put in the stewards’ handbook on the table where you as a steward will be sitting with all the sales’ paraphernalia, so you can read it more thoroughly at the time. For now, see what’s in here and note down the details of relevance for you.

## **KEYS, SECURITY AND SAFETY**

**Keys:** There should be a **single key ring** with 2 keys (one to the main door of the Bishop’s Palace, one to the door in the corridor to the Bishop’s Kitchen) 1 tag (giving the entrance code to the keypad lock to the Bishop’s Kitchen itself and 1 small key (to the padlock on the brown cupboard in the exhibition area (used to secure the cash box and card machine and card machine charger overnight at weekends)). During the day it is suggested that you **keep the keys in the cash box**.

In the morning on **Monday to Friday** the keys will be collected from the Bishop’s Palace office (across the corridor from the main door to the Palace). On **Saturday and Sunday** these will be collected from one of the previous day’s stewards, as indicated on the stewarding rota. On Sunday evening the keys should be sealed in an envelope (provided in the spare stationery box behind the stewards’ desk) and posted through the letterbox of the Bishop’s Palace after exiting and securing the main door behind you. At the end of the day on Monday to Thursday they should be returned to the office, if it is open, or posted through the letterbox as for Sunday. On Friday and Saturday evening the keys should be retained and passed on to the following day’s stewards as indicated in the rota.

**Security:** **The door in the corridor** between the exhibition area and the Palace office should be closed at all times that the exhibition is open. If, for any reason, the exhibition area has to be left unattended, please ensure that both the outside door to the cathedral cloisters and the coded door to the exhibition area are locked.

**The door to the garden** within the exhibition room **should not be opened** at any time, unless there is a fire. The garden outside belongs to private residents who use it or have access to it. During the heat while setting up the show we opened it last year to allow air flow, but received complaints from the residents via the palace that some people had stepped into the garden. This was embarrassing.

**The stairs just outside the exhibition room** lead to residential accommodation and are **strictly out of bounds** to us and any visitors to the exhibition. The boards blocking the foot of these stairs must stay in place at all times. If anyone tries to go up the stairs please explain that there is no public access. Very occasionally people will legitimately use these stairs, but these people should have ID for the Prebendal School. If someone who goes up the stairs has not shown plausible ID when requested please immediately notify the Palace Office (on weekdays) or go to the cathedral and notify one of the vergers (on weekends). Toilets are in the cathedral near the café.

**One steward should stay at the sales desk at all times** to ensure the security of the cash box and the card machine. If you have to leave the desk unattended for a short time please put the cash box and card machine out of sight. If a visitor appears to tamper with the card machine or there is an unexplained change in the appearance or behaviour of the machine please call Vasu Reddy (07906850724).

**Safety:** There will be signs in place warning visitors about the risks of tripping on steps on the way in our out, or on the uneven floor, and the risk (for tall people) of the low entrance doorway. Please look out for any visitors who look frail or unsteady, alert them to the hazard and assist them if necessary.

## **OPENING UP IN THE MORNING**

Please **arrive at least by 9.30 am** to give yourself time to familiarise yourself with the exhibition and set up the signs in the cathedral precincts each morning (this takes a bit of time and effort), before opening to the public at 10 am.

### **Gaining access**

As a steward you may park at the Bishop's Palace, which is accessed from Canon Lane (off South Street). Drive through the archway at the end of Canon Lane and turn right into the parking area.

On Monday to Friday go directly to the Palace office (directly in front of the main door). The main door will be kept locked (it is the right hand one, in the centre of the building as it were) so you will need to ring the bell to be let in. Introduce yourself and, if you are the first steward to arrive, collect the keys.

On Saturday and Sunday the Palace office will be closed and one of the stewards should have received the keys from the previous day's stewards.

The Bishop's Kitchen is reached by turning right when you enter this main door from the parking area and going through the door at the end of the corridor. The door to the exhibition area will then be on the right. It may be unlocked using the security code (on a tag or label with the keys).

### **Publicity boards and public access**

The public gain access to the exhibition from the door at the top of the steps at the end of the main corridor, which leads to the cathedral precincts. This door should be left open during exhibition opening times.

There will be a number of pavement signs (A boards and swinging signs) stored overnight near the entrance to the exhibition room and these should be placed in the cathedral precincts – there is a **map in the Stewards Handbook** showing where these should be placed. There is a **trolley** to help you move the signs. Please do not move the other boards and display signs located between the main entrance and the exhibition area and ensure that the large folding panel effectively blocks access to the staircase. Please do not block access to the fire door. There are usually two banners which should be placed each side of the public entrance door from the Cathedral precincts (we cannot find the banners this year, and are still hunting for them, so unless they are evident, don't worry about this).

### **Before opening**

- Turn on all the lighting in the exhibition area.
- Unlock the small cupboard and retrieve the cash box and credit card terminal
- Turn on the credit card terminal and familiarise yourself with its use (see separate instructions).
- Check there is £40 float in the cash box (if not, please call Vasu Reddy on 07906850724).
- Ensure the entrance area, the exhibition area and sales table are tidy and look professional and welcoming.
- Take a new 'Daily Sales Sheet' form from the daily sales book and enter the date
- Put on stewards' badges (should be on the sales table).

## SALES

It is not possible for visitors to reserve items to be paid for at a later date.

### Triplicate book

For every sale you need to complete a page in the **triplicate book** by providing the following information:

- Date and your membership number or name
- Check-in sheet number(s) of the item(s) sold, name of artist(s), price paid
- How payment was made (cash, credit/debit card or cheque)
- If possible, the purchaser's name and e-mail address (for our mailing list)
- For cheque payments – address and phone number
- Your signature

The pages from the triplicate book are used as follows:

**First (white) page:** Staple the exhibit label(s) and the merchant copy of the credit card printout (if a card sale) to this page and place it in the dated pocket in the pocket with today's date in the **daily sales folder**.

**Second (yellow) page:** Give this to the buyer as a receipt.

**Third (pink) page:** This stays in the triplicate book.

### Methods of payment

Payment by cash or credit/debit card is preferred to cheque, where possible. **Debit card is preferred** to credit card as our charges are lower. If the credit card machine cannot be used and the buyer has insufficient cash and no cheque book, you can direct them to the nearest cash machines (see map in stewards handbook). Instructions on the use of the credit card machine will be found in the stewards handbook. Don't forget to give the customer their copy of the printout.

Cheques should be made payable to "**SCG Exhibitions**".

### Wrapping

Please wrap the item(s) for the customer (shredded cardboard, sticky tape and bags are provided). Some exhibitors have left **special packaging instructions** (noted in the check-in sheets) to be found in the stewards' handbook for the wrapping of their exhibits. Please try to be alert to these. Additional rolls of cardboard wrapping will be stored near the entrance to the exhibition room, either in the small kitchen or the side corridor.

### Daily sales sheet, replenishing the display

After each sale please enter the sale onto the daily sales sheet and put a red dot against the sold item(s) in the check-in book (sheets ordered in alphabetical order by name of maker).

When an item has been sold please **replace it on the display** with an exhibit from the storage cupboards or boxes under and behind the large table. The appropriate label should be found close to each exhibitor's stored pieces. In the first instance a sold piece should be replaced by another piece by the same exhibitor. Where this is not possible (because of size or theme or other reason) please use another exhibit from the storage cupboards/boxes which complements the overall display. As pieces are sold and replaced please adjust the display if necessary to avoid gaps or overcrowding, and maximise impact. You may have noticed that the **display plinths** may be vaguely **themed** – animals, sculptural pieces, functional pieces, etc. – stick to these if possible.

## **DURING THE DAY**

### **Interacting with visitors**

Although one steward should be at the sales desk at all times, to ensure the security of the cash box and the card machine, we hope you can avoid both stewards sitting behind the desk when visitors are present and that you will be able to engage visitors and discuss the work with them when it seems appropriate.

Encourage visitors showing an interest in any item to **handle it**, with appropriate care, as this often helps to clinch a sale. Please **offer to help** visitors to pick up difficult-to-reach exhibits.

Be **vigilant** if children, dogs or people wearing backpacks attend the exhibition. We suggest that people with backpacks leave them at the door. We expect visitors responsible for a breakage to pay for the item.

The check-in sheets in the book on the stewards' table identify where exhibitors have stated that **items are food safe** (FS). All you can do, if someone asks about this, is to check the item in the book and report that the maker has (or hasn't) marked it food safe.

Where possible, please ask visitors how they heard about the show – this helps us with future marketing. You can record this information on the forms for recording visitor numbers.

Please draw visitors' attention to the **Visitors' Book** and invite comments; please ask them to leave their name and e-mail address (ensure it is legible) if they want to receive information about future shows.

### **Counting visitor numbers**

Please maintain a count of the number of visitors on the forms provided. This helps us gauge the success of our advertising. A **clicker counter** has been provided to aid with this.

### **Music**

In past years some stewards have brought equipment for playing music. I regret we can no longer permit this due to changes in the law, which require a license to play recorded music in public.

### **Refreshments and toilets**

Tea, coffee, sugar and biscuits should be available in the kitchen. Please bring your own milk if needed, as there is no fridge. Please replenish as necessary from nearby shops and reclaim the costs by e-mailing Vasu Reddy.

The Bishop's Palace has emphasised that the toilets inside the building, which are for the use of the Prebendal School, are not to be used by stewards or visitors. Please use the public facilities in the cathedral precincts, close to the outside entrance door to the Bishop's Kitchen.

### **Problems**

If you have any problems during the day which you cannot resolve yourselves please feel free to call Vasu Reddy on 07906850724.

## CLOSING UP AT THE END OF THE DAY

The exhibition closes at **5 pm**

The pavement **signs and the banners** need to be brought in after 5, you need to **'cash up'** (see below) and generally **tidy the room**, the sales desk and the small kitchen area. Please **take any rubbish away** with you. Please do not leave the exhibition unattended without locking the doors behind you. Once all the pavement signs have been brought in, lock the public access door to the cathedral precincts. Turn off the credit card machine (see separate instructions).

One steward should make a note of number of visitors (from 10 am to 1 pm, and from 1pm to 5 pm) and **take a photo of the daily sales sheet** on your phone camera and **email it to Vasu** (vasureddyceramics@gmail.com).

One steward should **take all the cash**, apart from the £40 float, and also any **cheques**, to pay in to the bank (see below).

### Cashing up

1. **Check** that the amount of cash, cheques and payment card printouts matches the items sold as listed on the daily sales sheet. If there are any discrepancies, notify Vasu.
2. **Take** all the cash, except for leaving a £40 float in the cash box. The card machine printouts should remain stapled to the copies of the receipts in the daily sales folder.
3. **Pay the cash into the bank** – either through the **bank paying-in book** (Lloyds) for the SCG Exhibitions account (the book should be in the daily sales folder at the back), or take the cash and pay the money in by bank transfer and avoid a visit to the bank (see next page - 'Afterwards'). If paying in with the paying in book, complete the first unused counterfoil and its paying-in slip with details of the day's cash. For cheques (which are likely to be rare), you could do this in the same way: pay them in by using the paying in book, or, if you really cannot go to the bank, make a note on the daily sales record, and email Vasu, and leave them in the money box. Leave the paying-in book in the daily sales folder and take the paying-in slip with you.

### Leaving

Before you leave, put the cash box and credit card terminal (and the charger if you have used it) in the small brown cupboard and lock it, leaving the key for this cupboard on the key ring with the other keys.

On **Monday to Thursday** you may leave the keys with the Palace office staff if the office is open. If the office is closed you should follow the procedure for Sundays (see below).

On **Friday and Saturday** one of you should take the keys to pass on to the next day's steward (see stewarding rota for details).

On **Sunday** take an envelope from the steward's handbook and use this to post the keys through the letter box to the left of the main Palace entrance door after you have left the building. The Palace staff will collect these the following morning.

Make sure that all the lights are turned off at their mains sockets. Ensure that the door to the exhibition room and the corridor door in the Bishop's Palace are shut behind you as you leave. Leave by the main Palace entrance door to the car parking area and ensure it is locked behind you.

## **AFTERWARDS**

I hope the day went well and you found stewarding an enjoyable experience. The exhibition could not take place without your help. After the exhibition there are just two more things to do:

### **Reporting daily sales information**

The same evening, if possible, one steward should e-mail Vasu Reddy (vasureddyceramics@gmail.com) with the following information:

1. The number of visitors that day (from 10 to 1 and from 1 to 5).
2. A camera shot of the daily sales record (exhibit number of each item sold, price, artists name) and, for each item, whether it was paid for by cash, card or cheque.
3. Which steward is doing what with the cash and any cheques.
4. Any comments you may have about how the day went, any problems that arose, etc.

Leave the daily sales sheet in that day's folder.

### **Paying in the sales receipts**

Please pay cash and cheques in at the bank as soon as you are able. Our bank is Lloyds and it would be preferable if you pay in at a Lloyds branch. If it is more convenient for you to pay in at a different bank please check with them that this is accepted and that they do not charge for this service.

Please retain the printed receipt from the bank until at least August 30<sup>th</sup> in case of query.

If there were no payments by cheque you may prefer, instead of paying in at a bank, to retain the cash and transfer the amount from your own account using on-line banking. Please **use your membership number or name** and the sales date as the reference, and e-mail Vasu Reddy to let her know. The account details are:

Account name: SCG Exhibitions

Sort code: 30-99-93

Account number: 49077068