

# Visitor Centre Front of House Guidelines

Please arrive at 12.30 to give time to set up.

- Check and record float on admission and takings sheet. Float is in the blue tin in the cupboard by desk.
- Make sure card reader is plugged in.
- Check toilets are tidy and if necessary, replenish toilet rolls from store cupboard.
- Fill and put dog bowls outside.
- Turn on television and video recorder and start playback. Switch on battery chargers next to television.
- Put colouring sheets and crayons (under desk) out for children.
- There are chocolate mice under the counter for children who count the woolly mice in the mill.
- Catering volunteers will give customers chitty with amount they owe.
- Complete visitor numbers, including non-tour visitors. Complete boxes for product sales and donations. No need to record café sales anymore.
- No need to add up cash or card payments or keep café chitties.

At end of day

- Leave float in tin. Record on takings sheet if only leaving notes, so Neil can replace with change for the following week.
- Card reader can be left plugged in.
- Turn off television, recorder and battery chargers.
- Bring in dog bowls and do quick check of toilets, mop floor if necessary.
- Please take takings sheet and money, to Neil at 4 The Orchards, Sadlers Wells.

Many thanks

Julie Fowkes 07729268357