

## **Detailed Guidance for Stewards of BK2023 (rev6)**

### **Open to the Public: Saturday 29<sup>th</sup> July until Sunday 13<sup>th</sup> August 2023.**

If you are new to stewarding at SCG events such BK23, the first thing to say is welcome and we are glad you are part of the SCG team. The second thing to say is please “Don’t Panic” about what your role as steward is at BK23.

The document below is quite detailed with the potential to look complicated and intimidating when viewing for the first time, but stick with it, as it will become your friend in offering the information and guidance you will need. In addition, there is always a point of contact to support you each day in the SCG team that you can call with your questions and what to do in unexpected scenarios if you are stuck.

A copy of this guidance document will be in the stewards’ handbook that can be found on the steward’s table. The steward’s table is also the sales desk where you will be sitting with all the sales’ paraphernalia to keep you company. So, this guidance will be available to read again during the stewarding duty. You do not need to print this document out unless you wish to do so for your own reference. For now, we invite you to have read through before your duty to see what’s in here and note down the details of relevance for you and ask any questions before your duty.

### **Keys, Security and Safety.**

Keys consist of the following and a picture of what this year’s keys look like is below, so you know what to look for:

- There is a single key ring with 2 keys (one to back entrance door of the Bishop’s Palace, which also opens the door between the private area and the BK23 area. The second key is to the outside public entrance to BK23.
- The entrance code to the inner door between the corridor and the BK23 areas can be obtained from Suzanne or the previous days stewards. Please do not give this out to anyone. On the key pad 1 is the top key and 5 the bottom as they are not numbered.

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 Friday and Saturday and these will be delivered by 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. It is important that the privacy of the office areas is respected by ensuring that this is not accessible by any wondering public. Remember that the office part of the building is also a home, and private chapel area to the bishop.

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. Last year we opened the door to allow air flow, but in the past we have received complaints from the residents that some people had stepped into the garden. Please DO NOT do this.

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).

The nearest public toilets are the cloister café.

One steward should be at the door at all times to ensure that there is no congestion at the door and that there is sufficient room for viewing inside.

At present there are no COVID restrictions being applied. 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 Helen Scribbans (07854 630930).**

## **Safety:**

**Do not under any circumstances go behind the large exhibition table for safety reasons.**

There will be signs in place warning visitors about the risks of tripping on steps on the way in or 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 Each Day – Morning.**

Please arrive by 9.15 am (or latest 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.

Please do not ring the bell of the left-hand door in the corner at the back entrance as this is the entrance to the Bishops home and doorbell.

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 at the back proceeding 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 detailed above.

### **Publicity Boards and Public Access to the Exhibition.**

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 flag banners (orange), which should be placed each side of the public entrance door from the Cathedral precincts

### **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).
- Follow the instructions for setting up and using the laptop and printer (see separate instructions).
- Check there is £50 float in the cash box (if not, please call Helen Scribbans (07854 630930)).
- 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. However, if a visitor needs to temporarily leave the venue to obtain cash or payment card a short-term reservation for that day is acceptable. If an items is not paid for by the end of that day is to be returned out to be displayed.

### **Recording Sales**

This year we are trying a new system on a laptop that will be located on the sales desk.

- The laptop lid should be closed down each evening, but there is no need to turn it off or to lock it away in the cupboard.

There are separate instructions for how to use the laptop to record each sale and how to send the daily sales record.

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 steward's handbook. Don't forget to give the customer their copy of the printout. Cheques should be made payable to "SCG Exhibitions".

## **Wrapping Sold Work.**

Please wrap the item(s) for the customer (flexi cardboard, sticky tape, green bio degradable bubble wrap and bags are provided). If any of these are running low, please let Suzanne know asap.

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. This year Neal Griffin is the only person that has boxes. These are located in the storage area of the Music room – next room along from the exhibition hall.

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.

## **After Each Sale**

After each sale that you enter on the lap top,

- Please put a red dot against the sold item(s) on the correct check-in sheet (sheets ordered in membership of the maker). If you are really busy this can be done later.
- Follow the laptop instructions to enter the item number on the screen and record the sale.
- When an item has been sold, please replace it on the display with an exhibit from the storage cupboards or boxes from the same members items – consider colour, size matching to keep the flow of the original curating.

The appropriate label should be found with 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 exhibitor's item 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 – located at the entrance door to the exhibition; please ask them to leave their name and e-mail address (ensure it is legible) so that we can send them 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.**

Unfortunately, we are not permitted to play music. This requires a license to play recorded music in public. We do not have this.

### **Refreshments and Toilets**

Tea, coffee, sugar and biscuits are be available in the box in the Music room. Please do not have drinks on the table with the laptop to prevent slippages onto the laptop.

Please bring your own mugs, water bottles and milk if needed, as there is no fridge. There are no facilities for washing up, unfortunately. 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 toilets located in the Cloister's café.

### **Problems**

If you have any problems during the day which you cannot resolve yourselves, please feel free to call as follows:

General problems with the exhibition please call the exhibition co-coordinator Suzanne Rampton

Problems with the card machine Helen Scribbans (07854 630930).

Problems with the laptop Nick Taylor (07472 845869)

## End of Day Closing Up

The exhibition closes at 5 pm each day. The following helps to explain the steps you need to do at the end of each day as a steward.

- 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.
- One steward should take all the cash, apart from the £40 float, and also any cheques, to pay in to the bank (see below).
- 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, close the public access door to the cathedral precincts.
- Turn off the credit card machine (see separate instructions).
- Do not turn off the lap top – just close the lid.

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 Anton Page ([antonpage1@outlook.com](mailto:antonpage1@outlook.com))

## Cashing up

- Check that the amount of cash, cheques and payment card printouts matches the items sold as listed on the laptop spreadsheet. If there are any discrepancies, notify Helen Scribbans (07854 630930) or Anton Page ([antonpage1@outlook.com](mailto:antonpage1@outlook.com))
- Take all the cash, except for leaving a £50 float in the cash box. The card machine printouts should remain stapled to the copies of the receipts in the daily sales folder.
- 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 into your own account and then arrange a bank transfer to the SCG BK23 account 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 Anton Page ([antonpage1@outlook.com](mailto:antonpage1@outlook.com)) and leave the money in the money box. Leave the paying-in book in the daily sales folder and take the paying-in slip with you.
- Remember to press 'send end of day sales' on the laptop – this sends Anton a copy of the sales as recorded on the laptop. He will then use this to check against the manual sales.

## Leaving

Before you leave, put the cash box in the small brown cupboard. 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.

## After Stewarding

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, one steward should e-mail [scg\\_summer\\_exhibition\\_coordinator@southern Ceramicgroup.org.uk](mailto:scg_summer_exhibition_coordinator@southern Ceramicgroup.org.uk) and Anton Page (Anton Page (antonpage1@outlook.com)) with the following information:

- Total sales for the day, number of items sold, number of visitors.
- Which steward is doing what with the cash and any cheques.
- Any comments you may have about how the day went, any problems that arose, etc.

Leave the printed receipts of items sold for the day and any paying in the sales receipts in the separate pink folder.

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 30th 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 Anton Page to let him know. The account details are:

Account name: SCG Exhibitions

Sort code: 30-99-93

Account number: 49077068