

SOUTHERN CERAMIC GROUP

GREAT KITCHEN SUMMER EXHIBITION

STEWARDS' HANDBOOK

Thank you for stewarding at the Southern Ceramic Group Summer Exhibition!

Here are some detailed notes to assist you with the stewarding role. It would be helpful if you could find time to read the notes through before your duty and note any changes that there may be from previous years. Don't worry about printing out a copy as there will be copy in a folder on the stewards' table.

Diane Henshaw, Jo Tricklebank or another experienced steward should arrive at the Great Kitchen each morning to assist with any issues.

How to find the Great Kitchen

Head up South Street towards the Cross and turn left under the arch into Canon Lane. (Just past Wagamama). Drive or walk to the end, go under a second arch and turn right into the private car park. Straight ahead is the door for the Bishop's Palace Office.

Do not arrive before 9.00am.

Monday to Friday

Ring the bell and someone will take you to the Great Kitchen where the exhibition will be held. You will not be able to get back to the car park through the Palace building, so take anything you need (lunch etc) with

you. You will not be given a key to the building. When you leave for the day, go up the steps and pull the main door behind you, go through the cloisters to St Richard's Walk and at the end, turn right into Canon Lane and go to your car. (It's not as complicated as it sounds!)

Saturday and Sunday

The keys will either be delivered to you as shown on the rota, or Diane Henshaw or Jo Tricklebank will meet you to let you in.

Security

The door in the corridor between the exhibition area and the Palace Office must be kept closed at all times.

Do not open the door to the garden – this is a private space and the door must only be used as an emergency exit.

There is strictly no public access to any area other than the Great Kitchen exhibition space.

One steward should stay at the sales desk at all times to ensure the security of the cash box and the card machine.

Safety

The floors are very uneven – which is part of the building's charm – but please make sure the warning signs are in place and watch out for anyone who looks frail or unsteady!

There is a First Aid box by the Stewards' table.

In the unfortunate event of an accident, ring 999 for an ambulance.

How to open up in the morning

Try to arrive between 9.00 and 9.15 when the Palace admin team will be able to let you in. You will need to set things up so that you can open at 10.00am.

If you are stewarding on Saturday or Sunday, someone else will have a key to let you in. Turn right down the corridor and go through the locked glass door. The entry to the exhibition space is through a door on the right.

The code for entry is 5134.

General Information

Additional information will be BluTacked onto the kitchen cupboards. Please read before opening up.

The code to get into the kitchen is C 0412.

Publicity boards and public access to the exhibition

The public will arrive from the cathedral precincts, go through the large door, down the steps and turn left into the exhibition. You may need to BluTack direction signs inside the corridor if they have come unstuck. Latch the door open during exhibition opening times.

Using the trolley, put out the exhibition signs in the locations shown on the plan in the folder. DO NOT put any signs in the cloisters or direct people through the cloisters. (The cathedral staff will remove them if you do).

Put the two banners outside on either side of the entry door.

Please do not move any of the boards and display signs located between the main entrance and the exhibition area.

Number of items on display

To be fair to everyone there should be 5 pieces on display for each exhibitor at any time (unless they are a first time exhibitor with only 3 items submitted). Please check that this is the case and amend the number if necessary. So far as possible, an exhibitor's work should be grouped together which should make it easier to check.

Stewarding Now signs and Badges

There will be some small, framed signs saying 'Meet the Artist – Stewarding now'. Please put these with your work.

Put on stewards' badges.

Cash box

Get the cash box with the £40 float from the kitchen.

Card Machine and printer

Turn on the card machine and printer.

Lighting

Switch on all the lights!

During the Day

Interacting with visitors

Try and engage with visitors where possible and draw their attention to your work as well as the portfolio of exhibitors. This often helps with sales!

Encourage visitors to pick up items and answer their questions where possible.

Do be vigilant if children, dogs or people with large bags attend the exhibition – the space can be crowded at times and it is easy to knock things over.

Visitors responsible for a breakage are expected to pay for the item.

Sadly, we also need to check that items are not stolen.

Use the checking in sheets to record when a piece is sold and when another piece is put on display.

Recording Sales

The laptop should be used to record sales. See separate section in the handbook.

If there is a power outage or issue with the laptop, there are manual receipt books and sales sheets in the plastic storage tower.

Wrapping sold work

Please wrap items carefully on the table in the corridor. If bubble wrap/tape/bags etc are running low, please let Diane Henshaw know asap.

Some exhibitors provide special packaging. This will be note on the check-in sheets.

Fair Trade tote bags

It would be great if visitors bought a charity tote bag instead of using a paper carrier. These are £3.00 or free if anyone spends over £75.

After each sale

Enter the sale on the laptop.

Put a red sticky dot on the checking in sheet against each sold item.

Replace the sold item with an exhibit and sales label from the same person. The information in the folder will tell you where to find the pieces. Remember that items should be grouped together by exhibitor where possible.

Put a blue sticky dot on the checking in sheet against the newly displayed item. There should always be 5 sticky dots on each sheet unless the exhibitor has fewer than 5 items left to sell.

Visitors' Book

Draw attention to the Book and ask people to sign and add their email address so that we can let them know of other events especially the Oxmarket Exhibition in the autumn.

Counting Visitor Numbers

Use the clicker counter to record people coming into the exhibition and enter the number in the morning and afternoon on the form provided. This helps us gauge the success of our advertising.

Music

Unfortunately, we are not permitted to play music. This requires a licence which we do not have.

Refreshments

Tea, coffee, sugar and biscuits will be available in the kitchen. The entry code is C 0412. There isn't a fridge so bring your own milk and water bottles. Please wash up and replace mugs at the end of the day.

You will need to take your rubbish home.

Toilets

There are no public toilet facilities. Direct people to the café in the cloisters, or the new public toilets in Tower Street (behind the Duke and Rye pub).

Stewards only can use the toilets in the building (downstairs for men, upstairs for women).

Problems?

Hopefully there won't be any problems, but if there are any issues which you cannot resolve, please call one of the following numbers:

Diane Henshaw – 07910 113320 (general)

(laptop/IT)

Helen Scribbans – 07854 630930 (card machine)

How to close up at the end of the day.

The exhibition closes at 5.00pm each day.

Bring in the pavement signs and banners and store at the bottom of the steps.

Tidy the room and desk if necessary. Any rubbish must be taken home and disposed of by one of the stewards please.

One steward must take any cash (less the £40 float) to pay into the bank. We no longer accept cheques. (See the section on cashing up and banking if necessary).

The cash box should be stored in a kitchen cupboard.

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.

Close the laptop lid – do not switch it off.

Leave stewards badges on the table.

Turn off the lights.

Ensure that all doors are firmly shut.

Leave through the main door at the top of the steps and close the door making sure it is locked.

Sunday only

If you have been given a key, put it into an envelope from the plastic storage tower and leave on the stewards' table for the Palace admin staff to collect on Monday.

After Stewarding

Hopefully the day will have gone smoothly with lots of visitors and sales!
You are sure to be tired so head home and put your feet up 😊

There are just 2 more things to do. Please agree before leaving which steward will do the following:

Reporting daily sales information

The same evening one steward must email

dianehenshaw@btinternet.com

and

Antonpage1@outlook.com with the following information

- Total sales for the day, number of items sold, number of visitors
- Which steward took responsibility for cash
- Any comments about how the day went and whether supplies are running low

Pay in cash

See the section on cashing up and banking.

**THANK YOU FOR BEING A PART OF THE
GREAT KITCHEN SUMMER EXHIBITION
IT COULD NOT TAKE PLACE WITHOUT
YOUR HELP.**

Cashing up and banking

Cashing up

Check that the amount of cash and payment card printouts match the items sold as listed on the laptop spreadsheet. If there are any discrepancies contact Anton Page (antonpage1@outlook.com).

Most people pay by bank card or phone, however, if the signal is down they will need to use cash.

NB We do not accept cheques.

Items can be reserved while someone goes to a cash point in town – the nearest ones are shown on a map in the handbook.

Banking

Cash should be paid in as soon as possible.

Take the cash and pay into your own account and then arrange a bank transfer to SCG.

Account details

Account name: SCG Exhibitions

Sort code: 30-99-93

Account Number 49077068

Please confirm amounts to Anton at antonpage1@outlook.com