THE OTTAWA GUILD OF POTTERS
LA GUILDE DES POTIERS D'OTTAWA

Shift Descriptions

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Shift Descriptions

Convenor

Purpose Oversee the overall operation of the Sale

Report to No-one

Activity Standing - Walking

Main Tasks

1. Ensure all shift workers have shown up for their shifts and are on time. Shift worker(s) knows what the job entails (see Shift Descriptions List).
2. Deal with any issues that arise.
3. Liaise with the cash team and customer service to ensure breaks are covered.
4. Liaise with City Security for opening and closing the building. (Friday 7:45 a.m.; Saturday 8:45a.m.; Sunday 8:45 a.m.)
5. Liaise with the city Sunday evening to be sure the building is secure.
6. The Convenor must have available Convenors Notebook at all times.
7. Make sure the off-loading and loading up are done in a timely, orderly fashion.
8. Coordinate the smooth transition between shifts by the shift workers.
9. Provide assistance to customers.
10. Is responsible to learn how to work the Audio System for Background Music (i.e. radio &/or seasonal appropriate CD music).
11. When the treasurer is unassigned, create an hourly backup using the instructions from the Treasurer's binder. Check with Sale treasurer and OGP treasurer first.
12. Ensure cash boxes are locked in the back room after the last shift of the day. Key is no longer provided by the city. A city staff person will lock and unlock the back room at the beginning and end of day.
13. Start of day retrieve boxes and cash equipment from the back room to the cash area.
14. Take the flags outdoors at the beginning of each day/Bring the flags in at the end of each day.
15. Clear holding table and return items to the Potters table.

Check Out - Cash

Purpose Take and process payment for purchases.

Report to Convenor

Activity Sitting

Main Tasks

1. Greet customers with a smile.
2. Enter the purchase order into the computer.
3. Ensure potter's code is verified and matches a code on the list. The computer will give an error message if a non-existent code is entered, use the list provided to get proper code and advise convenor of any errors.
4. Accept and process payment. **NO** AMERICAN EXPRESS CREDIT CARDS
5. Enter the purchase order in the computer:
    - Please take your time and make sure none of the stickers/tags have been missed
    - To verify, count the number of items on purchase order and compare with number of items on Tag Sheet.
    - If you cannot read the potters code, verify it with the list provided of potters and their codes. If you still cannot identify the code enlist the help of the Convenor.
    - Accept payment – again, please take your time and make sure it is correct.
    - Verify that the transaction has been approved.
    - Make sure two receipts are printed by the computer system – the vendor copy is stapled to the Tag Sheet with the merchant copy of transaction on **top right hand corner**; the cardholder copy and transaction receipt are given to the customer.
    - If an exhibition table exists for the sale, ensure that:
        - The 'Exhibition Purchase Form' is filled out and is attached to the guild paperwork.
        - The 'Exhibition Pick-Up Slip' is filled out and is attached to the transaction receipt given to the customer.
    - Also be familiar with the 'Instruction on how to sell an exhibition piece' (Spring Sale only)

Please *NEVER* leave the cash box unattended. If your replacement cashier is a no-show, please return the cash box to the Treasurer on duty.

Check Out - Wrapper

Purpose Remove tag from pot, put tag on Tag Sheet and to wrap all purchases.

Report to Convenor

Activity Sitting/Standing

Main Tasks

1. Make sure the price tag(s) are removed from EACH item and placed on Tag Sheet for the Cashier to record
2. Wrapping each item with care
3. It is important to ensure the price tag is removed from each item without which the potter does not get paid.
4. Count the number of items, making sure it corresponds to the number of stickers on the Tag Sheet. Hand Tag Sheet to Cashier for generating a receipt for customer and recording purchase.
5. Wrap each item with care – do not skimp on paper. Any savings on the cost of paper is tiny compared to the cost of breaking a pot.
6. When an exhibition is taking place, the Wrapper should be aware of the 'Instructions on how to sell an exhibition piece'.
7. Cut wrapping paper and ensure that wrapping paper and shopping bags restocked during lulls.

   Note: Sometimes we will include cards in the customer's bag for other groups or businesses that have supported and promoted our sale. These extra brochures have been pre-approved by the Sale Committee. Do not include any other cards unless specifically requested by the customer.

Treasurer / Slip Checker

Purpose To review all purchase receipts for errors.

Report to No-one

Activity Sitting

Main Tasks

1. Review each part of the purchase receipt (Paper receipt indicating the type of payment and the Tag Sheet).
2. Make the computer available to vendors to periodically check their sales.
3. Handle any other back-room related requests.
4. Collect all slips and excess cash from the cash area. Put cash in the safe.
5. Review each receipt that comes from the cash area and to check for:
    a. Verify all the potter's codes are correct.
    b. Verify all the prices are correct.
    c. Verify none of the stickers have been missed, or double-charged.
    d. If the transaction was paid by VISA/MC or Debit, verify the correct amount was charged. NO AMERICAN EXPRESS
    e. If an error is found, circle the error and set the slip aside to be corrected.
    f. Fix error in computer using the instructions in the Treasurers' binder or leave for Sales Treasurer or OGP treasurer.
    g. For sales with exhibitions, the Checker is to know the 'Instructions on how to sell an exhibition piece' and to ensure a filled out 'Exhibition Purchase Form' accompanies the tag sheet (spring sale only).
6. Create an hourly backup using the instructions from the Treasurer's binder (Check with Sales treasurer or OGP treasurer).

Greeter

Purpose Greet customers upon arrival and offer a basket.

Report to Sales Convenor

Activity Sitting/Standing

Main Tasks

1. Greet customers.
2. Make sure outdoor signage is put out and brought in (find assistance).
3. Remove extra baskets from the cash area. Make sure the handle has been sanitized.
4. Make sure that there are additional baskets available at the back of the hall.
5. Greet customers entering the sale with a big smile and “Hello”.
6. Offer customers a shopping basket. The baskets must contain a bit of wrapping paper on the bottom to cushion pots.

Customer Service

Purpose To provide Customer Service, Restock tables and monitoring physical distancing.

Report to Sales Convenor

Activity Sitting/Standing

Main Tasks

1. Provide assistance to customers.
2. Re-stock vendor's shelving from storage at bottom of booth or from the back room and arrange on vendor's shelving.
3. Monitor the Spring Exhibition and direct patrons to the cash for purchasing exhibition pieces.
4. Walk the floor and look for customers who may have questions or need help carrying things.
5. Offer customers a basket if they don't already have one (they won't buy as much if their hands are full!).
6. Offer to put back items customers decide they don't want.
7. Watch for items on displays that have been misplaced and return them to their rightful display (the Convenor will have on hand a copy of the list of participants with the Tag Code).
8. Lights – plug into wall outlets at the beginning of day and unplug from the wall outlets at end of sale each day.

Marshall

Purpose To keep the cash lines moving quickly and efficiently

Report to Sales Convenor

Activity Standing/Walking

Main Tasks

1. To keep the cash lines moving.
2. Direct customers to the first open cash
3. Keep the custom line at the front of the Sale area and not in front of potter's tables.
4. Keep rows clear of congestion
5. Direct customers with 1 or 2 items to the Express Cash (cash #5)

Exhibition and Standards

Purpose To check newly stocked booth items to ensure Guild Standards.

Report to Convenor

Activity Walking

Main Tasks

1. Check pottery for flaws based on predefined checklist
2. Remove pottery from the booth and place it in the curtained area.
3. Meet with potters that have rejected items, and explain where the problems lie.