



SANTA CRUZ MOUNTAINS
ART CENTER

VOLUNTEER INFORMATION

A HEARTY WELCOME to all our Docents!

Thank you for volunteering your time and energy to help the Art Center. We depend on you to help keep our doors open to the public. While you are here, you will fill many roles:

Official Greeter

Host/Hostess

Secretary

Custodian

Sales Person

The following pages are designed to help you in those roles.

Thanks again for all your help!

If you need an answer to a question NOT covered here, call Susan Archibald at 336-2078

1) GREETER

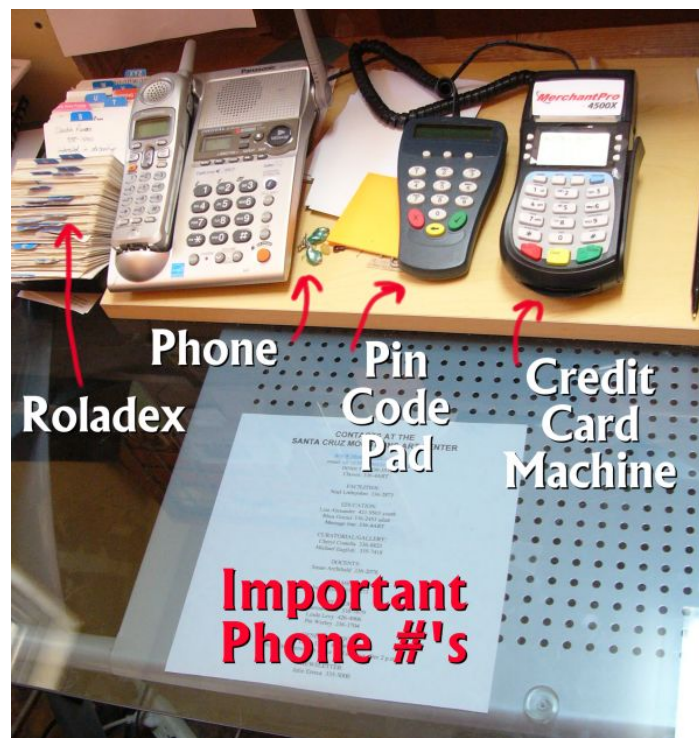
- First and foremost, you are welcoming visitors into your “home”. Say “Hello”, introduce yourself, tell them about the current exhibit.

2) INFORMATIVE HOST / HOSTESS

- Questions you can ask our visitors:
 - Are they local to the area? Are they artists? Members ?
- Information you can offer: (info rack between gift shop & gallery & in Classroom)
 - Current Exhibit
 - Monthly Calendar (rack)
 - Classes (folders for classes in the classroom)
 - Membership Applications (rack)
 - Web Site www.MountainArtCenter.org
 - Artist's information book
 - Artists' business cards, postcards, gallery invitations, etc.

3) SECRETARY

- Please answer the phone: “Santa Cruz Mountains Art Center, (your name) speaking. How can I help you?”
- Take a message, if needed, Leave the written message next to the phone.
- Keep a tally of gallery visitors. The tally sheet is on a clipboard in the docent desk.
- Community Service – from time to time we get inquiries from individuals needing to fulfill their community service. Please have them call Susan Archibald 336-2078.



4) CUSTODIAN

OPENING: (11 am)

- Make sure the lights are on in all four rooms in the gallery
- Donation jar should be in plain sight on the Docent Desk
- “Open” sign should be facing out in the front window (inside, left of front door)
- Unlock the front door.



WHILE SITTING:

- Sweep the gallery, if needed. A broom is in the storage closed across from the bathroom
- Empty trash, if needed. Large garbage and recycling cans are on the side of the building. New plastic trash bags are under the sink in the kitchen.
- If you are working on your artwork, please do so at the docent desk. Also, have your portfolio handy to show visitors more of your work. There are easels in the classroom closet you can set up and use.
- We have a wireless LAN available. You are welcome to connect your laptop.

CLOSING (5 pm)

- Turn off all lights.
- Make sure heater thermostat in classroom is turned down (all the way to the left).
- Check to make sure back doors and windows are locked.
- Stack signboards outside near the front door.
- Use the “Closing Key” (envelope in Docent Desk), to lock the front door, top and bottom, then drop the key (in the envelope) through the mail slot in the front door.

5) SALES PERSON

Every transaction must be recorded in a receipt book - gallery sales, class tuition, payments, clay purchases, gift shop purchases, memberships, etc. See following pages for information on credit card machine. **Cash box is located in the cherrywood cabinet in the office.**

Purchase of items

NO REFUNDS. ALL SALES ARE FINAL.

All items in the gallery are handmade by members of the Art Center.

Gift Certificates are available for purchase. They are located on the display area of the office desk. Write up a receipt for the certificate, noting the certificate number and the expiration date.

There are extra boxes in the cherrywood drawers below the front window in the gift shop. You can offer to package an item for the customer using what is available. We do not gift wrap.

Filling out the Receipt Book Please include the following information:
(SEE COVER FOR SAMPLE)

- Date purchased
- Purchaser's name and mailing address (if possible)
- Number on the item (ex.. "JDB-11"), and a short description; if there is no number, use artist's name and description.
- Amount of purchase price
- Add **9% Sales tax** (multiply the purchase price times .085). **NO SALES TAX** for classes, membership, workshop fees, or honey, only for items from the gallery.
- Indicate if cash, credit or check (include check #)
- If a customer wishes to pay with credit and you cannot use the credit card machine, write ALL of the following information on the receipt so that it can be run through later, and leave a note with the receipt in the cash box:

Name (as it appears on the card)

Address - Zip Code

phone #

credit card #

expiration date

type of card (Visa, MC, Disc).

- Your name (at bottom)

There are three copies of the receipt:

- White stays in the book
- Yellow goes to the customer.
- Pink goes in the cash box with cash, check, or credit receipt copy attached (see below).

CHARGE CARD

Located on office desk next to the phone. "Ingenico" is the credit card machine, the black keypad on the right is for the customer to enter a PIN # if using a debit card.

We accept Master Card, VISA, Novus, Discover and American Express cards.

Write up a customer receipt as described previously, then follow directions below.

HOW TO USE CHARGE CARD SALES TERMINAL

The machine is easy to operate. Follow the prompts on the touch screen.

CREDIT/DEBIT CARD IN PERSON:

1. Write up receipt.
2. To start a transaction, press the Green key
3. Follow menu prompts for type of transaction
4. Insert chip card or swipe card – mag strip is down and on left side
5. If debit card, customer uses pin pad to enter pin #.
6. Enter Total sale from receipt.
7. Yes (green key) - Customer Receipt. Have customer sign their copy of the print out.
8. Any mistakes, hit CANCEL and start again

CREDIT/DEBIT CARD OVER THE PHONE OR BY MAIL:

- 1) Write up receipt.
- 2) To start a transaction, press the Green key
- 3) Follow menu prompts or type of transaction
- 4) At prompt to swipe card, enter in the card #, and follow the prompts.
- 5) Enter total sale from receipt.
- 6) Yes – Customer Receipt. You initial.
- 7) Continue with instructions below.

STAPLE or CLIP signed credit receipt to **pink copy** from receipt book & put in cash box.

GIVE **yellow copy** of receipt to customer with credit card receipt.

LEAVE **white copy** of receipt in receipt book

Troubleshooting & general info:

The machine is set to auto-settle each day at 7 pm.

No paper: Paper rolls are in the cherrywood cabinet, top left. If the roll is too big for the machine to close, unroll the paper till it fits, about half of the roll. (We have a bunch of old rolls that are too big to fit into the new machine, but are using them up anyway.)

No connection: You cannot use the phone & credit card machine at the same time, they share one phone line. If the phone line isn't working, you can't charge a card.

CLASS REGISTRATION

Class information:

We are primarily trying to have people register for classes on our website. Follow the instructions below if they do not want to register online.

Class folders with all the information necessary for registration are located in the classroom, in a wire file rack on the long counter.



Class information can also be found on the current calendar and class flyers located in the information rack at the front of the gift shop, and on the website: www.MountainArtCenter.org. If someone has a question about classes or scholarships that you cannot answer, take a message including the person's contact info and leave for Gretchen or Susan.

To process a class registration:

- First check the "Class Sign-In Sheet" on the left inside flap of the class folder to verify that the class has not already filled up.
- Have the student or parent fill out a class registration form, located in the class folder.
- Enter the new student into the "Class Sign-In Sheet" and leave the registration form in the folder.
- Fill out a receipt form (see example on following pages) and process as any other payment—no tax on classes.
- Some class folders contain information and materials lists provided by the instructor for students.

Scholarships:

We have a limited number of scholarships available for our Youth Classes. We are partnering with Mountain Community Resources (MCR), a local agency qualified to make determinations of financial and other need for families, and with Valley Churches United Missions (VCUM - right across the street).

FAQ

Q: My class was canceled and I already paid online.

A: Leave a note with contact info for Gretchen, who will take care of it during her office hours on Tuesdays, or email info@mountainartcenter.org

Q: Can I bring in my ceramic greenware to be fired?

Q: Can a customer go dig around the backyard in the “shard pile” for ceramics?

A: Refer all Ceramics questions to Ceramics Director/s (See Contacts page)

Q: Can anyone show their work in the gallery?

A: Yes! They must enter work during an exhibit take in, and pay the entry fee. Information about upcoming exhibits can be found on the Calendar in the literature rack, and on the website.

Q: Should docents retrieve phone messages off the machine?

A: No, leave it for Susan or Gretchen.

Q: Are receipts issued for donations?

A: Yes, if requested. Always if \$10 or more.

Q: Can someone register for a class over the phone?

A: Yes, although registering online is preferable. When it's not possible for someone to register online, you may take their information over the phone. EXCEPT for Art After School, where they must register online. See **Classes** tab for instructions.

Q: How to I get my device to play on the gallery stereo?

A: Plug the cord from the Music Port into your headphone jack, turn stereo on, press MUSIC PORT on the stereo remote (on shelf under stereo).