

**Standard Operating Procedures for Greeters**  
**Village of Brockport Canalfront Hospitality Program (Rev. 6/5/11)**

**A. First shift of the day upon arrival**

1. Retrieve the outside door key from the exterior lockbox, place the padlock in it, retrieve the key ring from the interior lockbox, place the outside door key in it, retrieve the cash box from the closet, count the money in the cash box, enter the amount on the weekly sign-up sheet and initial it. If the exterior lockbox is locked when you arrive, call 911 from the 911 phone on the wall of the lower level and ask the operator to have a Brockport police officer come and unlock the lockbox
2. Unlock the other two outside doors, place the “Open” banner in its bracket, and check this sheet and the Operations Manual Internal Communications section for changes and information.
3. Inspect the premises for cleanliness, litter, damage, missing items, etc. Retrieve keycards from the drop box on the lower level and mark the logbook accordingly. Move two of the wagons to the south porch. Unlock the handle-lock of the upper restroom. Count the bicycles and ensure that they are properly locked. Report bicycle problems to Jack Mazzarella, 637-6545.
4. Report any serious problems with the building to the Village Department of Public Works, 637-1060, and in the Operations Manual/Internal Communications (for Chris Marks’s attention).
5. Go to the boats at the canal wall to welcome boaters to Brockport and identify yourself. Give new arrivals copies of the Boaters’ and Police Chief’s Letters, help them get oriented to the area, offer them a tour of our facilities, and learn if they intend to spend the night using our facilities
6. Register any fee-paying guests in the logbook and on the dry erase board, collect fees, issue receipts and keycards, place fees in the cash box, explain our procedures. Attach a spring valve to the faucet on the pedestal assigned and turn on the water, using the water key. Make sure the electrical switches box is not locked
7. Phone the Greeter(s) assigned to the corresponding shift for following day as a reminder

**B. Later shifts upon arrival**

1. Arrive 5-10 minutes early for briefing by your predecessor on the status of any boats along the canal wall and the condition of the facilities.
2. Count the money in the cash box with your predecessor, enter the amount on the weekly sign-up sheet, and initial it.
3. Execute procedures A. 3. through A. 7. above.
4. If the exterior lockbox and outside doors are locked and no Greeter is present when you arrive, call 911 and ask the operator to have a Brockport police officer come and unlock the lockbox.

**C. All shifts while on duty**

1. Go to the canal wall to greet arriving boaters as in A. 6. Direct them to specific cleats to tie up,
2. Record wagon and CD player loans in that section of the Operations Manual and bicycle loans in the separate binder. Sell ice for \$2 a bag, putting money in plastic pouch in cash box. No receipts required. Ask non-boater visitors to sign the guest register in the Operations Manual.
3. Water plants near the Welcome Center using the procedures in the Operations Manual.
4. Brief your successor as indicated in procedure B. 1. above (except last shift of the day). If your scheduled successor has not arrived five minutes after the appointed time, call that person, using the phone numbers in the Operations Manual/Greeters Roster. If unable to contact that person or that person is not available, call a member of the Management Committee in the order indicated on the “Useful Phone Numbers” sheet for relief. If you cannot arrange for a successor in the time you require, secure the Welcome Center according to D. 1. and 2. below.

**D. Last shift of the day upon leaving**

1. Inspect the premises, note problems in the Communications Book, and report serious matters to the Village DPW. Remove any unused spring valves from the faucets on the pedestals.
2. Turn off all lights and electrical devices (except the computer), rinse out the coffee pot, bring in The “OPEN” banner and wagons, place the cash box in the closet and lock the closet door, place the key ring in the interior lockbox, secure the Welcome Center, lock the handle-lock (but NOT the upper dead bolt) on the upper restroom door, place the outside door key in the exterior lockbox, retrieve the padlock from the lockbox, attach it to the hasp, and lock it.

