

Standard Operating Procedures for Greeters

Village of Brockport Canalfront Hospitality Program (Rev. 8/8/08)

A. First shift of the day upon arrival

- 1. Retrieve key ring and cash box from Village Dispatch Office, verify cash box contents, and sign receipt book.**
- 2. Unlock exterior doors of Welcome Center and place “Open” banner in its bracket.**
- 3. Enter amount of cash in cash box on sign-up sheet and initial it.**
- 4. Check SOP sheet and Internal Communications section of Operations Manual for any changes or important information.**
- 5. Inspect the premises for cleanliness, litter, damage, missing items, etc. Retrieve keycards from the drop box and mark the logbook accordingly. Check the supply of brochures and note deficiencies in the Internal Communications section of the Operations Manual. Make a pot of coffee. Move the wagons to the south porch. Unlock the handle-lock of the upper restroom. Count the bicycles and ensure that they are properly locked.**
- 6. Report any serious problems to the Village Dispatch Office 637-1017 and in the Operations Manual/Internal Communications (for Chris Marks’s attention).**
- 7. Go to boats at canal wall to welcome the boaters to Brockport and identify yourself. Give new arrivals copies of the Boaters’ Letter, 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**
- 8. 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.**
- 9. Phone Greeter(s) assigned to corresponding shift for following day as 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. Execute procedures A. 3. and A. 4. above.**
- 3. Introduce yourself to any boaters along the canal wall and offer any help they may need.**
- 4. Phone Greeter(s) assigned to corresponding shift for following day as reminder.**

C. All shifts while on duty

- 1. Go to the canal wall to greet arriving boaters as in A. 7. Direct them to specific cleats to tie up,**
- 2. Execute procedure A. 8. above.**
- 3. Keep a record of wagon and CD player loans in the appropriate section of the Operations Manual and bicycle loans on separate clipboard. Sell ice on request for \$2 a bag, placing money in cash box. No receipts are required. Ask non-boater visitors to sign the guest register in the Operations Manual.**
- 4. Water plants near the Welcome Center using the procedures in the Operations Manual.**
- 5. Brief your successor as indicated in procedure B. 1. above (except last shift of the day). If your scheduled successor does not arrive by five minutes after the appointed time, call that person, using the telephone numbers in the Operations Manual/Greeters Roster. If you cannot 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 Dispatch Office. 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 “OPEN” banner, wagons, and the A-frame signboard, secure the Welcome Center, lock handle-lock on upper restroom, and return the keys and cash box to the Village Dispatch Office.**