# **GVR Clay Studio Monitor Guide**

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## **Monitor Shift Hours**

|              | May through October |              |              |              |              |              |  |
|--------------|---------------------|--------------|--------------|--------------|--------------|--------------|--|
| Monday       | Tuesday             | Wednesday    | Thursday     | Friday       | Saturday     | Sunday       |  |
| Closed       | 7:45 - 12:00        | 7:45 - 12:00 | 7:45 - 12:00 | 7:45 - 12:00 | 7:45 - 12:00 | 7:45 - 12:00 |  |
| 11:45 - 4:00 | 11:45 - 4:00        | 11:45 - 4:00 | 11:45 - 4:00 | 11:45 - 4:00 | 11:45 - 4:00 | 11:45 - 4:00 |  |
| 3:45 - 7:00  | 3:45 - 7:00         | 3:45 - 7:00  | 3:45 - 7:00  | 3:45 - 7:00  | Closed       | Closed       |  |

| November through April |              |              |              |              |              |              |  |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--|
| Monday                 | Tuesday      | Wednesday    | Thursday     | Friday       | Saturday     | Sunday       |  |
| Closed                 | 7:45 - 11:00 | 7:45 - 11:00 | 7:45 - 11:00 | 7:45 - 11:00 | 7:45 - 11:00 | 7:45 - 11:00 |  |
| 11:45 - 2:00           | 10:45 - 2:00 | 10:45 - 2:00 | 10:45 - 2:00 | 10:45 - 2:00 | 10:45 - 2:00 | 10:45 - 2:00 |  |
| 1:45 - 5:00            | 1:45 - 5:00  | 1:45 - 5:00  | 1:45 - 5:00  | 1:45 - 5:00  | 1:45 - 4:00  | 1:45 - 4:00  |  |
| 4:45 - 7:00            | 4:45 - 7:00  | 4:45 - 7:00  | 4:45 - 7:00  | 4:45 - 7:00  | Closed       | Closed       |  |

Monitor shift hours may be adjusted as needed.

Studio hours: Monday: 12:00 pm – 7:00 pm Tuesday through Friday: 8:00 am – 7:00 pm Saturday and Sunday: 8:00 am – 4:00 pm

# **Opening the Studio**

- Scan your GVR membership card at the poolside scanner to unlock the door for entry. When the door closes it will automatically lock behind you.
- Proceed to the monitor desk area turning on the computers as you go. The membership computer is located under the counter near the printer. The cash register computer is the tower located under the counter that the cash register sits on. The staff computer is on the counter by the printer. The tower that operates it is on the right side of the membership tower.
- To turn on the staff, membership and cash register computers, press the power button on the top of the tower. It should have a blue light when on. The staff computer has a delay in booting up this is normal.
- Go to the "hiding place" and remove the key that opens the top right drawer where the cash register tray is kept.
- Unlock the top right drawer, remove the cash tray and place it in the cash register drawer. Leave the cash register drawer ajar for the moment. Return the key to the hiding place.
- Find the key called *Wall Safe* on the large key ring in the top right drawer. Unlock the door to the wall safe located behind the membership computer screen.
- Remove the gray cash pouch from the wall safe. Remove all cash from the pouch. Return the gray pouch to the wall safe and lock the safe.
- Count the cash there should be \$100 in small bills. Put the bills in the cash register tray and close the cash drawer. **If you count more or less than \$100**, put any extra money in the tray along with the \$100. Write and sign a dated, detailed note reporting the overage or shortage and put it in the left cash tray slot. This note is to be included in the white *Daily Deposit Envelope* when the cash register is closed at 3:30 pm. Also note the discrepancy in the *Daily Shift Log*.
- Remove the colored firing slips from the top right drawer and put them in the clear plastic holder on the countertop.
- Open the **cash register program** on the cash register screen by double-clicking on the small box in the center of the screen. The "Retail Plus" password screen will open. Enter the first three letters of the day of the week as your password and press *Enter*.





• Open the **membership program** on the membership screen by double-clicking on the checkmark box on the right side of the screen.



- Scan in with your GVR membership card at the card scanner.
- Go to the **staff computer** to look up today's scheduled monitors. The staff computer is set up to automatically open the GVR Clay Studio website homepage upon startup. Click on *Calendars*. From the drop-down menu, click on *Monitors Calendar*. Choose the current month calendar and scroll to today's date for the day's scheduled monitors.

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| $\leftarrow$ $\rightarrow$ C $\textcircled{a}$ $\bigcirc$ A https://www.claystudiogvaz.com                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <br>🍓 Getting Started   🍇 Clay Studio 🛛 😰 Monitors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| GUR Clay Studio of Green Valley<br>A Green Valley Recreation Hobby Club                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

- Write the date, day of the week, your name(s) and shift time on the top of the white grease board. Add the other scheduled monitor names and shift times for the day below your name(s).
- Find the poolside door key on the large key ring labeled "Keys for Poolside & Pkg Lot doors" in the top right drawer. While holding the door open, unlock the door on the outside. Go back inside and turn the sign to **Open**.
- Unlock the parking lot door with the key hanging on the left side of the push bar. The door key slot is on the left side of the push bar assembly. Push the bar in and turn the key to unlock the door. Turn the sign to **Open**.
- Unlock the patio door using the tool key on the wall to the left of the door. Push the bar in and turn the key to unlock the door. Return the tool key to the wall.
- Place and date a new yellow *Daily Shift Log* in the *Shift Logbook*. Enter your name for your shift. Answer all the questions before your shift finishes.
- Enter your shift in the *Service Book* to get credit for your time before you leave for the day. The *Service Book* is located on the counter in front of the monitor desk.
- Refer to Ongoing Shift Duties in this guide while you complete your shift.

# **Ongoing Shift Duties**

## Starting your shift

- When relieving another monitor, scan your GVR membership card at the desk and obtain a verbal hand off from the previous monitor. Is all well or are there any issues?
- Add your name to the yellow *Daily Shift Log* in the *Shift Logbook* and review the current day's entries for any ongoing issues.
- Verify that your name and shift time are listed on the grease board.
- Verify that the membership, cash register and staff computers are turned on and operating. (During the evening shift, the cash register computer should already be OFF. If it is not, close it down, following the steps for *Closing the Cash Register*.
- Verify that there is cash in the cash register. If you are relieving a previous shift, you do not need to count the cash. (Evening shifts will not have any cash in the register. The cash register will remain ajar and the drawer with the coins will be in the top right drawer.)
- Verify that the large key ring is in the top right drawer and the colored firing slips are in the clear plastic holder beside the cash register. (For evening shifts, the firing slops should be in the top right drawer.)
- Enter your shift in the *Service Book* to get credit for your time before you leave for the day. The *Service Book* is located on the counter in front of the monitor desk.

## Shift with no monitor

- If a remaining shift for the day does not have a scheduled monitor, place *the Potential Studio Closure* sign next to the GVR member badge scanner. Announce the potential closure to members who are in the studio. (The sign is located on the shelf above the cash register computer tower.) If a member volunteers to cover the shift, add their name to the white grease board and make a note on the yellow Daily Shift Log.
- If no one in the studio volunteers to cover the shift, call the Monitor Helpline at 520-260-8822 and note this on the yellow *Daily Shift Log*. If the shift responsible for closing the cash register is uncovered and the Monitor Helpline has not notified you that a replacement has been found by 45 minutes prior to your shift ending, close the cash register and close the studio at the end of your shift.

#### Member scanning requirement

- It is GVR policy that all members must scan their GVR member card upon entry to the studio. A member is NOT allowed to be in the studio without doing so.
- Monitors are responsible for ensuring that all members scan their GVR member cards when entering the studio. A member who arrives without a card has to leave the studio.

## **Cash transactions**

- It is Clay Studio policy that members write checks for the exact amount of their purchases. Credit cards, bills larger than \$20 and pennies are not accepted. All sales are final, and there are no exchanges or returns/refunds.
- When completing a firing slip, record the size of items on the slip. The size of an item is the last two digits of the kiln code. If there is more than one item of the same size, you can either write the number of items @ the item size on a single firing slip (for example, if there are 3 items, each with size 08, you would write 3 @ 08), or if the member prefers, write one slip for each item.
- If you need smaller bills or coins to make change, there is a change fund in the blue bag in the wall safe. Exchange exact amounts only, such as one \$20 bill for twenty \$1 bills. When you are trading to obtain coins to be used for change, **always exchange cash for the full value of the roll**. Note your exchange on the form located in the blue bag and return the form to the bag.
- If the blue change bag is running low on small bills or coins, send texts to Penny Hendricks: 520-449-9813, Kim Handy: 716-799-7632, Kathy Kramer: 714-206-0365 and Kathy Cooklock: 651-675-8097. One of these four people will get change for the studio; however, it will be done based upon the days and hours banks are open.
- Write a note on the yellow *Daily Shift Log* regarding any cash count discrepancies when opening or closing the cash register and/or whenever other cash transaction irregularities occur during your shift.
- Write a separate note explaining any cash discrepancies that occur during your shift and put it in the cash register. Include time, date, item inventory number, and the reason for the discrepancy, such as duplicate charge, charging the wrong size or item, cash count at start of day not equal to \$100, etc. The money counters will then use this information when they balance the day's transactions. These notes are included in the white *Daily Deposit Envelope* along with the cash and checks collected during the day.
- Write notes describing other out-of-the-ordinary occurrences on the yellow *Daily Shift Log*.

#### Cash drawer freezes - cannot proceed with transaction

- Occasionally the cash register freezes in the middle of a transaction. The drawer will not open and the receipt printer does not print. **DO NOT** enter the sale again to try to get the drawer open. Doing so will duplicate the sale and make the final sales report wrong. **DO NOT PRESS F10.** That will put the computer into a loop and take significant time to resolve.
- Follow these steps to reset the cash register:

**Step 1:** Check the receipt printer (EPSON TM-T881IV) beside the cash register to see if it is out of paper. A red light appears above the button marked "Paper Out." Push the gray button on the right side on the top of the printer and open the lid on the printer. If the spool is empty or near empty, remove the spool and replace it with a new roll of paper. The correct paper rolls are marked "POS" and stored in a drawer below the cash register. Be careful to put the new roll into place following the diagram inside the printer, as it will only print on one side of the roll. If the printer is NOT out of paper, close it up and make sure the power is on. Go to Step 2.

**Step 2:** If the cash register is still frozen, locate the silver key slot on the lower right side of the black frame that surrounds the cash register drawer. Push this slot in to open the drawer. This should restore power to the cash register's Point of Service (POS) program.

**Step 3:** If the receipt printer still does not print and the cash register is still not working, open the cash drawer manually, as described in Step 2, to handle new purchases. It may take up to an hour for the computer to recover. In the meantime, record each new sale on paper, including the number of items, the product code(s) and/or the kiln code(s) and the amount of the sale. When the computer recovers, the receipt for the previously entered sale will print. You can then enter all sales that you recorded on paper.

**Step 4:** In all cases, write a note stating any duplicate transactions you may have entered and place the note in the cash register to be included in the white *Daily Deposit Envelope*. Also note that you had a problem with the cash register freezing along with any resulting cash discrepancy issues on the yellow *Daily Shift Log*.

## **Emptying sink pails**

The following procedure has been put in place to prevent glaze and clay residue from clogging the sink drains.

- Empty the sink pails as needed and before the end of each shift. During shift changes it may be helpful to have the oncoming monitor work with the outgoing monitor to complete this task. Empty the pails into the five-gallon buckets located on the east side of the patio.
- When emptying the pails, if you need to rinse out the bottom of the pail with water from the patio sink, empty the rinsed solution into the five-gallon buckets. Only fill the buckets to within about five inches from the top so they may be easily carried away for disposal. The GVR custodian empties these buckets once a week.
- If all five-gallon buckets are full, tip the buckets to drain off some of the glaze water onto the gravel. This will create room to empty more full sink pails from the studio. Tip to empty **only glaze water**, not any gunk that has settled to the bottom of the buckets.

## **Guests and visitors**

- Members may bring guests to work with them in the studio. GVR defines a guest as someone who lives 20 miles or more outside of Green Valley.
- Members must supervise all guests they bring to the studio. Guests who are 18 or older are required to have a GVR guest pass. Enter each guest's information in the *Guest List* book located on the counter in front of the monitor desk. Also enter the number 123 for each guest into the membership computer to keep track of the number of guests who visit.
- Visitors desiring a studio tour do not need a GVR guest pass and are not entered in the *Guest List* book. They must be escorted by a member at all times while in the studio. If you cannot do this, ask another studio member to give the visitor a tour. Enter 123 for each visitor into the membership computer.

## **Safety matters**

- During the evening shift, you are encouraged to lock the studio, leaving the Open signs. Lock the parking lot, poolside, and patio doors. Anyone who comes to the poolside or parking lot doors after dusk must be prepared to show their GVR member card through the glass to you to gain access.
- If you feel uncomfortable allowing a member into the studio, you have every right to refuse entry. If at any time you feel uncomfortable with any person in the studio, contact the GVR Assistance Center Operations Assistant at 520-343-2440 or call 911 if you are concerned for your safety. Also call the Monitor Helpline at 520-260-8822 to report the issue to a Monitor Co-Chair.
- Advise members who wish to use the patio after dusk to prop open the patio door with the door stopper attached, and to close the door upon re-entry to the main studio building.
- Familiarize yourself with the location of the fire extinguishers in the studio and periodically check all rooms in the studio to see that all is well. Also check that no one is sanding and creating clay dust and that there is no water on the floor to slip on. Wet or slippery areas on the floor must be wiped up and a safety cone placed in the wet area until it is dry.
- The studio First Aid Kit is in the drawer below the cash register. There are also two First Aid Kits and Heart Defibrillators outside the studio. One set is on the wall next to the first-floor elevator door, and the other is just inside the entryway to the Fitness Center. Look for the AED sign above the door/alcove.
- If you need a Heart Defibrillator, ask another member to retrieve it quickly and ask a second member to call 911 while you see to the care of the patient. The Defibrillator provides visual and voice instructions for its use. It will not shock if it is not required. Time is of the essence in this situation.
- Complete a *GVR Accident/Incident Report* form for all significant medical incidents. The report is in the Forms Binder located on the counter near the kettle. Place the completed form in the President's mailbox located on the top shelf just outside the wheel room.
- On the rare occasion an incident occurs that requires reporting to Clay Studio officers, complete the *Clay Studio Follow-Up on Incident/Complaint* report. This report is found in the Forms Binder located on the counter near the kettle. Give the completed form to the President or any Board Member. Make a note on the *yellow Daily Shift Log* in the *Shift Logbook*.

## Working on projects

• While you may work on projects during your shift, monitoring duties take priority. Work on projects at either the assigned monitor workstation or the tall table in the monitor desk area. This allows you to watch both outside doors. You may not use the spray booth or work in other rooms. This is a good time to work on glazing or planning projects, as these activities are easily interruptible.

# **Closing the Cash Register**

- At 3:15 walk through the studio and advise members that the cash register will close at 3:30 and no transactions will occur after that time.
- At 3:30 remove the cash tray from the cash register drawer. Leave the drawer open.
- If there are discrepancies identified on the yellow *Daily Shift Log*, make sure there is also a note in the cash register drawer describing the discrepancy. If not, make a note of the discrepancy and include it in the *Daily Deposit Envelope*.
- Generate the *Daily Sales Report:* Click on *Reports* at the top left on the cash register screen.

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Select *Sales by Staff* and then click on *OK*. The report will appear on the screen; there may be a slight delay before this happens. Click on the *Printer* icon on the top left of the screen. The *Daily Sales Report* will print on the receipt printer labeled EPSON TM-T881IV. Keep it to include in the *Daily Deposit Envelope*.

- Open the wall safe and remove the gray cash pouch and a white *Daily Deposit Envelope*.
- Count out \$100 in small bills from the cash tray. Avoid including any \$20 bills if possible and put the \$100 cash in the gray pouch. Return the pouch to the wall safe and lock the safe.
- Count the remaining bills and checks from the cash tray. This is your cash deposit. **Do not count the coins**. Your cash report total will not equal the total reported on the *Daily Sales Report* because no coins were counted and discrepancies may have occurred during the day.
- Write the amounts of the counted cash and checks on the front of the *Daily Deposit Envelope*. Put the counted bills, checks, *Daily Sales Report*, and any discrepancy notes left in the cash tray in the envelope. Sign, date, and seal the envelope.

- Find the key for the clay room on the large key ring. Take the sealed *Daily Deposit Envelope* to the clay room and put it in the wall-mounted safe on the right side of the back wall. Check that you have pulled the door fully closed and that it is locked on your way out.
- Close the **cash register program**. In the sales window in the center of the screen, click on the tiny file folder icon with the red dot at the top left.

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Then click on *Yes* when asked if you want to close. Finally, click on *Close* at the top left of the screen.

• Shut down the **cash register computer**. Click on the Windows icon (4 small blue squares) in the lower left corner of the screen. A pop-up screen will appear. Click on the *Power icon circle*.



Another pop-up screen will appear. Select Shut down in this screen to turn the computer off.

- Place the cash tray and the colored firing slip pads from the clear plastic holder in the top right drawer. Leave the cash register drawer ajar.
- Write your name and answer the questions on the yellow *Daily Shift Log*.

# **Closing the Studio**

- Empty all sink pails and clay residue pails into the five-gallon buckets located on the east side of the patio. When emptying the pails, if you need to rinse out the bottom of the pail with water from the patio sink, empty the rinsed solution into the five-gallon buckets. Only fill the buckets to within about five inches from the top so they may be easily carried away for disposal. The GVR custodian empties these buckets once a week. If all five-gallon buckets are full, tip the buckets to drain off enough glaze water onto the gravel. This will create room to empty more full pails from the studio. Tip to empty **only glaze water**, not any gunk that has settled to the bottom of the buckets.
- Members who work in the wheel room clean their own work area.
- Put any items left in the dish drainers back in the cabinet and drawers. Fold and store any dry canvases.
- Shut down the **membership computer**. Click on *Exit* in the green box in the upper right of the screen to close the membership program. Then shut down the computer by clicking on the Windows icon (4 small blue squares) in the lower left corner of the screen. A pop-up screen will appear. Click on the *Power icon circle*.



Another pop-up screen will appear. Select Shut down in this screen to turn the computer off.

• Shut down the **staff computer.** Click on the Windows icon (4 small blue squares) in the lower left corner of the screen. A pop-up screen will appear. Click on the *Power icon circle*.



Another pop-up screen will appear. Select Shut down in this screen to turn the computer off.

- Find the poolside door key on the large key ring labeled "Keys for Poolside & Pkg Lot doors". Hold the door open and lock it on the outside. Go back inside, checking that the door is closed and locked. Turn the sign to "Closed".
- Lock the parking lot door with the key hanging on the left side of the push bar. The door key slot is on the left side of the push bar assembly. Turn the key to lock the door. The door is locked if the push bar is popped out. Do not lock the silver deadbolt lock on this door. Turn the sign to "Closed".
- Lock the patio door using the tool key on the wall to the left of the door. Turn the key to the left of the push bar to lock the door. It is locked if the push bar is popped out. Return the tool key to the wall.
- Check the external door in the electric room to be sure it is fully closed and not left ajar.
- Verify that the two exterior doors to the classroom and drying/storage areas are locked. At each door, push on the metal edges on the sides of the doors. If the door does not move, it is locked.
- Retrieve the top right drawer key from its hiding place. Place the **large key ring** and the *Monitor Guide* in the top right drawer and confirm that the **cash tray with coins** and all **kiln tickets** are in the drawer. Then lock the drawer and return the key to its hiding place.
- Turn off the lights and exit the studio using either the parking lot or poolside door. Check that the door is firmly closed and locked.