

GVR Clay Studio

Monitor's Guide

Effective May 1, 2023

Contents

Monitor Shift Schedules	Page 2
Opening the Studio	Page 3
On-Going Shift Duties	Page 5
Closing the Cash Register	Page 8
Closing the Studio	Page 9
When the Cash Register Freezes	Page 11

Step-by-Step Flow Charts are provided at the rear of the Guide

Monitor Shift Schedules

Effective May 1, 2023, three Clay Studio monitor shift schedules will be operated as shown below.

Monday

Shift 1 – Studio Closed

Shift 2 – 11:45 pm to 4:00 pm

Shift 3 – 3:45 pm to 7:00 pm

Tuesday thru Friday

Shift 1 – 7:45 am to 12:00 am

Shift 2 – 11:45 pm to 4:00 pm

Shift 3 – 3:45 pm to 7:00 pm

Saturday and Sunday

Shift 1 – 7:45 am to 12:00 am

Shift 2 – 11:45 pm to 4:00 pm

Shift 3 – Studio Closed

Opening the Studio

Applies to: Shift 2 on Monday – Shift 1 on Tuesday thru Sunday

- Scan your card at the poolside scanner to unlock door for entry. When the door closes it will automatically lock behind you.
- Proceed to 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 membership and cash register computers press the power button on top. It should have a blue light when on. To turn on the staff computer press the button on the lower right side of the tower labeled staff.
- Go to the hiding place and remove the key that opens the top right hand drawer where the cash register tray is kept.
- Unlock the top right hand drawer, remove the cash tray and place it in the cash register drawer. Return the key to the hiding place.
- Find the key called *Wall Safe* on the large key ring in the top right hand drawer. Unlock the door to the wall safe located behind the Membership computer screen.
- Remove grey cash pouch from the wall safe. Remove all cash from pouch. Put \$100.00 in bills in the cash register tray. If there is more or less than \$100.00 in the pouch, put any extra money in the tray along with the \$100.00 and put a signed, dated, detailed note reporting the overage or shortage in the left cash tray slot. This note is to be included in the white deposit envelope when the cash register is closed at 3:30 pm. Also note the discrepancy in the Daily Log.
- If smaller bills or coins are needed to make change during your shift, **there is a change fund in the blue bag in the wall safe**. Exchange exact amounts only, such as \$20 bill for twenty 1's. When you are trading to obtain coins to be used for change, always exchange cash for the full value of the roll. If a cash exchange is made, report the exchange on the form located in the blue bag and return the form to the bag. If you don't need change leave the navy bag undisturbed.
- If the blue change bag is running low on small bills or coins, send texts to Laura Hayden, 847-778-8921, Kim Handy, 716-799-7632, and Kathy Kramer, 714-206-0365. One of these 3 people will get change for the studio.
- Take the colored firing slips from the upper right hand drawer and put them in the bin 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. When asked for a password, enter the first three letters of the day of the week and press *enter*.
- Open the membership program on the Membership screen by double clicking on the check mark box on the right side of the screen. Then scan yourself in with your GVR membership card at the card scanner.

- Go to the Staff Computer screen and read the complete **Studio News** that appears on the home screen of Clay Studio's website for current notices and updates. This bulletin board keeps you aware of current developments and announcements.
- Write the date, day of the week, your name and shift time on the top of the white grease board. Add the other monitor's names and shift times for the day below your name as listed in the current month's Monitor Calendar on the Clay Studio's website on the Staff Computer screen.
- If either of the next two shifts for the day do not have a monitor scheduled to work, call Ellen Wicai, 505-980-0026, or Kay Eason, 310-947-1742 to advise them of the issue. Place *the Potential Studio Closure* sign next to the GVR card scanner and announce the potential closure to the members currently in the studio. Also note in the *Daily Shift Log* the uncovered shift and that you have notified either Ellen or Kay. If it is the 11:45 – 4:00 shift that does not have a monitor scheduled and Ellen or Kay have not notified you by 11:15 that a replacement has been found, you will be responsible for closing the cash register and closing the studio at the end of your shift.
- Find the door keys on the large key ring labeled "poolside" and "parking lot" in the top right hand drawer.
- Unlock the parking lot door with the smaller brass key. 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 poolside door with the larger key. Open the door and go outside. While holding the door open, unlock the door and go back inside. 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.
- Be sure to place and date a new *Daily Shift Log* in the Daily Shift Log Binder and complete your section of the log before the end of your shift.
- Continue your shift referring to *On-Going Shift Duties* in this guide.

On-Going Shift Duties

Applies to: All Shifts – All Days

- When relieving another monitor and entering your scheduled shift, scan in at the desk and obtain a verbal hand off from the previous monitor. Is all well or are there any issues?
- Relieving monitors need to register their name in the *Daily Shift Log* in the Daily Shift Log Binder and review the current day's entries to see if there are any ongoing issues that you need to be aware of.
- If you are monitoring the 11:45 – 4:00 shift and have been notified that the 3:45 – 7:00 shift does not have a monitor scheduled, place *the Potential Studio Closure* sign next to the GVR card scanner and announce the potential closure to the members currently in the studio. If Ellen Wicai or Kay Eason have not notified you by 3:00 pm that a monitor has been found to fill that schedule, you may close the cash register early and close the studio at the end of your shift.
- Verify that your name and shift time is listed on the grease board.
- Verify that the Membership Computer, the Cash Register Computer and the Staff Computer are turned on and operating. Note, the 3:45 – 7:00 shift will see the Cash Register Computer is already closed.
- Verify that there is cash in the cash register. If relieving a previous shift you do not need to count.
- Verify that the large key ring is in the top right hand drawer.
- Verify that the colored firing slips are in the bin next to the cash register.
- Go to the Staff Computer screen and read the complete **Studio News** that appears on the home screen of Clay Studio's website for current notices and updates. This bulletin board keeps you aware of current developments and announcements.
- Sign the service book to get credit for your time before you leave for the day.
- During your shift you may work on projects, but please be aware that your monitoring duties take priority. If working on a project you must work at either the assigned "Monitor Work Station" or the tall table in the monitor desk area. This allows you to watch both outside doors and the hall. You may not use the spray booth or work in other rooms.
- Familiarize yourself with the location of the fire extinguishers 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 must be placed in the wet area until it's dry.
- Be aware of the two locations of the First Aid kits and Heart Defibrillators, 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. They may be required for minor first aid injuries or for more significant medical emergencies.

- If a Heart Defibrillator is needed, urgently have another member retrieve it, and have a second member 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. A GVR Accident Report must be completed when the defibrillator is used and for all other significant medical incidents. Fill out a *GVR Accident/Incident Form* found in section 8 of the Forms Manual and put the completed form in the President's mailbox.
- Also be aware that other incidents may occur that will require reporting to Clay Studio officers. These should be reported by filling out the *Clay Studio Follow-Up on Incident/Complaint* Report form found in section 6 of the Forms Manual and giving the completed form to the President or any Board Member.
- Remember that entry to the studio is not allowed without the member scanning their GVR membership card. Monitors must ensure that all members scan their card when entering the studio. They must also scan their GVR membership card when making a purchase.
- **When a member purchases items, remember it is Clay Studio policy that checks must be written for the exact amount, and credit cards, bills larger than \$20 and pennies are not accepted. All sales are final and there are no exchanges or returns/refunds.**
- If smaller bills or coins are needed to make change during your shift, **there is a change fund in the blue bag in the wall safe.** Exchange exact amounts only, such as \$20 bill for twenty 1's. When you are trading to obtain coins to be used for change, always exchange cash for the full value of the roll. If a cash exchange is made, report the exchange on the form located in the blue bag and return the form to the bag. If you don't need change leave the navy bag undisturbed.
- If the blue change bag is running low on small bills or coins, send texts to Laura Hayden, 847-778-8921, Kim Handy, 716-799-7632, and Kathy Kramer, 714-206-0365. One of these 3 people will get change for the studio.
- When making a sale, occasionally the Cash Register Computer will freeze, the cash drawer does not open and the receipt printer does not print the receipt. If this happens **Do Not** try to re-enter the transaction. Go to Page 11 of this guide for recovery instructions.
- When making out 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.
- Write notes in the log book regarding any cash count discrepancies when opening or closing the cash register, and if you have an over-ring or under-ring discrepancy during your shift. Notes on a cash discrepancy should include the date, time, item inventory number(s) and the reason for the discrepancy. The thought is to note all of the daily discrepancies on the day's sales so it will be easier for the money counters to balance.
- Write notes describing other out of the ordinary occurrences, medical or otherwise, in the log book.
- Sink pails must be emptied from time to time as needed and by the end of each shift. During shift changes it may be helpful if the oncoming monitor works 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, the rinsed solution must also be emptied into the five gallon buckets. Only fill the five gallon buckets to within about five inches from the top so they may be easily carried away for disposal. These buckets are

emptied for us by the GVR custodian once a week on Wednesday. This procedure has been put in place to prevent glaze and clay residue from clogging the sink drains. If all five gallon buckets become full before Wednesday, tip the buckets to drain off enough glaze water into the rocks that will allow emptying all the sink pails. Tip to empty only glaze water, not any gunk that has settled to the bottom of the buckets.

- Members may bring guests to work with them. Guests over the age of 18 must have a GVR guest pass. All guests must be supervised by the member that brings them. Each time a guest enters the Studio, enter the number 123 into the Membership computer to keep track of the number of guests that visit.
- All visitors desiring a tour, must be escorted by a member. If you cannot do this, ask if any other member is available to give the visitor a tour.

Closing the Cash Register

Applies to: Shift 2 on Monday thru Sunday

- At 3:15 walk through studio to let members know that the cash register is closing at 3:30 and no transactions will occur after that.
- At 3:30 remove the cash tray from the cash register drawer, but **Do Not** remove or close the drawer.
- If there are discrepancies listed in the daily log book, make a separate copy of them on the Epson copier. Keep it to include in the deposit envelope in the following steps.
- Generate the Daily Sales Report: Click on *Reports Menu* at the top left on the Cash Register screen. Select *Sales by Staff*, ensure that the date shown is correct and click on *OK*. The report will appear on the screen. Click on the *Printer* icon on the top left of the screen. The report will print on the receipt printer labeled TM-T88IV. Keep it to include in the deposit envelope in the following steps.
- Open the wall safe and remove the grey cash pouch and the nightly deposit white paper envelope which has a sticker on it where you fill in the amount of the deposit.
- Count out \$100 in small bills from the cash tray. Avoid including any \$20 bills if possible, and put the \$100 cash in the grey pouch. Return the grey pouch to wall safe and lock the safe.
- Count out the remaining bills and checks from the cash tray. This is your cash deposit. Do not count the coins. Your cash report total may not exactly match 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 white paper envelope. Put the counted bills, checks, Cash Sales Report, and any discrepancy notes left in the cash tray, in the envelope. Sign, date, and seal the envelope.
- Place the cash tray and the colored firing slip pads from the bin into the top right hand drawer.
- Get the Clay Room door key and take the sealed envelope to the Clay Room and put it in the right wall mounted safe on the back wall. Double check that you have pulled the Clay Room door fully closed and that it is locked on your way out.
- Close the cash register program by locating the Sales Window in the center of the screen and clicking on the very small file folder icon with the red dot at the top left of this small window. Then click on *Yes* when asked if you want to close. Finally, click on the word *Close* at the top left of the screen.
- Shut down the computer by clicking on the Windows icon (4 small blue squares) in the lower left corner of the screen. In the window that opens, click on the *Power* symbol that appears and a pop-up list appears. Click on *Shut Down*. The computer will shut down and the blue light on the tower beneath the counter will turn off.
- Leave the cash register drawer ajar.

Closing the Studio

Applies to: Shift 3 on Monday thru Friday – Shift 2 on Saturday and Sunday

- 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, the rinsed solution must also be emptied into the five gallon buckets. Only fill the five gallon buckets to within about five inches from the top so they may be easily carried away for disposal. These buckets are emptied for us by the GVR custodian once a week on Wednesday. This procedure has been put in place to prevent glaze and clay residue from clogging the sink drains. If all five gallon buckets become full before Wednesday, tip the buckets to drain off enough glaze water into the rocks that will allow emptying all the sink pails. 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 their cabinets. 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. Then shut down the computer by clicking on the Windows icon (4 small blue squares) in the lower left corner of the screen. In the window that opens, click on the *Power* symbol that appears and a pop-up list appears. Click on *Shut Down*. The computer will shut down and the blue light on the tower will turn off.
- Close the program on the Staff Computer by clicking *File* tab at the top left of the screen. A dropdown list appears. Click on *Exit* at the bottom of the list. Then shut down the Staff computer by clicking on the Windows icon (4 small blue squares) in the lower left corner of the screen. In the window that opens, click on the *Power* symbol that appears and a pop-up list appears. Click on *Shut Down*.
- Find the door keys on the large key ring labeled “poolside” and “parking lot” in the top right hand drawer.
- Lock the parking lot door with the smaller brass key. The door key slot is on the left side of the push bar assembly. Do not lock the silver deadbolt lock on this door. Turn the sign to “Closed”.
- Lock the poolside door with the larger key. Open the door and go outside. While holding the door open, lock the door and go back inside. Turn the sign to “Closed”.
- Lock the Patio Door. This door has two locks, one inside and one outside. Both must be locked. From inside, reach outside and “jiggle” the door handle. If it moves just slightly it is locked, if it moves a quarter turn or more, it is unlocked. Use the key marked “poolside” to lock it. Open the door and go outside. While holding the door open, lock the door and go back inside. For the inside lock, use the tool key on the wall to the left of the door to lock the push bar like you did on the parking lot door. It is locked if the push bar is popped out.
- Check the external Electric Room door 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 edge of the door on the side that opens. If it does not move, the door is locked. If it does move, use the key marked “poolside” on the large key ring and go outside to lock it.
- Retrieve the top right hand drawer key from its hiding place. Place the large key ring and the Monitor’s Guide in the top right hand drawer and confirm that the cash tray with all kiln tickets and coins are also 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, making sure to check that the door closes firmly and verifying that it is locked.

Cash Drawer Freezes Cannot Proceed with Transaction

Occasionally the cash register freezes, the drawer won't open and the receipt printer does not print.

DO NOT enter the sale again to try to get the drawer open. It will duplicate the sale and make the final sales report wrong.

DO NOT PRESS F10. That will put the computer into a loop and will take some significant time to resolve.

INSTEAD, reset the Epson T881IV receipt printer. Locate its on/off switch. Switch the power off, wait a second and then switch it back on. After a few seconds the drawer should open and the receipt should print out.

If this solution fails:

Locate the Cash Drawer Key, marked MMF that is located on a red fob on the large key ring in the top drawer on the right side of the cash register. Open the cash drawer by inserting the key into the silver button with a key hole on the lower right side of the cash drawer. Turn the key 1/8th of a turn to the right and then push the button in and turn the key fully to the right. The drawer will open and the receipt should print.

If the receipt still does not print:

Keep the drawer open to complete the sale. and leave it open 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 close the drawer and enter any sales that you recorded on paper.

In all cases, note in the logbook the time of day and the number of times you experienced freezing of the cash drawer.