

GUIDELINES FOR GALLERY SITTERS

**IF THERE IS ANY SIGN OF A BREAK-IN OR ANY DESTRUCTION –
LEAVE THE PREMISES AND CALL BEL AIR TOWN POLICE 410.638.4500.**

IF THERE IS SMOKE OR FIRE – DO NOT ENTER. CALL 911

The Gallery Address is: 37 North Main Street, Suite 104

The Cross Street is Lee Street

The Gallery Phone Number is 410.420.9499

OPENING THE GALLERY:

Telephone numbers for appointed Gallery Openers are on the front window.

Appointed GALLERY OPENER will:

- a. Take the key from the Key Box and leave the Box unlocked with the magnetic bar across the weather cover.
- b. Open the Gallery door and place the key in the assigned place.
- c. Give each sitter a red parking placard to hang from their car mirror while sitting.
Note: It is the sitters responsibility to give the placard to the next person who is sitting or at the end of the day, to put it in the Sales Form drawer.
- d. Check the premises and explain the procedures to new sitters.
- e. Open the safe, leave the door unlocked, give the cash drawer to the sitters to place in drawer after counting.
- f. Ensure that two sitters are present.

OPENING GALLERY SITTERS will:

- a. Complete the Cash on Hand form and put the money in the Cash Drawer
- b. Sign into the Volunteer Log and put on HAA Name Tag.
- c. Walk through the gallery to make sure wall hangings are straight, the gallery is clean, and all looks good.
- d. Answer any phone calls with *"Harford Artists' Gallery, _____ speaking"*.
- e. Check the **Gallery Resource Book** for updated information.
- f. Put the sandwich board at the entrance of Ward Park at Main Street.
- g. Put the feather flag and wheeled holder at the gallery entrance.

GALLERY SITTERS DURING THEIR SHIFT:

- a. Greet visitors with a friendly greeting, explain the two month show and allow the visitor to enjoy the exhibit.
- b. Sitters may work on their art (See *"Working on your art while sitting"* below).
- c. At least one sitter should be in the show area or point of sale area at all times to monitor the actions of the visitors.
- d. If a sitter needs the restroom facility, take the key on the chain from the Sales Form Drawer. Unlock the restroom door. You may want to lock the restroom door from the inside while using the facilities. Make sure to re-lock the restroom door and return the key to the Sales Form Drawer. This is **NOT** a public restroom. Direct guests to the Armory restrooms.

WORKING ON YOUR ART WHILE SITTING:

Please do NOT work behind the Point of Sale area. This is space reserved for wrapping and handling purchases and gallery business. You may put a small table or easel from the Multi-Purpose room in front of the windows. Please cover the floor area around you with a drop cloth. Keep the cloth within the confines of your work area so it is not a hazard or an impediment to our guests. Working in this area will give visitors an opportunity to watch an artist at work and give you more freedom of movement. Please remember though that your first obligation is to assist guests to the gallery.

NOTE FOR ELECTRONIC TABLET:

The electronic tablet is for processing credit card sales *ONLY*. Please do not use it for internet access or anything other than credit card processing.

SALES:

- a. Sales tickets are in the Sales Form Drawer. The *last (goldenrod) copy* goes to the customer. All other copies go in the Sales Form Drawer when the transaction is completed.
- b. Complete a Sales Ticket for all sales.
 - 1. Sales tickets **MUST** contain **ALL** of the information:
 Date, Customer Name, Address, Zip Code, Email, Phone number
 Payment method (**cash, check, charge**)
 Quantity, Artists' Name, Inventory Number, Description, Amount, Tax and Total.
 Cash goes in drawer.
 - 2. Run Credit Cards through using the Square (Instructions at the Gallery.) If the Square is not functioning, see instruction in the Square pamphlet and/or see below for manual credit card information.
 - 3. If payment is by check, complete sales form and add Driver's License Number and customer phone number to the front of the check. Stamp the back of the check "Deposit Only".
- c. **Please Note:** Use the following credit card form **ONLY** if the card machine (square) is not functioning or where authorized by the Treasurer for sales off site from the gallery. Credit Card Slips **MUST** be filled out as follows. Major problems come up because this procedure is not followed and payment cannot be received.
DO NOT DEVIATE FROM THIS FORMAT!

#1 CREDIT CARD NUMBER 0000 1111 2222 3333				3 DIGIT CODE FROM BACK OF CARD 123	
#2 EXPIRATION DATE 07/14		#4 QTY.		#6 PRICE \$10.00	
#3 NAME John Jones ADDRESS 123 Same Street CITY, STATE, ZIP CODE Bel Air, MD 21014		#5 DESCRIPTION INCLUDE ARTIST'S NAME			
		#8 DATE 1/7/13			
#10 SIGNATURE Sally Smith		#9 SALESPERSON'S Initials		#7 TAX TOTAL <u>.60</u> \$10.60	

The customer MUST sign! A signature may be needed to resolve issues. *Customer gets credit card slip carbon. Put original, stapled to receipt, and remaining copies in the cash box.* HAA may need the original signature if issues arise.

- d. Record sales in inventory books at front desk. Books are designated 2-D or 3-D.
- e. Enter the date sold and enter your initials in gray area,
- f. Call the artist to let them know which piece was sold. They may bring in another piece to replace it for the duration of the exhibit. There is no additional gallery fee for the replacement. Use the Membership Roster for contact information.

CLOSING THE GALLERY:

1. Call the next sitter to remind them that they are sitting.
2. Complete the Cash on Hand form and put the dollar bills and sales tickets in the safe. Close the safe door and turn the handle to lock. Make *sure* the safe is locked.
3. Make sure the rest room key is in the Sales Form Drawer.
4. Make sure to return the **Red Parking Placards** from your vehicle to the Sales Form Drawer.
5. Replace your Name Tag in the box alphabetically.
6. Make sure "Open" sign is off.
7. Turn off the lights (one switch only behind POS). The one light will stay on.
8. Lock the door (double check that both doors are locked) and put the door key into the key box behind the plastic tab. Make sure that the plastic tab is snapped into position (closed). Test to make sure box is locked tight.
9. Make sure to NOT touch the key pad when closing the heavy silver metal cover. Close the lock by pushing the key pad against the back of the box and turn the black bar counter clockwise and then close the black weather cover.
10. Put the magnetic bar next to the key box.

Thank you for volunteering your time to promote Harford Artists' Gallery!