

OPENING INSTRUCTIONS

1. Lock box Combination: A-L-Q push switch down to open. Remove gallery door key. Open door, return key to the lockbox.
2. Flip the sign to “open”. Turn on lights and fans as necessary. Put Aloft sign outside. Open metal doors at the back door for maximum light.
3. Do not have bags or items sitting around the desk. Keep the area neat and keep the wrapping area straightened up as well. Feel free to work on your art.
4. The cash box is located in the top file cabinet drawer. Cash box and bathroom key is located in the second file drawer in back room in mesh box with bungee. Verify you have adequate change for the day, \$50-\$55. If not, call or Alexis (533-0337) Renetta (984-4048).
5. Make sure credit card terminal is operative by hitting the screen. If a transaction is not going through to the credit card authorization company, go upstairs and make sure the router/modem is on. If the blue light is not on, follow the instructions to connect it.
6. Tear off “batch” from credit card machine (designates previous day’s credit card purchase), into bank bag.
7. Read the journal from the last time you were gallery rep.
8. **IMPORTANT:** When a customer comes into the Gallery, **get up from the desk and greet them**. Engage them in conversation if they seem open to it, i.e., Are you an artist or a collector?, Are you familiar with our gallery? (Tell them about It.) Offer to be available for any questions or help.
9. **IMPORTANT:** If a customer is **not** wearing a mask, ask in a **polite** way if they need one of our masks that are provided. **Do not speak to them in a confrontational manner .** If

they refuse to wear a mask for any reason, then ask them ***politely*** to please maintain a 6' distance from other customers and yourself. Be sure to wash your hands and wipe everything down after they leave.

10. If an unmasked customer desires to make a purchase, you must maintain your 6' distance throughout the transaction using your discretion as to how to accomplish that. (One way would be to have them leave cash or credit card on the desk and ask them to step back from the desk while the transaction is completed. The credit card terminal is touchless so you would not have to touch the card if their card has that capability.) Be sure to sanitize your hands and wipe everything down after they leave.

11. If you make a sale, note it in the journal and call the artist. (Do not call for card sales)

12. If you or a customer uses the bathroom, clean it thoroughly after each use.

13. Sweep the front area every time you sit.

14. Note in the journal that you have cleaned the bathroom, sanitized, watered plants (if necessary), washed doors and windows (as needed) and called the next day's sitter. Include any other pertinent information that needs to be passed on.

CLEANING INSTRUCTIONS

1. Never water on the hardwood floors. Bona only
2. Tidy and wipe down the bathroom.

GALLERY DUTIES

1. Telephone greeting: “Aloft Art Gallery, this is _____
2. As sales are made (have them fill in name, and email), staple signed credit card receipts the back of the **white** sales slips, and place in bank bag. All checks and cash sales go into bank bag. Cash box is for making change.
3. Familiarize yourself with materials at the wrapping table. Bubble wrap ceramics and wrap everything else in paper. Put bios (in folders) in the bag.
4. Write comments and observations in gallery journal.
Tally visitors.
5. Acquaint yourself with artist’s bios in the binder. Files with extra bios, business cards and inventories are located in the bottom file cabinet drawer. Offer a bio/contact information to customers who show interest and/or purchase artwork.
6. Gallery representatives may do artwork as long as a presence in the gallery is maintained. Clean up after.
7. Water plants as needed, dust, and straighten artwork, dust floors, clean glass doors and wipe down bathroom. Take your lunch trash with you. We do not have garbage service.
8. Contact Lorna Hunt (533-1067) to report burned out gallery bulbs.
9. If a customer purchases by phone or on our website and would like items to be shipped, give them the phone number and email of the artist to make arrangements. Put the item on hold until you hear.
10. Place a next day reminder call to the next person sitting.
11. Lock the front door, and put up a “Be back in 5 minutes” sign when you take a bathroom break.

12. The back door to Stewart St. is locked at all times

13. Public restrooms are available through Coffill Park (across the street), located on Green St.

CLOSING INSTRUCTIONS

1. If there has been a large cash sale or inadequate change for the next gallery rep, \$50 - \$55, call Renetta (984-4048) or Alexis (533-0337).

2. Return cash box key to mesh box in file drawer.

3. Bring in outside sign

4. Remove your snack, lunch, and artwork trash.

5. Turn off lights and fans. Close and latch metal doors at back door. Lock gallery front doors. Check gallery doors to verify they are locked.

6. Return key to lock box and scramble letters.

*** If you need to enter the gallery when it is closed, leave a message in the notebook.

*** The orange binder contains gallery procedures: credit card, shipping, returns & exchanges, etc. It is located in the cubby hole of the file cabinet next to the desk.

Jeannie Philbin	Cell: 310-600-977
Renetta Hayes	984-4048/Cell: 968-7334
Alexis Halstead	533-0337/Cell: 206-6641
Lorna Hunt	533-1067/ Cell: 768-1678
Kate Fredrick	Cell: 770-6880
Laurie Lehmann	533-2781/ Cell:694-6147

Oct. 2020