

CLAY CORNER MONITORING POLICIES AND PROCEDURES

This guide was designed to help you monitor successfully. Monitoring is extremely important to the Clay Corner. We could not have a club without monitors. When you monitor, you represent the Clay Corner to everyone who walks through that door. This guide will help you know what to do in most situations, but remember, when in doubt, ask another club member for help. EVERY member has been trained how to monitor, so you are never alone. Enjoy yourself and happy monitoring!

OPENING THE CLUB

1. The club is opened every morning by a member of the kiln team or a member who has volunteered for that specific duty. If the club is not open when you get here call one of the emergency numbers posted in the front window. **Two members should be present to work in the club. However, one monitor can be in the club alone, and is expected to work their entire shift so the club remains open. One exclusion is in the evening, if you are monitoring alone, you must stay until 6:30 pm.**
2. Put the "WELCOME" sign out so that it can be seen from the parking lot.
3. Sign in book is kept at the front desk. Mark today's date, your RCSC number, and sign in. Turn on camera monitor and computer.
4. Enter your monitoring hours in the "Hours Earned" book. If it's not in the book, it didn't happen.
5. **MONEY IN THE CASH BOX IS FOR MAKING CHANGE ONLY!** The cash box is kept in the tall cabinet. Count the cash. There should be \$75.00 in paper and coins. If there is a discrepancy, mark it in the y/n column. Count the cash at the beginning and end of your shift. Keep Cash Box in the cabinet when not using it and lock cabinet.
6. **DAILY SALES SHEET:** AM shift make the daily sheet. One sales sheet per day. **DO NOT CUT.** All monies collected on your shift are to be recorded in the appropriate columns.
7. Count and record the number of blocks and boxes of clay at the beginning of the first shift of the day and enter the results on the daily sales sheet.
8. Start a new large envelope for your shift. On the outside put names of all monitors, the date and the shift. Keep the envelope with your sales in the cash box.
9. Make coffee. The radio may be turned on to a station of your choosing.

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10. Call the next days monitors to remind them of their shifts. This information is on the calendar kept by the back door. We can only call area codes 602, 623, and 480.
11. Shifts are 8-12, 12-4, and 4-8 Monday- Saturday. 10-2, 2-6 Sundays
12. Check drying racks in all 3 rooms, for dry towels. Fold the dirty/dry ones and put in the container under the sink in the wheel room (middle room).
13. Monitors are required to monitor first and attend to assigned duties before and while working on personal projects. Be prepared to stop to help as needed. All monitors must share duties. One monitor should always be at the front desk. Glaze room should be checked every 15 minutes or so while members are glazing. YOU MAY NOT GLAZE while monitoring. If there are more than two monitors, one person should stay in the glaze room when other members are working there.
14. Welcome everyone who comes into the club and have them sign in. Show potential buyers the Gift Shop areas, including the yard art in and outside. Be ready to help and answer questions.
15. Visitors should be given a tour of our facility. Briefly explain what we do. There is a sheet that explains our class schedule to give anyone that is interested in becoming a member.
16. Make rounds of club from time to time. Keep areas tidy. If someone leaves a mess ask them to clean it up. Any messes left behind become the monitors' responsibility.
17. When answering the phone say, "Clay Corner, this is (name), how may I help you?" Our phone number is 623-977-3167.
18. INCIDENT REPORT: If there is an accident, injury, sudden illness, property damage, or other notable incident, after taking appropriate measures (calling 911, etc.) fill out an incident report and notify the head utility worker on duty. These forms are located in the top draw of the file cabinet.
19. TRANSACTIONS: Purchases must be recorded in the correct column of the sales sheet. No \$20.00 bills are acceptable from members.
20. FIRING: Pink slips are used for work in progress, blue slips are used for first firing, and orange slips are used for glazed (second firing) pieces. For personal glaze slips, please stamp with low/high fire on the slip. Check hours book to make sure member is up to date on monitoring.

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21. CLASSES: members can sign up for classes at the back of the first room. Interested members should sign up on the posted sheet and bring sheet up to pay monitor immediately by check only (payable to Clay Corner), for the exact amount. A separate check is required for each class or trip. NO CASH. NO REFUNDS for class fees. There will be an envelope for each class at the bottom of the cash box. It will have the name of the class and teacher on the envelope. Place check in the envelope, put the member's name and check number on the outside of the envelope. Do not seal the envelope. Return it to the bottom of the cash box.

22. Payments for classes, trips or membership DO NOT go on the sales sheet.

23. GUEST: Guest that want to work with clay must be escorted by a Clay Corner member. Guest must sign in (the last page of the sign in book) and pay the \$2.50 RCSC guest fee. Guests with punch card or daily pass do not have to pay an additional fee. Guest may not operate any equipment unless Member is supervising. Guests may visit the club and work six times in a year.

END OF SHIFT DUTIES

24. Begin closing and cleaning 45 minutes prior to the end of your shift. DON'T UNPLUG NEW COFFEE POT, unplug hair dryers, and wax pan. Wax remains in pan. Clean kitchen area and put all food products away. Clean all sinks and surrounding area. Clean wedging tables, wires, cutting boards, mallets and countertops. Put away all tools left out by members. Members should clean up after themselves, but when they don't it becomes your job as a monitor. Collect all wet towels and put them on the drying racks. Total out cash sheet, make sure columns are added up. Count money in the cash box and envelope. Envelope amount should match the cash sheet. **NOTE:** It is OK replace smaller bills from your daily envelope to replace large bills in the petty cash.

THE ABOVE CLOSING DUTIES APPLY TO ALL SHIFTS, not just at closing.

END OF DAY ADDITIONAL DUTIES

25. Lock the tall cabinet. Put key in hiding place.

26. Count clay and note on daily cash sheet.

27. Check all doors to make sure they are locked.

28. Check to be sure computer is off. Turn off security screen.

29. Bring in sign. Turn off fans and turn off lights. Lock the door if you are the last person in the room.

30. Wax is unplugged

MISCELLANEOUS

31. Sign up for duty on the monitor calendar. If for some reason you are not able to come in, be sure to call the Clay Corner to have your name removed. ALL shifts for the month must be covered by two members before a third member signs up for any shift. THE ONLY EXCEPTIONS IS IF YOU ARE MONITORING AS A NEW MEMBER FOR THE FIRST OR SECOND TIME.

32. New members will sign up with a monitor trainer the first time you monitor. New members should not work on personal projects the first two times they monitor so they can get a good feel for the job.

33. Monitors are to also wear MONITOR tags while working.

34.. MONITORING IS NOT A VOLUNTEER SERVICE. IN ORDER TO USE CLUB'S FACILITIES AND TO FIRE PIECES. Monitoring is in four-hour shifts. A full shift must be worked.

35. Hours may be banked during the summer months May, June, July and August. Use banked hours October, November, December and January.