

Walpole Old Chapel – Stewarding February 2022 (V3)

Purpose

The broad reasons for having stewards at the chapel when it is open to the public are:

- To help ensure building security
- To help ensure the health and safety of visitors and volunteers
- To help ensure that visitors have a positive experience of the chapel
- To receive donations, purchase monies and information from visitors
- To record visitor numbers and takings

The specific duties of stewards should help meet one or more of these purposes.

Duties

1. **Unlocking/locking up** - Unlock the chapel and toilet, and lock them up again after an event or public opening. Both chapel doors should be unlocked – as a fire escape measure, and to allow wheelchair access. The hot water should be switched on for events, and off again when locking up.
2. **Signs** - Make sure the 'chapel open' signs are put up on the railings for public open sessions (not for ticketed or private events), and put away afterwards. Ditto for the car parking signs.
3. **Car Parking** - Where we are expecting a large number of cars, for events likely to be well-attended, it is vital to get visitor cars parked correctly – both for safety reasons, and for ease of getting away afterwards. Please follow the chapel's parking guidelines. We do not expect to have to steward cars parking for the normal afternoon public opening sessions.
4. **Meet and greet** – It is good to welcome visitors as they come in. We can find out where they have come from, how they knew about the chapel, what their particular interests are – all useful information to us, and enables stewards to highlight features or information likely to be of particular interest. For the 2022 season, Stewards should encourage visitors to complete the 'visitor information survey'.
5. **Health and safety** – Stewards need to be alert to potential hazards and be willing to act if/when an issue arises. Read the briefing issued in June 2021. Make sure you know where the fire extinguishers and first aid kits are located, and how to turn off the mains water (stop cock immediately outside double gates). Be prepared to be the person who phones the emergency services if necessary.

6. **Receiving monies** – We can accept cash, cheques or cards. There are two types of receipt – donations and purchases, which need to be treated slightly differently. Some points to remember -
- Cheques should be made out to 'The Friends of Walpole Old Chapel'
 - We now have gift aid forms for donations. It really helps if we can encourage donors to gift aid what they give.
 - All sales should be recorded in the book kept on the 'Local Crafts and Produce' table
 - Our card machine does not issue customer receipts. Visitors are perfectly within their rights to ask for a hand-written receipt. There is a receipt book for this purpose.
7. **Recording** – At the end of a session it is important to record the number of visitors, along with monies received. There are special dockets for this purpose in the drawer in the table below the pulpit. The completed docket should be put in a bank bag, with the receipts, and left in the drawer for the Treasurer to pick up.
8. **Immediate help** – If you need immediate help, you can try phoning WOC people who live nearby – ie Anne and Simon, Mark and Penny, Ceri and Mike. Their contact details are in the green 'Stewards' Information' folder, kept in/on the bureau.