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DUTY STEWARD REFERENCE NOTES



Primary Roles of Duty Steward

The Duty Steward is the main point of contact in an Emergency.

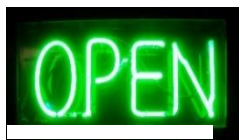
They will act as the duty *Fire Warden*, *Security & Health & Safety Representative*.

They are responsible for:

- Welcoming Members, guests & visitors.
- Maintaining a clean, tidy, safe & healthy environment.
- **Checking Memberships & ensuring everyone is booked or signed in.**
- Collecting & recording on the day payments for:
 - Membership, Rink, & Equipment Hire fees.
 - Tickets to special events & functions.
- Take day-to-day decisions about the routine running of the Club whilst on duty ensuring that:
 - Club rules are respected.
 - Kitchen door remains closed & access is restricted to the kitchen trained volunteers.
 - Any first aid treatment, accidents or incidents are recorded in the accident book.

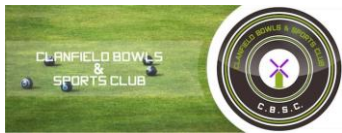
Note: When completing the accident book “Employer” refers to the Duty Steward recording the incident & “Employee” refers to the member or guest involved in the incident.

A defibrillator is situated on the outside wall, along the side of the Pavilion.



Unlocking & Opening the Club (Key Holders) and Steward duties for first shift of the day.

- Unlock the Club:
 - Unlock front door.
 - Use fob to silence the alarm.
 - Unlock side gate but keep it closed. Access should be through the Pavilion.



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- Collect keys from Key Cabinet on the wall by the filing drawers & unlock:
 - Sports Pavilion folding door.
 - Green bowling equipment shed.
 - Door to changing areas.
- Check:
 - All areas to ensure there are no issues or signs of damage or intruders.
 - Toilets & changing rooms are clean & ready for use. Replenish the toilet rolls, soap & hand towels etc when necessary. Spares can be found in the Cleaner's cupboard which is located in the entrance to the Gents toilets – key no 8.
 - Print the Rink Booking sheet from the iPad and set up rinks as required.
- Ensure kitchen door remains closed to discourage unauthorised access.



Reporting Problems

Please report any major issues which need immediate attention to a Committee Member. Phone numbers can be found on the organisational chart on the Notice Board & are also stored in the Club phone.

Minor issues or concerns should be noted in the Duty Stewards handover diary.



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Out of Order Signs

These are available in the Duty Stewards Forms and Signage folder to use when necessary. There are also spares in the top drawer of the tall filing cabinet in the Notices file.



Working Alone

Whilst we aim to have at least 2 volunteers in the Pavilion, this may not always be possible.

There may be occasions where Stewards find they are at the Club in a solo capacity which we understand can make them feel more vulnerable when the Club area is deserted. In such situations it is perfectly acceptable for the Duty Steward to lock the Pavilion entrance door.



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Members should be asked to give their name to the Duty Steward, either when requested inside the Club, or through the glass door if it has been locked. If the person is not known to the Steward their name can then be checked against the current *membership list*, which is kept in this manual [see *Appendix (i)*].

We also ask lone Stewards to keep either their own or the Club phone with them so that in an emergency they have it to hand should they need to call for help.



How to Use the Club Phone and iPad

The telephone is available for Club business or if needed in an emergency. The number is **02392 358653** and there are two handsets:

- The base station and answer machine are situated on the music cabinet at the far end of the room. Stewards should check that the “play” button is not flashing. If it is here is a new message and play” should be pressed to listen.
- The second handset is on the filing cabinet by the printer. The handset can be taken out of the cradle and used for use by Stewards if they are bowling or outside the Pavilion. They should take the handset with them.

Full details of how to use the phone and answer machine can be found in this manual [see *Appendix (ii)*].

Please note that if there is a power cut or loss of internet services you will not be able to use the phone.

The iPad enables Stewards to:

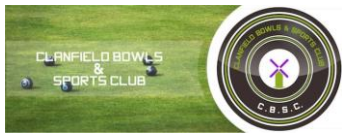
- Print the Rink Booking sheets.
- Print a membership form (see MEMBERSHIP FORMS folder).
- Access the Steward Rota sheets.
- Access the internet, if required.
- Send email messages from the Duty Steward email account.
- Check the refuse collection calendar.

To unlock the iPad press the white button at the bottom of the device. Press again and enter passcode of 987654.

Details of how to undertake the various tasks are explained in this manual [see *Appendix (iii)*].

Please recharge iPad, as necessary.

The iPad and charging cable should be put away in the top drawer of the small filing cabinet at the end of the day.



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Reception Area – Where to Find Things

Keys to the reception drawers are kept in the key cabinet on the wall above them.

In the **small set of drawers at reception** you will find:

- The Club iPad and charging lead.
- The SumUp machine, please check it's fully charged. If not, please recharge. The charger should be in the drawer.
- Stationery.
- Reception and bar cash boxes.
- Master locker key.
This is in a sealed envelope and available if a Member has lost or forgotten their key. Please see *Forgotten Locker Keys* section for instructions on how it should be used.
- Combinations to the security gates and the kitchen are kept in a separate envelope in the top drawer.

In the **tall set of drawers at reception** you will find:

- Accident Book – in the front of the drawer.
- Master copies of all forms including signing in Attendance Forms, Rink Booking sheets and Stewards Daily Report Sheet.

On the **top of the tall set of drawers** are various folders including:

- Members Induction folder.
- The Events & Functions folder.
- Fire Alarm Testing & resetting procedure.
- Club Rules.
- List of Club keys.

On the **reception desk** you will find:

- Stewards handover diary and a folder holding copies of frequently used forms and signage.
- Duty Steward Training and Reference Manual, including Duty Stewards Daily Checklist which should be completed at the end of each shift.
- Rink Booking form for that day.
- Cash and cheque payment envelopes.



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Inclement Weather

In the event of the forecast showing severe weather conditions the decision about opening the Club is normally made in advance by a Committee Member and a notice posted on the website. Should the weather deteriorate during the day the Duty Steward can decide upon appropriate action, depending on the time of day and likelihood of members wishing to play. If they are uncomfortable making the decision themselves, they can contact the Rota Organiser, Mike Smith on 07786 831055 or the Club Chairman, Brian Foster on 02392 594188 to discuss. If the Duty Steward is a Key Holder they should follow the locking up procedures (see Duty Steward Daily Checklist) before securing the building. If they are not a Key Holder they will need to contact one of the Committee Members, as detailed above.

In any event it is important that any follow-on Duty Stewards and the person designated to lock up are notified so that they do not arrive unnecessarily.



Playing in Cold or Icy Conditions

Guidance from the Committee states that the thermometer outside the Pavilion should read at least **3°C** and both the green and the paving areas used for access should be free from frost and ice.

During winter months it is recommended that rink 1 should not be used as this is usually the worst affected.

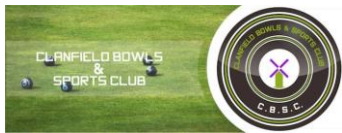
It is for the Duty Steward to decide if play is possible, the safety of Members is paramount.



Wearing Appropriate Shoes

The Duty Steward should remind bowlers that it is necessary to wear **flat** shoes with **no grooves** on the soles as they could harbour grit and damage the playing surface. They should bring these shoes with them and change before going to the rink, not wear them in other locations.

There are shoes in the bowling shed which may be borrowed by Members and Guests if they have not brought their own.



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Ongoing Checks throughout the Day

Please remember to:

- At the start of each shift check Stewards handover diary for any updates/new instructions.
- Ensure all Members, guests and visitors sign in and that their details are legible. If Members have forgotten their Membership number, these can be found in the *Membership List* [see *Appendix (i)*].
- Check the toilet and general areas at least once each session, to ensure they are clean & suitable for use, particularly when the Club has been busy. Update & sign toilet cleaning schedule on the back of the doors. If it is necessary to close the toilet, then use the Out of Order sign.
- Clear away any rubbish.
- If you have received kitchen training return dirty cups, glasses etc to the kitchen and place in the dishwasher. If full put the dishwasher on.
- Ensure no equipment, coats, clothes, shoes, bags etc are left lying about in the Pavilion as this can cause a hazard. Remind people to use the changing room lockers and coat racks to store their personal belongings.
- Ensure any hired equipment is returned to the equipment shed in good condition before refunding any deposits.
- Make a note in the Stewards handover diary of any equipment which is damaged, queries or questions raised which require action or answer.
- Answer any calls received on Club phone and check regularly for voicemail messages.
- Keep the Club phone with you at all times. If, as the Duty Steward, you are also playing bowls remember to take it onto the rink with you.



Outside Letter Box

Key to letter box is in the key cabinet 6. Check to see if there is any mail and place it on the Stewards desk.



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Ventilation

It is important that the Pavilion remains well ventilated, particularly when it is busy.



Rink Bookings

Rink bookings can be made by sending an email to bookings@clanfieldbsc.com, However, if there is availability the Duty Steward can take On-the-Day bookings either by phone (02392 358653) during Club opening hours or when the member arrives. Their names should be added to the Rink Booking sheet, together with the rink they have used. Those already on the booking sheet should be ticked off as they arrive. This helps keep a record of usage which we periodically provide to our Landlord the Clanfield Parish Council.



Roll Ups and Competitions

Roll up sessions are usually held on several days each week, weather permitting! Details can be found on the website at www.clanfieldbsc.com and on the bowling notice board.

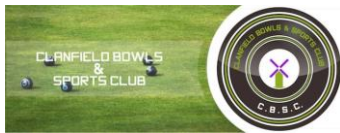
Competitions & Friendly matches are regularly arranged with other clubs. A schedule for these is on the bowling notice board.



Introductory Sessions and Coaching

Any potential new Members, particularly those new to bowling, should be encouraged to meet with Michael Trippick and have a one-to-one introductory session before making any commitment to join. Individuals can contact Michael on 07500 706717 or by email at michael.trippick@clanfieldbsc.com. However, if the individual is willing it is also helpful if the Duty Steward takes their details and passes the information to Michael so he can follow up with them himself.

All Members are welcome to one-to-one coaching sessions with the Club coach, Mike Richardson, and should contact him on 07954 702558.



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Rink & Equipment Hire

Collect fees, as appropriate [see *Appendix (iv)*] (see section on **Ways to Accept Payment**). They are per person for each session (up to 2 hours):

- **Full & Family Members** are entitled to play & hire equipment at no additional charge, as part of their annual membership, as are **Winter Members** between 1 October & 31 March inclusive, as part of their Winter membership.
- **Guests & Sports Members** wishing to play bowls, pay £5 per person per session (up to 2 hours) which includes equipment hire.
- **Public & Private Hire Guests** become temporary members for the duration of their visit. If they wish to play bowls, they will pay £6 per person per session (up to 2 hours). The cost is £6.00 per person per session plus £4.00 per person for equipment hire. A refundable £20.00 deposit is also payable.
- The maximum number of people on any designated rink is 8.



Fire Alarm and Gas Procedures

Details of the Fire Alarm procedure can be found in the Fire Alarm folder on the tall filing cupboard.

If the Fire Alarm is activated in error or by accident, the procedure for silencing & resetting can also be found at the back of this manual [see *Appendix (v)*].

In the case of an emergency when it is necessary to evacuate the rink side area the Duty Steward will need to immediately unlock the padlock to the disabled gate to allow players a safe exit without needing to pass by the Pavilion. Everyone should assemble by the Electricity Substation in the car park.

It is unusual for a Steward to become involved in resetting the fire alarm or gas supply but *Appendix (v)* provides the information, should it be required. The full fire procedures can be found in the “Fire Alarm Record Sheets, Test and Reset Procedures” which can be found on the top of the tall filing cabinet. A test is carried out on a weekly basis and a record maintained.

Additional instructions for resetting the hot water after a power cut can also be found in the Plant Room which is next to the kitchen (key number 15).



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Locker Hire

A limited number of lockers are available for members to hire for a fee of £12.00 a year. This will allow them to retain the locker key for the duration of their hire and leave their personal effects & equipment on site but at their own risk.

If any member enquires about hiring a locker, please ask them to email admin@clanfieldbsc.com.



Forgotten Locker Keys

A master locker key is held in an envelope in the Reception Cash Box. If a Member forgets their locker key the Duty Steward may access the master key for them but, for security purposes, they should accompany the Member to the changing room when it is used and ensure the key is put back in the envelope and returned to the Reception Cash Box after use. The form in the envelope should be completed.



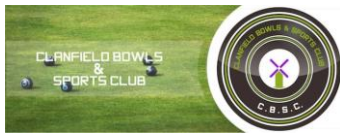
Lost Locker Keys

A member who hires a locker will be asked to pay for a replacement key should it be lost/misplaced. The cost is currently £6.00, including postage.



Club Rules

The Club Rules are on the website (www.clanfieldbsc.com) and there is also a copy at the back of the Members Induction Folder.



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Welcome Members, Guests & Visitors

All members and guests should be welcomed on arrival and sign in at the door on the Attendance Form. Please ensure that their details are legible. If a Member does not know their Membership number it can be found on the *Membership List* [see *Appendix (i)*].



New Members Enquiries

Any potential new members should be greeted warmly and feel that our Club is a friendly and welcoming environment. The Duty Steward should answer any questions they may have, give them a tour of the building, provide any relevant information including the *membership options and fees* [see *Appendix (vi)*]. If they have not bowled before, explain that they may have a free introductory session before making any commitment. If they wish to take the enquiry further or arrange a taster session make a note of their contact details in the Duty Steward handover diary but also give them Michael Trippick's details and suggest they email him on michael.trippick@clanfieldbsc.com or ring on 07500 706717.

Potential new members should also be made aware of the non-bowling activities including:

- Wednesday evenings from 18.00 to 20.00 when Members and their guests can pop along and join in playing a variety of board games or just sit and chat and have a drink.
- Friday evenings from 18.30 until at least 20.30 when the Club is open for general socialising.

Providing that suitably trained Members are available to run the kitchen and bar, freshly cooked snacks will be available on these evenings.

- Monthly Quiz nights, Music Evenings and Craft and Chat mornings are amongst the other activities on offer. Details are posted on the Notice Board, on the website & in the regular newsletters.
- A selection of books is available for Members to take or swap.
If Members have any suggestions about other suitable events the Club could run, any member of the Committee would be glad to discuss their ideas with them.



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Signing Up New Members

If a new member wishes to join, they can either complete the Membership Form [see *Appendix (vi)*] or they can do so via the website at www.clanfieldbsc.com.

Note: *NEW* members who join between 1 June and 31 March are entitled to pay a pro rata membership fee so cannot join online. They should either *complete the paper copy of the appropriate membership form* and pay the Duty Steward or contact **Geeti Granger** on **07434 652166**.

If they do complete the form, this should be placed in the Reception Cash Box and a note made in the Duty Steward handover diary to ensure the form will be passed to the appropriate person for further action. The Duty Steward can explain that the new member will be contacted with additional information once their details have been added to the Club's membership database.

If the new member wishes to pay at the Pavilion, the Duty Steward can accept money by any of the methods detailed in the following "Ways to Accept Payment" section [see *page 12*]. If using the SumUp machine (see section on "How to Use the SumUp Machine" [see *page 13*]) two copies of the receipt should be printed, one for the member and the other to put in one of the small brown envelopes with the relevant details completed on the front. If payment is by cash or cheque the reception receipt book can be used and again the details written on the front of a small brown envelope. The envelopes should be placed in the reception cashbox.

Members Induction

- All new Members must receive an induction when they first join the Club.
- All inductions will be carried out by a Committee Member, or a person nominated by them. This is to ensure we fulfil our Health & Safety obligations as our insurance may not cover those who are not signed in or those who have not signed to confirm they have received the induction. It will also ensure everyone receives the same up to date information about Health & Safety, what to do in an emergency and the Club rules.
- Inductions will normally be arranged at the time of taking out membership but can also be arranged by contacting admin@clanfieldbsc.com.

A copy of the induction pack is kept in the basket on top of the filing cabinet & Members are welcome to read through it at any time.

NOTE: Any new member who has not been inducted must be accompanied whilst on site, by someone who has already been inducted.



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Ways to Accept Payment

The annual membership can be paid by BACS, cash, cheque, or by debit/credit card using the SumUp machine.

All other payments for rink fees, event tickets, refreshments etc, can be made by cash or by debit/credit card using the SumUp machine.

BACS details are:

Name of Bank: Lloyds Bank
Club Name: Clanfield Bowls & Sports Club
Bank Account: 68629968
Sort Code: 30-98-97

If payment is by cash or cheque, ask the member to complete one of the brown payment envelopes & place the cash or cheque inside. Place the envelope in the reception cash box – key number 10 in the key cabinet.

Ensure that the following information is provided:

- Date paid.
- Member's name.
- Membership number(s).
- Amount paid.
- Reason for payment.

If it is for an event also add:

- Event name.
- Date of event.
- Number of tickets purchased.
- Event ticket numbers.

If paying by cash, provide the payee with a receipt if they would like one, using the reception receipt book.

If payment is by debit or credit card use the SumUp machine, print a receipt & write on the back the Members name, contact phone number & details of what the payment is for e.g., "Membership fee" "Rink Fee" or the event name/date etc. Put the receipt in a brown envelope and place in the reception cash box. If the member requires a paper receipt print a second receipt.



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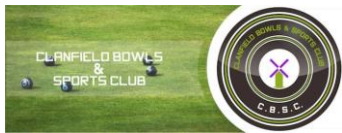
How to Use the SumUp Machine

- Turn on the SumUp machine.
- Enter the amount of the sale (minimum amount is £1.00). Check correct amount is showing on the screen.
- Press the green tick button.
- Show card to screen for contactless payment.
- Once payment accepted “payment approved” will show on the screen and there is the option to print a receipt.
- Press the green tick for a receipt to be printed, you will then get an option to print a second receipt. If needed press the green tick button again.
- If no receipts are required press the red **X** button.

Note: On occasions the card may need to be entered into the machine and the customer will need to enter their pin number. This is usually due to a security check requested by the customer’s bank.

If you have a “connection issue” particularly when outside the Pavilion please move inside and try again.

Should the SumUp machine not be working at all and the Member cannot pay by cash it is possible to accept a BACS payment. Please complete both sections of the **Payment By BACS Form** [see *Appendix (vii)*]. Give the first section to the member and put the second section in the Reception Cash Box.



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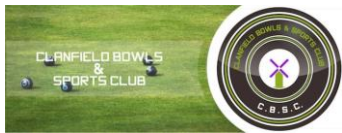


End of Day & Locking Up Procedures – Stewards on final shift and Keyholders



Closing Checklist

- Lock the three gates. Check the padlocks are secured correctly so that the sliding bars cannot be opened and that the combination is scrambled. The side gate and the disabled gate should have the padlocks facing the car park. The rear gate, behind the upper shed, should have the padlock facing inwards. Combinations for all gates are in a sealed envelope in the small filing cabinet.
- If necessary, empty waste bins from kitchen and main Pavilion. Place general rubbish bags in the green and recycling in the black wheelie bins by the rear gate.
- Ensure all bowling equipment has been returned to the lower shed and shed is locked. Also, that outside areas are tidy, clear of equipment glasses & rubbish etc.
- Check upper shed is locked.
- Check that outside store (alongside building by defibrillator) is secure.
- Folding door is fully closed & locked.
- Turn off music system, lock cabinet and return key to the key box.
- Rear exit door is locked & secure.
- Secure and lock all doors and windows within the Pavilion and ensure all taps turned off. Please double check:
 - back door
 - door to referees/storeroom
 - door to rear corridor
 - internal plant room
 - kitchen
 - bi-fold doors
- Return iPad to the top drawer of the small cabinet and for data protection place the days rink booking sheets and the day's Steward's Report Sheet in the appropriate file in the top drawer of tall filing cabinet drawer and lock.
- Ensure reception and bar cash boxes are locked in small filing cabinet. If there is money in excess of the £20 float in the reception cash box it is helpful to inform the Glenda, the Treasurer so she can collect.
- Check no keys are missing from the key box and scramble lock to secure.
- Check Pavilion lighting switch to the right of the front door is set to the "normal" position.



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- Set alarm using the black fob, please read the screen to make sure it confirms the alarm has been set correctly. Lock the front door. Please recheck door is securely locked.
- Check Pavilion lights go out after about a minute. If they stay on then it is probably because the internal light switch was not set to the normal position. You will need to re-enter the Pavilion to check and correct.

Information for Kitchen Volunteers only



Cash Up the Bar (**Kitchen Volunteers Only**)

- Remove all but £50 float from the bar cash box. (Key number 9 in the key cabinet).
- Write in the duplicate receipt book how much money has been removed & place it with the cash in a money bag together with any other unwanted receipts.
- Return bar cash box to the reception drawer.

NOTE: The money bags containing the days takings should be put through the Treasurer's letter box each evening (10, Bilbury Avenue, PO8 0WG).

If you are unable to do this please leave the money bags in the appropriate cash box & lock away in the reception draw.



Clear & Clean Kitchen (**Kitchen Volunteers Only**)

- Please follow the kitchen procedure for closing down, which includes.
- Empty kettles.
- Turn off wall sockets & unplug kettle & microwave.
- Wipe down sink & work surfaces, as necessary, with antibacterial cleaner.
- Check dishwasher and, if necessary, place dishwasher tablet in & turn on. Where possible this should be done during the daytime to utilise the solar power.
Note: the dishwasher should be checked by kitchen-trained stewards; if items are clean, it should be emptied and items put away.
- Ensure kitchen window is closed & locked.
- Ensure servery shutter is closed.
- Sweep & mop kitchen floor, when necessary, using the Green coded broom & mop which can be found in the Cleaners cupboard.
- Empty all bins & place glass in glass recycling box.
- Check all fridge & freezer doors & drawers are firmly closed.



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USEFUL INFORMATION



Trustees & Committee Members

The Organisational Chart on the main Notice Board shows who's who with contact details.



Free WiFi

Network Name: **VM202F78** or **VM502F70**

Password: **9r7akkmpABpt**

These details are also displayed on the Notice Board.



Club Address & Contact Details

Clanfield Bowls & Sports Club (CBSC)

7 Columbine Way

Clanfield

Waterlooville

Hampshire

PO8 0WJ

Tel: 02392 358653 (During opening hours)

07434 652166 (General Enquiries)

Email: info@clanfieldbsc.com

Website: www.clanfieldbsc.com

Registered Charity No: 1177341

Clanfield Football Club

Discussions are ongoing as to when CFC will be ready to take up its use of the changing facilities. In the meantime, the guidance previously issued to Stewards applies. As a reminder, football players or spectators are currently not authorised to enter the Pavilion.

Anyone wishing to know more about **CFC** should go to its website:

www.clanfieldfc.com.



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Car Park

This is a public car park and available for all to use. It belongs to, and is the responsibility of, the Parish Council. Any concerns or issues relating to the car park, including opening or closing the upper or lower barrier, should be referred to:

Clanfield Parish Council

Council Office, The Clanfield Centre

2 Endal Way

Clanfield, PO8 0YF

Tel: 02392 9257077

Email: clerk@clanfieldpc.org.uk



Clanfield Community Centre

The Clanfield Centre

2 Endal Way

Clanfield, PO8 0YF

Tel: 023 9421 1650

Email: support.clanfield@cfirst.org.uk



Location of Defibrillators in Clanfield

The nearest defibrillator is situated on the outside wall of our own Pavilion, near the kitchen window. (*We hold annual basic training courses for all members.*)

Others can be found at:

- The Clanfield Centre, 2 Endal Way, Clanfield PO8 0YF
- The Coop, White Dirt Lane, Clanfield PO8 0QL

**Thank
You**