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DUTY STEWARD TRAINING AND 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:
 - Club rules are respected.
 - Kitchen door remains closed & access is restricted to the kitchen trained volunteers.
 - Reception cash box & the money in it is checked & agreed at shift handover.
 - 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.



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Unlocking & Opening the Club (Key Holders)

- Unlock the Club:
 - Unlock front door.
 - Use fob to silence the alarm.
 - Unlock side gate.
- 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 cleaning cupboard.
- 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 book.



Out of Order Signs

These are available in the Duty Stewards Handover folder to use when necessary. There are also spares in the top drawer of the tall filing cabinet.



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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.

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 at 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

This is available for Club business or if needed in an emergency. The original mobile phone has now been replaced by a Virgin landline using VOIP (Voice over Internet Protocol). The number is 02392 358653. There are two handsets:

- The base station and answer machine are situated on the music cabinet. 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.

Full details of how to use the phone and answer machine can be found on the Stewards desk and at Appendix (v) of this manual.

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

Use of the old mobile phone for dialling out and receiving calls will be phased out. Currently it is still required for printing the daily rink booking sheets and this will continue until an alternative method is available. The mobile also holds the Solis Cloud app, linked to our energy usage now the solar panels have been installed.



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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 mobile phone, please check for messages & recharge when needed. The charger should be in the drawer with the phone.
 - The SumUp machine, please check it's fully charged. If not, please recharge. The charger should be in the drawer.
 - Stationery.
 - Reception cash box.
- In the **tall set of drawers at reception** you will find:
 - Accident Book.
 - 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.
- On the **reception desk** you will find:
 - Stewards Notes & handover book.
 - Duty Steward Training and Reference Manual.
 - Bowls rink booking form for that day.
 - Club mobile phone, turn on & check its fully charged. If not, please recharge (if it's not already on the table it can be found in the small set of drawers by reception).
 - 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 (normally *Mike Smith 07786 831055*) or the Club Chairman *David Charleton (07305 032720)* to discuss. If the Duty Steward is a Key Holder they should follow the locking up procedures (see Duty Steward 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.

In cold or icy conditions, the rinks should not be used if there is visible ice on the rink steps or pathways &/or the thermometer shows the air temperature to be **5°C** or below.



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.



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Ongoing Checks Throughout the Day

Please remember to:

- At start of each shift check Stewards Notes & handover book 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 [Appendix (i)].
- Check the toilet & welfare 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 door. If you are willing & able & the toilets have been used, please wipe down all frequently touched surfaces and, if necessary, mop floor using floor cleaner, red coded bucket & mop. Update & sign toilet cleaning schedule sheet. If it is necessary to close the toilet, then use the Out of Order sign (see previous section).
- Clear away any rubbish.
- If you have received kitchen training return dirty cups, glasses etc to the kitchen & place in the dishwasher.
- Clean & sanitise all seating & tables after each use.
- 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 & 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 book of any equipment which is damaged, queries or questions raised which require action or answer.
- Answer any calls received on Club phone & check regularly for voicemail messages.
- Sanitise all handles, rails & outdoor benches ready for the next session arrivals.
- Keep the Club phone with you at all times & if as the Duty Steward you are also playing bowls, remember the stewarding duties should take priority.



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Outside Letter Box

Key to letter box is in the key cabinet. Check to see if there is any mail and place it with the Stewards Handover book



Ventilation

It is important that the Pavilion remains well ventilated, particularly when it is busy. As a rough guide it is recommended that if 6 or more people are inside both windows should be open. If 10 or more then the patio door should also be opened.



Rink Bookings

Rink bookings can be made in advance via the website, however, if there is availability the Duty Steward can take on the day bookings either by phone 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.
- Competitions & Friendly matches are regularly arranged with other clubs. A schedule for these is on the Bowling Notice Board.



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Coaching

One-to-one coaching sessions with the Club coach, Michael Trippick, are available for all members. They should contact him on michael.trippick@clanfieldbsc.com or 07500 706717.



Rink & Equipment Hire

Collect fees [Appendix (iv)] as appropriate (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

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 at Appendix (ii).



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Lockers for 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.



Club Rules

These are on the website & there is also a copy at the back of the Members Induction Folder.



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 and if a Member does not know their Membership number these are available in the listing at 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 [Appendix (iii)]. If they have not bowled before, explain that they may have a free “taster” 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 book but also give them Michael Trippick’s details and suggest they email him on michael.trippick@clanfieldbsc.com or ring on 07500 706717.



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

- Bar & kitchen open from 18:00 to 20:00 on Wednesday Nights & from 18:30 to at least 20:30 on a Friday Evening. Hot freshly cooked snacks are also available to purchase from the kitchen on these evenings.
- Games Night is Wednesday night. Members & their guests can pop along from 18:00 to 20:30pm & play various board games, just watch or sit & chat. Drinks & hot, freshly cooked snacks can also be purchased from the kitchen & bar.
- Monthly Quiz nights, Music Evenings & Craft & Cuppa mornings are amongst the other activities on offer. Details are posted on the Notice Board, on the website & in the regular newsletters.
- A suggestion book is available at reception to put forward ideas for other activities & events.

Signing Up New Members

If a new member wishes to join, they should either complete the Membership Form [Appendix (iii)] or they can do so via the website at www.clanfieldbsc.com. If they do complete the form, this should be placed in the Duty Steward Handover Book and a note also made in the book to ensure the form will be passed to the appropriate person to 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 (page 11). If using the SumUp machine (see section on "How to Use the SumUp Machine" (page 12) two copies of the receipt should be printed, one for the member and the other to be placed 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 to ensure we fulfil our Health & Safety obligations. This will also ensure everyone receives the same up to date information, especially concerning health & safety, what to do in an emergency & also any changes to the Club rules.

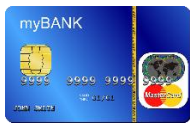


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- Inductions will normally be arranged at the time of taking out membership but can also be arranged by contacting admin@clanfieldbsc.com.
- The induction forms part of our Health & Safety requirements. Our insurance may not cover those who are not signed in or those who have not signed to confirm they have received the induction.

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.



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:

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.



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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.



How to Use the SumUp Machine

- Turn on the SumUp machine.
- Enter the amount.
- Press the green tick button.
- Show card to screen for contactless payment.
- Once payment accepted 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.)
- If no receipts are required press the red X button.

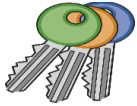
Note: If you have a "connection issue" particularly when outside the Pavilion please move inside & try again.



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Closing & Locking Up – Keyholders



Lock Side Gates & Main Entrance (to prevent anyone else entering)

Check the padlocks are secured correctly so that the sliding bars cannot be opened & the combination is scrambled.



Closing Check List

Please ensure:

- All internal bins including welfare areas have been emptied if necessary.
- Outside areas are tidy, clear of equipment glasses & rubbish etc.
- All frequently touched surfaces & seating inside & outdoors have been sanitised.
- All bowling & cleaning equipment has been returned to the Bowls shed & pump spray wands are stored correctly in the clip with the wand facing upward to prevent leakage.
- Both sheds are locked.
- All 3 outdoor gates are locked correctly with padlocks.
- Steward's pump spray & cleaning bucket are returned to the Pavilion.
- Folding door is fully closed & locked.
- Rear exit door is locked & secure.
- Toilets are clean. Update & sign toilet cleaning schedule.

If you are willing & able & the toilets have been used, please wipe down all frequently touched surfaces &, if necessary, mop floor using floor cleaner, red coded bucket & mop.

- All inner rooms, toilets, shower rooms & corridors have been checked to ensure no one is left in the building. Check all taps etc are turned off & there are no obvious leaks.
- All windows are closed & locked.
- Door from main area to corridor by showers is locked.
- Light sensor switch by front door is set to normal position.



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Cash Up Reception Cash Box

- Remove all but the agreed £20 float.
- Make a note in the duplicate book of how much money has been removed & place it with the cash in a money bag together with any unwanted receipts.
- Lock Cash box & return key to the key cabinet
- Return reception cash box to the reception drawer



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, address 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 &, if necessary, place dishwasher tablet in & turn on.
- 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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Turn Off Music System

- Lock cupboard & return key to key cabinet.



Lock Away All Valuables

- Place in reception drawers:
 - Reception cash box.
 - SumUp machine.
 - Club phone.
 - All folders & booking sheets which contain Members personal details such as names addresses & or phone numbers.
- Lock reception drawers & return keys to the key cabinet.
- Turn off printer.

Note: Failure to lock away anything that contains an individual's personal information may breach the Data Protection laws.



Lock Key Cabinet (on wall by reception drawers)

- Check all keys are in the cabinet, close & scramble code number.
- Check kitchen shutter is down & kitchen door is locked.



Set Alarm Using Fob (& ensure it has armed properly)

Exit building & lock front door.



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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: 07395 571286

Email: info@clanfieldbsc.com

Website: www.clanfieldbsc.com

Registered Charity No: 1177341



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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.

Others can be found at:

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

