

SITTING AT THE GALLERY

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Who Sits at the Gallery

Because we are a cooperative gallery, all member artists help run the business. One of the most important functions is sitting at the Gallery. Each member sits once a month or pays the “No Sit Fee” explained on page 2. **Only GLO- trained member artists may sit at the Gallery.** You cannot have other people (family, friends, professional acquaintances, etc.) accompany you when you sit. Although it is all right to have someone come by to pay you a *brief* visit, your main focus must be the Gallery and its customers.

Your Role as Sitter

When you sit you are acting as a representative of the Gallery. You are the “face” presented to the buying public. Your role is to promote the Gallery, help visitors, act as an agent for all the Gallery artists, and sell the artwork on display. We have visitors who come to the Gallery again and again because they enjoy the art and the friendly atmosphere. We take great pride in the positive relationship we’ve developed with our visitors over the years. In keeping with that, greet customers warmly, behave professionally, dress neatly, and be helpful.

A customer should feel like the most important person in the Gallery. So even if other artist members or friends are present, *your attention should be focused on the customer*. Be particularly careful about discussing Gallery business around visitors. They are in the Gallery for their own enjoyment, not to hear about our business.

Our visitors don't come into the Gallery just for a look at art; they come in for an *experience*. One of the special features of our Gallery is that we have working artists who sit. Many customers enjoy the opportunity to talk with an artist or watch the artist at work, so let's not disappoint them. Let's make their visit to our Gallery a unique experience that will bring them back, and send their friends.

Arranging to Sit at the Gallery

When you are accepted into the Gallery, the Director of Gallery Sitting will arrange for you to be trained. To reinforce this training, you are also required to accompany an experienced sitter for a full day before you sit by yourself. You will earn sitting credit for these two days and for an additional mentoring Saturday, if you request.

All members, including new members, are required to continue to sit monthly, or pay a “no-sit” fee per month. As part of their training, new members *are required* to sit at least seven times during the first year. If new members choose not to sit during any of the remaining five months of their first year, *they will be charged a no-sit fee per month as usual*. Exceptions to these policies must be approved by the board.

The “no sit fee” is the alternative to sitting in the Gallery. By collecting a fee for days you do not sit, the Gallery is able to pay another member who sits in your place. Some members sit as many extra days as they can.

If you start sitting at the Gallery after a lengthy absence from sitting, you must be retrained. Contact the Gallery Sitting Director to arrange a re-training session.

Trained members schedule sitting days by signing in an open date on the Gallery Sitting Calendar at the front desk; you must include your telephone number with each date signed. Restrictions on advanced scheduling will be posted on the Calendar.

Do not forget your sitting dates; mark your calendar! If you do not show up the Gallery will not open unless by chance a member notices and arranges for a last minute substitute, which makes extra work for at least one other member. You will be charged a penalty for a missed sitting day (see Rents, Dues, and Fees section). If you are not sitting another day in the same month you will also owe the fee for not sitting. Please understand that not showing up on your sitting day is a *very* serious infraction of our rules.

Extra Sitting Days: Beginning December 1 of each year if vacancies are still available on the Gallery Calendar, you may sign up for additional sitting days, and will be given an Extra Sitting Day Credit toward future rent for each extra day. Be sure to notify the Sitting Director that you

have filled vacant spots. The additional days must be labeled “extra” on the calendar. However, members with extra days must relinquish them to members who want a day to fulfill their monthly sitting requirement. If you need a sit day, contact the sitter who has the extra day (or days) and negotiate with her/him directly about which day you can take. Do not “bump” another sitter before talking to her/him first.

Making Schedule Changes

All sitting changes must be reported to the Gallery Sitting Director who maintains a calendar at home. This is essential to assure that the Gallery will be open all day, every day. You must also make sure the calendar at the Gallery is changed; do this in person or contact the current sitter to make the change.

If you want to change your scheduled sitting date you must find another member to sit for you, then notify the Gallery Sitting Director, and also see that the Gallery calendar is changed. (The Roster of Members indicates people who are willing to sit extra days.)

In unavoidable emergencies, when you are scheduled to sit the next day, the Gallery Sitting Director or a backup will help arrange a replacement. If the Gallery Sitting Director is not available, first contact the Gallery Manager(s), or one of the Board members.

Opening and Closing the Gallery: The Importance of Gallery Hours

The Gallery must be opened on time (by 10:00 am) and not closed early (before 5:00 pm, or 4:00 pm in December and January). Our hours are posted outside the Gallery and are printed on much of our literature, so we have committed to our public to be available to them. If we are to be viewed as a professionally run gallery, we must adhere to these hours.

You must not leave the Gallery unlocked and unattended at any time during the day. The security of our Gallery is vital.

Avoid scheduling sitting on days when you have pressing obligations after closing time, because this may prevent you from treating customers properly late in the day and may short-circuit potential sales. Also be prepared to keep the Gallery open after hours if customers are present or if foot traffic is high in town. Some big sales have been made after hours or even before the normal opening time.

Sitting at the Gallery and meeting our visitors almost always is a very enjoyable day, and our sitters typically enjoy their sit days. Sitting is also one of the most important things you can do for the Gallery and the responsibilities are very serious – so serious that the Board reviews cases of negligent sitter behavior (such as not keeping the Gallery hours, leaving the Gallery unattended, etc.) and may deny sitting privileges to a member for not observing the Gallery procedures for sitters.

For your convenience, at the end of this Gallery Sitting section is a **Checklist for Opening the Gallery**, and a **Checklist for Closing the Gallery**.

Emergency Early Closing Procedure

The safety of our artists is of primary importance. Though we expect the need for early closure of the Gallery to be rarely necessary, it may occur.

If while you are sitting you have a **Medical Emergency** or become aware that an **Extreme Weather Advisory** has been announced and you feel your safety is at risk, follow these procedures:

- Call the Gallery Co-Manager (Primary Contact). If unreachable, call the Co-Manager (Secondary Contact), the Sitting Director or any other Board Member. (See Section 2: Key contacts for contact info.)
- Lastly, put a handwritten notice on the front door of the Gallery with the reason for this unusual closure.

Slow Gallery traffic is NEVER to be used as an excuse to close the Gallery early.

Making a Good First Impression

Making a good first impression on visitors will help them enjoy their experience at our Gallery. Therefore, keep the desk clear of personal items. Books may be read but should be set aside when customers enter. If you read a newspaper, don't spread it out on the desk, but fold it "subway fashion" so it too can be set aside quickly.

If you like to demonstrate your art while you sit, do it on the side extension of the desk. Cover the desk to protect its surface and keep all art materials off the main desk. Move away from your work to greet visitors. Never let working on your art interfere with positive customer relations.

To help you engage the interest of visitors, you may place **a single sample** of your art on the easel behind the chair and/or put **one** small work (no larger than 11" x 14" outside dimensions for wall art) on a small easel/stand on the desk. No price label can be displayed on the front (it can be listed on the back), but of course the work can be sold. Three-dimensional artists and jewelry artists, as well as wall artists, may display only *one* piece of their art work on the desk. Greeting cards *may not* be displayed on the desk.

As a courtesy to the featured artist, the sitter may not display any of his/her own work on or near the front desk during the artist's reception.

Greeting and Interacting with Visitors

Give each visitor a warm and friendly welcome by using our full Gallery name. It helps people remember our Gallery. Standing to greet them and handing them a copy of the Gallery's descriptive brochure is a good way to introduce yourself and appear available to assist them. Talk a little about the Gallery and its artists and encourage them to stroll around.

Asking if this is their first visit gives you a good opportunity to explain that the Gallery is a business owned and operated by over 45 regional artists from Santa Barbara, San Luis Obispo and Ventura counties and that each month we feature a different exhibit in the front showroom by one or more of the members.

Although you don't want to hover over visitors, it is useful to circulate among them, because this encourages them to ask questions about the art and artists. You should avoid deflecting attention away from other displays to your own display until visitors ask where your work is located.

Conversations with visitors should focus on the Gallery, its members and their art. Balance your time with each visitor so that you can be available to serve all our visitors.

Try to say good-bye to visitors as they leave, and encourage them to come back again. Also, give them one of the Gallery postcards and encourage them sign up for our e-news, "Like Us" on Facebook, follow us on Instagram, and recommend us on Yelp and TripAdvisor. (Sign up sheets for e-news are located on the pedestal between the two Gallery sections.)

Being an Effective Salesperson

Step-by-step procedures for accurately completing a sales transaction are given in detail in the sales section. This section merely gives some general guidelines on being an effective salesperson.

- ✓ Always be friendly, courteous, and helpful.
- ✓ Learn as much as you can about our artists and their work so you can answer visitors' questions. (You can also direct them to the artist's brochure or to Artists Album at the desk.)
- ✓ Be appreciative about other people's art, as well as your own, so visitors may catch your enthusiasm and be encouraged to buy and/or to come back again.
- ✓ If you are helping one customer and another needs help, acknowledge the second person and get back to him or her as soon as possible.
- ✓ Be appreciative of the art customers buy. This helps to validate their choices.
- ✓ When a sale is completed, it is always a nice gesture to stand up, walk to the front of the desk, and personally give the customer the bag or package container his/her purchase.
- ✓ Call the customer by name when you say good-bye.

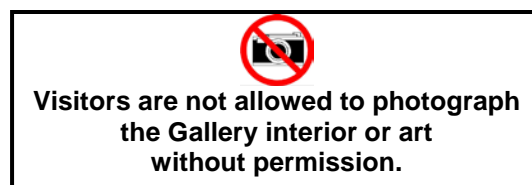
Selling Tips: A "love at first sight" reaction does happen at Gallery Los Olivos. However, selling art work doesn't always happen that way. As an artist/sitter, you may have opportunities to help out. Our customers are here because they want to see works of art, and they'll be open to discussion, almost expecting, sometimes hoping for, the opportunity to reach a deeper understanding of what they see.

How then, can you help them do this? Here are some tips from "Marketing Your Art," Nov. 18, 2014 blog post by Agora Gallery: Advice from the NYC art experts. Source: <https://www.agora-gallery.com/advice/blog/2014/11/18/how-to-sell-your-art/>:

How to help a prospective client find the artwork that's right for them.

- Establish a friendly atmosphere.
- Be approachable, smile, and engage. Of course, there is a balance to be found here, and you won't want to be pushy, insisting on holding the attention of someone passing by while they're looking for ways to escape. Use your sensitivity and common sense to determine the level of enthusiasm that is "just enough"-but don't be shy about sharing your love for your work or that of our other members.)
- Ask them what it was that caught their eye in the first place. Was it a particular color? Then you might want to focus on works that include it. Are they reminded of a vacation of which they have fond memories? Then you'll want to concentrate on similar scenes. Help them to develop this train of thought. Perhaps they find the color soothing or maybe they would like to tell you more about that vacation and why they enjoy remembering it.
The more you encourage them to elaborate and reach a clear understanding of their interest, the more they are likely to connect this developing interest to the art piece they are admiring.
- Everyone likes to feel that they are speaking to someone who wants to hear what they say, and your discussion will help build up a rapport that is valuable in turning an interested passer-by into a client who might even come to act as a voice for your art work or Gallery Los Olivos in the future.
- You're helping them to invest emotionally in the piece of artwork they're examining. The more they feel that it relates closely to them, the more they are likely to respond and desire to continue that interaction – and purchase the piece for their home or office.
- Are they looking for a piece to go in a particular place in their home or office? An awareness of the room and specific location will be very helpful to you in working out what might suit them – and what would not. Be understanding of the size and location specifications the customer mentions.
- Look on these interactions with potential buyers as learning experiences. In which you can gain a deeper understanding of the impact various art work can have on others.

Photography



Occasionally, a visitor will ask to take pictures of the Gallery or the art. The individual artists own the copyrights to their work. For that reason we do not allow photography in the Gallery without the express permission of the artist. You must check the Artist Preference Sheet in the Sitter's Manual to verify whether or not the artist has given permission to have their art photographed. General photos of the Gallery are allowed.

Tips on Preventing Theft

Thefts occur in Los Olivos and our Gallery has not been spared. Therefore, it is important that you follow certain security precautions:

- ✓ Make eye contact with each person that comes into the Gallery and greet him/her.
- ✓ Keep the cash box out of sight and the file drawer tightly closed as much as possible.
- ✓ If you are away from the desk, lock the cash box drawer and keep the key with you. The key is on a plastic coil that you can easily put on your wrist.
- ✓ Know where customers are at all times; especially keep a sharp eye on customers around the jewelry cases. When you are in the side room or back room, even for a short period, periodically look at the jewelry display.
- ✓ When a customer wants to see a piece of jewelry, open the case, take out the piece and immediately close and lock the case. Stay with the customer while he or she examines the jewelry. If no sale is made, immediately return the jewelry to the case and re-lock it. (*For safety's sake, jewelry case keys are kept in the cash box.*)
- ✓ Gallery policy already states that you must not leave the Gallery unattended during the day, but if a true emergency arises, lock both Gallery doors and post signs saying you will return in X minutes. **Never leave the Gallery unlocked, not even for a quick trip to the restroom.**
- ✓ When you talk on the phone, turn around (or walk around) so you can keep your eye on visitors.
- ✓ Avoid being distracted by any person or event so that you do not know what is going on near the jewelry cases or near the front desk. If necessary, excuse yourself from a conversation to return to these areas and check on them. Be especially alert when groups of visitors come in.
- ✓ Periodically walk around the Gallery not only to see if you are needed by a customer, but also to check on displays that might be vulnerable to shoplifters.
- ✓ Keep purses and other personal valuables securely out of sight.
- ✓ Keep the back door locked.

Answering and Using the Gallery Telephone

Always answer the Gallery telephone in a friendly and professional way: "Gallery Los Olivos, Jane Doe speaking." Handle the caller's queries helpfully and expeditiously; avoid lengthy discussions when visitors are present. If you are handling a sale, ask if you can phone the caller later. The phone has an extension in the back storeroom; there are also extra handsets.

The Gallery telephone should be reserved for Gallery business calls. Use your own cell phone for personal conversations, but keep such conversations very brief and try to avoid making them when visitors are present.

Any long-distance calls made by the sitter must be noted on the message pad, giving the number called and a brief explanation. You will be charged for *personal* long distance calls.

Handling Telephone Messages for Gallery Members

When receiving a call for another member, legibly record the message on the message pad. Telephone the member for whom the call is intended as soon as possible and make a note on the message that you have delivered it to the member. (A large check mark is a good indication that you have passed along the message to the member.) Remember to play and respond to any messages on the answering machine.

If the call concerns the Gallery itself, contact one of the following people:

- On management of the physical Gallery, call the appropriate Gallery Co-Manager.
- On business/financial management, call the Treasurer.
- On Gallery policy, call the President of the Board
- On Publicity, call the Publicity Director.
- For jurying reservations, call the Membership Director.

If you cannot figure out who is most appropriate person to call, *please just call someone*. Do not simply write down a message and leave it in the message pad without calling someone.

MESSAGE FOR: LINDA ARTISTA ✓

FROM: HANK LUVART DATE: 11/9/17
OF: _____ TIME: 2:30 AM PM

MESSAGE: SAW YOUR "EVENING MOODS"
PAINTING LAST MONTH - STILL
AVAILABLE?

PHONE (805) 555-5555 EXT: _____
FAX (HANK@SOMEWWW.COM) BY: ABC

Phoned you
 Please call
 Will call again
 Returned your call
 Came to see you
 Wants to see you
 URGENT

Carrying Out Other Important Duties

Call tomorrow's sitter as a reminder. The telephone number should be on the calendar. If not, it is in the Rolodex and also in the Roster of Members (Section 1) in this handbook. If necessary, ask the sitter to bring small bills/coins for change. (See note on Money Box for necessary amounts.)

Check the gas level in the fire extinguisher on the beam next to the desk; the needle should be in the green zone. If it is not, call the Gallery Manager.

Staying Informed

When you sit at the Gallery you are running our business for the day. The better informed you are, the more comfortable you will be in helping visitors. Here are some suggestions for staying informed and up-to-date:

- Go through the file drawers and learn their contents.
- Go through the cupboards, shelves, and drawers in the back storeroom so you know where supplies are kept.
- Notify the appropriate Gallery Co-Manager when supplies are low.
- Read the message pad to see if any messages need follow-up.
- Review the Artist's Sales Preferences forms for individual preferences on lay-away sales, discounts, sales on approval, and possibly shipping (Filed in Chapter 10 of the green Sitter's Manual.) See the sample Artist's Sales Preference form below.
- Read the album on the desk about Gallery artists. Visit each artist's exhibit space and familiarize yourself with their work.
- Read notices on the bulletin board in the back storeroom and informational materials of interest placed on the storeroom countertop.
- Read the current green jurying info sheet ("How to Become a Member") in the desk file drawer.

	Artist: _____
	Telephone _____
	Date _____
Gallery Los Olivos	
Artist's Sales Preferences	
<i>If none are stated, all will be assumed NO.</i>	
LAYAWAY: (Gallery Policy 25% down, balance in 3 months)	<input type="checkbox"/> YES <input type="checkbox"/> NO
TAKE ON APPROVAL: (Up to 48 hours with full payment in advance)	<input type="checkbox"/> YES <input type="checkbox"/> NO
ACCEPT OFFERS:	<i>(check only one)</i>
	<input type="checkbox"/> YES, up to _____%; no need to check with artist
	<input type="checkbox"/> YES, must check with artist
	<input type="checkbox"/> NO
PHOTOGRAPHY:	
Do you give your permission for visitors to photograph your art...	
with a cellphone or tablet (such as an iPad)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
with a camera?	<input type="checkbox"/> YES <input type="checkbox"/> NO

Informing the Public

The Gallery keeps a supply of promotional and informative material for visitors on the front desk or in a plastic holder on a front windowsill. These materials, which may change from time to time, either are produced by the Gallery or contain an ad or listing paid for by the Gallery.

They may include:

- An album containing an artist’s bio and artist’s statement for each member of the Gallery
- Gallery postcards, brochures, business cards
- “Inside Santa Ynez Valley” tourist magazine (containing a Gallery ad)
- “Guest” tourist magazine (containing a Gallery ad)
- Invitations to *next month’s* featured artist(s) show

As a member of the new Santa Ynez Valley Arts (the successor to LOGO, Los Olivos Gallery Organization) and LOBO (Los Olivos Business Organization), the Gallery puts up posters for their fundraisers. No other promotional or informational material for visitors is allowed on the desk or in the Gallery showrooms.

Offer one or more promotion or informational items to visitors, depending on the circumstance. At a minimum, give each visitor a Gallery brochure. An inventory of most of these items is kept in the back room, in case you need to restock the front room.

Answering Questions about Joining the Gallery

If an artist visitor wants to know how to join our Gallery give him/her a copy of the information sheet (usually on green paper) provided in the “How to Become a Member” file in the file drawer. Do not express any personal opinions or rumors you have heard about availability of openings in general or for specific types of art. Excellent artists may be discouraged from applying to the Gallery because of such comments.

Whether you talk to an interested artist in person or on the phone, be sure to mention that the Gallery accepts applicants only from the Tri-County area—Santa Barbara, Ventura, and San Luis Obispo Counties.

If someone calls for *information* about joining the gallery, please direct them to our jurying webpage: www.gallerylosolivos.com/jurying . There they will find the information sheet mentioned above.

**Our jurying webpage:
www.gallerylosolivos.com/jurying**

When someone asks for a *reservation* for the next jurying, record the name and telephone number in the message book and phone the Membership and Jurying Director with this information so she can follow up with the person as appropriate. If you can easily get additional information such as medium, address, email, etc, that would be helpful. *Please do not give the applicant the phone number for the Membership and Jurying Director.* If anyone asks to know the names of those on our jurying panel, tell them that we keep this information confidential.

Answering Questions about the Santa Ynez Valley Arts Association (SYV Arts)

The Santa Ynez Valley Arts Association (formerly known as the Artists Guild of the Santa Ynez Valley), as an organization, is a member of the Gallery Los Olivos and rents display space (the “Guild Room”) from the Gallery. Over 125 people belong to SYV Arts. Each month SYV Arts presents a new exhibit of members’ art in the Guild Room.

SYV Arts keeps a supply of brochures/membership applications in a plastic wall holder near the left entrance to the Guild Room. Please give these to interested inquirers. SYV Arts members are listed in the SYV Arts Roster (in the file drawer). For other matters, refer the questioner to the SYV Art's contact person (listed in the Key Contacts section of the Members' Handbook). The SYV Art's website is www.santaynezvalleyarts.org.

Using the Gallery Restroom

The restroom in the Gallery building is for tenants only. Our landlord has made it clear that it cannot be a public one because the septic tank is too small to handle much use. Direct visitors to the public restrooms in Los Olivos. Tell visitors to turn right when they exit the Gallery and walk up Grand Avenue (north, toward Hwy 154) to the end of the short block. Then turn right again at the side street. The restrooms are on the other side of the street, across from the side of the Country Store Deli/Market. Restrooms are also available at the Episcopal Church (map to show location is in the bottom drawer.)

There may be special circumstances when, in your judgment, Gallery customers should be allowed to use our restroom. Give the person the key (in the key file folder) and warn the person to use the bolt to secure the door because the other tenants in the building also have keys.

If you notice supplies running low in the restroom, notify the Gallery Manager.

Keeping the Gallery Neat and Clean

Beautiful fine art deserves a clean and attractive home! Although the Gallery has the floor and windows professionally cleaned periodically, it is up to the sitters to keep everything neat and clean on a daily basis.

Gallery Exhibit Rooms

Part of your sitting routine includes doing the following:

- Stroll around the Gallery and straighten any pictures that are hanging askew. If visitors have left shrink-wraps on the floor or in the wrong artist's space, place them in the correct display stand. Pick up any trash.
- Sweep or dust the floors (a selection of brooms and mops can be found in the back storeroom). Shake the dust mop outside the back door.
- Wipe up any spills or dirt marks on the floor.
- Dust the top of jewelry cases and window sills (a favorite gathering place for dead flies).
- Remove cobwebs from windows, corners, easily reached beams, wall dividers, etc. (a webmaster with an extendible pole can be found in the back storeroom).
- Sweep leaves from the front entrances and walk.
- Clean the floor mats.
- Dust the desktop.
- Tidy the plastic bags in the cabinet below the desk. Make sure to replace the larger bags you use in the lower drawer.

- Because our sink does not drain adequately, do not use the sink for cleanup or pour anything down it except clear water and ordinary soap suds. (NO PAINTING WATER.)
- At the end of the day, empty the small wastebasket into the large trash can in the back room.
- **On Fridays** put the large trash can bag into the **outside dumpster** at the right (south) end of the rear parking area. Place a new trash bag in the can. (Actually, the trash can should be emptied whenever it needs to be.)

NOTE: Do not use the Gallery's trash cans for food or containers with any residue of food since this may attract bugs or start to smell. Please put your food and containers in the dumpster in the parking lot, or take them home with you.

Gallery Storeroom

The storeroom is part of the Gallery and must also be kept neat and clean. Because it is so small, it cannot be used for inventory storage by individual Gallery Los Olivos members or SYV Arts. Only artworks that are on lay-away, on hold for shipment, or awaiting pick up by customers may be stored there. Other stored items include those needed for cleaning, maintenance, exhibition, organizational, and operational needs, as well as SYV Arts/Guild property.

The storeroom may be used for early delivery (or later pickup) of artwork for special group shows. Storeroom counter tops may also be used to prepare food trays and drinks when artists are putting on show receptions. After a reception, however, all food and implements must be removed; they cannot be left anywhere in the storeroom, refrigerator, or cabinets.

- When you use an item from the storeroom, put it back where you found it.
- Easels must be stored by the large ladder near the storeroom's back corner. Don't block or impede pathway to and through the backdoor, it is a fire department safety regulation.
- Storeroom counter tops are to be kept neat and clean and free of extraneous items.
- On reception days storeroom countertops are reserved for featured artists and sitters must not use them.
- To maintain a professional appearance for exhibit space just in front of the storeroom, the **storeroom doors must be kept closed** unless people are actually working in the storeroom.

**NOTE: ITEMS MUST NOT BLOCK THE STOREROOM EXIT WAY OR
MAKE IT DIFFICULT TO GET TO THE BACK DOOR.
THE FIRE DEPARTMENT COULD CLOSE US DOWN FOR SAFETY VIOLATIONS.**

Dealing with Operating Problems

- If the problem is outside Gallery Los Olivos, but related to the building, call the Property Manager (listed in the Key Contacts section of the Handbook and in the Rolodex file).
- If the problem (mechanical, electrical, plumbing, CD/radio) is inside the Gallery, call the appropriate Gallery Co-Gallery Manager (see Key Contacts section).
- If the credit card system isn't working properly, call the POS Help Desk: 1-800-211-2711.

Checklist for Opening the Gallery

Park in back to save space for visitors.

- Open the lock box and take out the door key. There is a push-button lock box by both side doors and the back door; each has a five-digit code. Call the Gallery Manager if you need help.
- Unlock the dead bolts and doorknob locks on all doors. Leave as many doors open as the weather permits, so visitors will be encouraged to come in. However, keep the back door locked.
- For security's sake, do not leave the lock box key lying around in plain sight. Avoid misplacing it. We recommend that you put the key in the hanging folder for keys, lower left-hand file drawer, or in the money drawer, or back in its lock box making sure it is securely attached.
- Go to the back storeroom and turn on the light just to the left of the bubble wrap roll. (Or use a flashlight.) Turn on the four light switches under the fuse box.
- Set heat/AC at a comfortable level for customers.
- Hang up the OPEN signs, put out the flags, check the Dog Dish for water and sweep the floor mats and sidewalks.
- Give the next day Sitter a reminder call.
- Put on your badge (kept in the back storeroom).
- Turn on the lights for the corner display area behind the front desk.
- To create a welcoming ambiance for customers, turn on music on the CD; choose something appropriate for a fine arts gallery.
- Unlock the money file drawer. Please note that to unlock the drawer, you should insert the key with the teeth facing down; the flat side of the key should be up.
- Tear off the overnight report sticking out of the credit card terminal and staple it to **yesterday's** sealed Daily Cash Report Envelope in the cash box.
- Count the money in the cash box. Fill in the "Opening Cash" section of a **new** Daily Cash Report Envelope. (See the detailed procedures in "Sales and Rent Transactions" in this book.)
- Lock the money file drawer and wear the key on your wrist.

Checklist for Closing the Gallery

- Leave the front desk area clean for tomorrow's sitter. Put away any tables or easels you may have used. Wipe off the top of the desk. Empty the wastepaper basket. Pack out any remains of your lunch or utensils or throw them in the dumpster outside, in back of the Gallery.
- Remove and return to their cases any CDs you have used. Turn off the CD player.
- Put away your badge in the back storeroom.
- Take down the OPEN signs and flags.
- Double lock all doors before you count the money in the cash box. Keep the door key with you.
- Count the money and balance your accounts. (See the detailed procedures in "Sales, Rent, and other Monetary Transactions" in this handbook.)
- Research and resolve any discrepancies or problems.
- Sign the Daily Cash Report Envelope, seal it, and place it on top of the coin tray where the next day's sitter can easily see it.
- If necessary, call tomorrow's sitter to bring small bills/coins for change.
- Replace the cash box in the file drawer and lock the drawer. Put the key back in the hanging folder for keys, lower left-hand file drawer.
- ON FRIDAYS: Take the garbage out to the dumpster, in the parking lot behind the Gallery, to the right. Put a fresh plastic bag in the can.
- Turn off the AC/heat.
- Make sure back door and jewelry cases are locked (even if you did not open them).
- Turn off all the light switches under the fuse box.
- Turn off the light to the left of the bubble wrap roll,
- If you used a flashlight, replace it for tomorrow's sitter.
- Turn off the lights for the corner display area behind the front desk.
- Let yourself out, making sure that doorknob lock is set. Close the door and lock the deadbolt with the door key.
- Replace the door key in the lock box. Make sure all lock boxes are secure as well.