

Reception Guide

For reception to work effectively at least 3 volunteers are needed to fill the roles detailed below.

1. Registration (Area Signed as **New Item Registration**)

- Greets visitor and Hand them the Item registration to fill in. If reception is busy direct them to do this in the waiting area and then return to reception.
- Once the form is completed, check it is all complete and signed (if not ask the visitor to complete it, if they decline, we don't accept the item) decide what category (Bike, General, Electrical, Sewing) it is and take next available coloured queuing card for the category.
- Record the 'Queue Card' number and category on the Item Rego Form
- On the next blank line on the running sheet record
 - Queuing card number (Item number)
 - Category (Bike, General, Electrical, Sewing)
 - Brief description (e.g. Shirt, Toaster, chair, bike)
- If there no one in the Queue for the category (Check the Queue number white board) direct to take the item and the paperwork to the appropriate repair area (Sewing, Bike, or General/Electrical).
- If there is a queue, ask them to wait in the waiting area until their number comes up on the white board.

2. Exit (Area Signed as **Completed Repairs**)

When an item repair is completed, irrespective of the result the fixer will direct the owner to return the paper work to reception (Completed repairs).

- Check that the Fixer has completed the Item registration form, if not ask the owner to get the Fixer to fill in the missing details.
- Ask the owner if they would like to add any feedback onto the form.
- Ask the owner if they would like to donate Cash in the Jar.
- Record details of the Donation on the running sheet (particularly)
- EFT use the Square device and phone (Instructions with the device)
- If the item is fixed Weight of the item.
- On the running sheet fill in:
 - Fixed (**Y** Yes, **N** No, **A** Advice given, **C** Carried Over)
 - If there is a Taken Home Fixer named on the Item rego form record the name on the running sheet.
 - If Fixed weigh the item and record it on the running sheet.
- Check the category of the item just processed then check with the fixers for that category they can accept a new item. Update the Queue number while board for that category to the next available number.

3. Day coordinator

- Deals with queries from visitors helps with filling out forms if necessary.
- Goto person for fixers queries for reception and vice versa.
- Look after Tea/Coffee/Biscuit area. (clean cups available etc)
- Looks after any minor first aid requirements (fist aid kit in reception area)