

**Standard Operating Procedures for Greeters**  
**Village of Brockport Canalfront Hospitality Program (Rev. 7/8//10)**

**A. First shift of the day upon arrival**

1. Retrieve key ring and cash box from Village Dispatch Office, verify cash box contents, and sign receipt book.
2. Unlock exterior doors of Welcome Center and place “Open” banner in its bracket.
3. Enter amount of cash in cash box on sign-up sheet and initial it.
4. Check SOP sheet and Internal Communications section of Operations Manual for any changes or important information.
5. Inspect the premises for cleanliness, litter, damage, missing items, etc. Retrieve keycards from the drop box and mark the logbook accordingly. Check the supply of brochures and note deficiencies in the Internal Communications section of the Operations Manual. Make a pot of coffee. Move two of the wagons to the south porch. Unlock the handle-lock of the upper restroom. Count the bicycles and ensure that they are properly locked. Report bicycle problems to Jack Mazzarella, 637-6545.
6. Report any serious problems with the building to the Village Dept. of Public Works, 637-1060, and in the Operations Manual/Internal Communications (for Chris Marks’s attention).
7. Go to boats at canal wall to welcome the boaters to Brockport and identify yourself. Give new arrivals copies of the Boaters’ Letter, help them get oriented to the area, offer them a tour of our facilities, and learn if they intend to spend the night using our facilities
8. Register any fee-paying guests in the logbook and on the dry erase board, collect fees, issue receipts and keycards, place fees in the cash box, explain our procedures. Attach a spring valve to the faucet on the pedestal assigned and turn on the water, using the water key. Make sure the electrical switches box. Is not locked
9. Phone Greeter(s) assigned to corresponding shift for following day as a reminder

**B. Later shifts upon arrival**

1. Arrive 5-10 minutes early for briefing by your predecessor on the status of any boats along the canal wall and the condition of the facilities.
2. Execute procedures A. 3. and A. 4. above.
3. Introduce yourself to any boaters along the canal wall and offer any help they may need.
4. Phone Greeter(s) assigned to corresponding shift for following day as reminder.

**C. All shifts while on duty**

1. Go to the canal wall to greet arriving boaters as in A. 7. Direct them to specific cleats to tie up,
2. Execute procedure A. 8. above.
3. Record wagon and CD player loans in that section of the Operations Manual and bicycle loans in the separate binder. Sell ice for \$2 a bag, putting money in plastic pouch in cash box. No receipts required. Ask non-boater visitors to sign the guest register in the Operations Manual.
4. Water plants near the Welcome Center using the procedures in the Operations Manual.
5. Brief your successor as indicated in procedure B. 1. above (except last shift of the day). If your scheduled successor has not arrived five minutes after the appointed time, call that person, using the phone numbers in the Operations Manual/Greeters Roster. If unable to contact that person or that person is not available, call a member of the Management Committee in the order indicated on the “Useful Phone Numbers” sheet for relief. If you cannot arrange for a successor in the time you require, secure the Welcome Center according to D. 1. and 2. below.

**D. Last shift of the day upon leaving**

1. Inspect the premises, note problems in the Communications Book, and report serious matters to the Village DPW. Remove any unused spring valves from the faucets on the pedestals.
2. Turn off all lights and electrical devices (except the computer), rinse out the coffee pot, bring in “OPEN” banner, wagons, and the A-frame signboard, secure the Welcome Center, lock handle-lock (but NOT the upper dead bolt) on upper restroom, and return the keys and cash box to the Village Dispatch Office.

