

Role of Volunteer on Reception

New Forest and District Sailability (NFDS)



Main Responsibilities

- **Preparing reception desk**
 - Take Receptionist's basket, paperwork and radios from NFDS cupboard
 - Complete radio check
 - Collect life jackets from NFDS shed and ensure the shed is left locked
- **Greeting Sailors (Disabled Members)**
 - Tick the sailor's name on the Attendance List. This is vital as we use this information to complete our annual return for RYA Sailability.
 - Enter sailor's name on Daily Log to ensure they sail in turn
- **Collecting Fees**
 - Ensure money is placed in 3 appropriately labelled bank envelopes
 - i) Day Fees
 - ii) Tea Money
 - iii) Annual Membership Fees
 - Issue receipts when requested, normally by groups
- **Collecting Daily Sailing Fees**
 - Sailors = £2.50
 - Potential sailors trying facilities for first time = £2.50
 - Carers = no charge
- **Collect Annual Membership Fees**
 - Sailors = £22.00
 - Young Sailors (18 or less) = £15.00
 - Volunteers = £7.50
 - Young Volunteers = no charge
 - Cheques should be made payable to "New Forest and District Sailability".
 - If groups require a receipt, put receipt number on their membership form.
- **Registering new members - Membership Forms**
 - **New groups** are registered by Rory
 - **New 'Individual' sailors** must complete a membership form.
 - **New Volunteers** should:
 - i) complete and return both sides of the **Membership Form**, but keep the last two pages "The Role of the Volunteer".
 - ii) complete a **Criminal Records Bureau (CRBs)** form; Roger Druce will arrange this. Roger will need to see three forms of identification, e.g. Passport, Birth Certificate, Driving Licence or Utility Bill, PLUS National Insurance Number. Youths (Is this under 21?) do not need to complete a CRB.
 - Advise sailors and volunteers that their email address is a big help to us. We will not distribute this to anyone else as we always use 'bcc' when distributing emails.

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- **Registering New Members - NFDS Membership cards**
 - Issue a Membership Card to all new members
 - Put an *Access Code* sticker on the back of volunteer cards ONLY.
 - Write the Membership Number from the NFDS membership card onto:
 - i) The sailor's or volunteer's Membership Form
 - ii) NFDS Membership List
- **Issuing Life Jackets**
 - Ensure all sailors, carers and volunteers wear life jackets when they are sailing, also when walking near the water and/or on the pontoon.
 - Assist with fitting life jackets ensuring all straps are firmly adjusted and the crotch strap, if fitted, is secure.
- **Organising Sailing Trips**
 - Inform volunteers which sailor is due to sail next
 - Inform sailors when it is their turn to sail
 - Liaise with the Pontoon Co-ordinator
- **Serving Refreshments**
 - Make teas, coffees etc, wash up, tidy kitchen
- **Answering the telephone**
 - Answer with “*Sailability at Spinnaker Sailing Club*”
 - If the caller is for Spinnaker, then advise them to dial 01425 483692
- **Following Emergency Procedure**
 - You will find this in the Sailability Operations Manual

End of Day Procedures

- **Cashing Up**
 - Count the money in each bank envelope and write the total amount on a label
 - Give to Tom Glasson (Treasurer) or Rory
 - Give new Membership forms to Rory
- **Tidying Up**
 - Put all the paperwork, etc. into the receptionist's basket and replace in NFDS cupboard.
 - Put away anything else that is left out on your table.
 - Put any lost property in receptionist's basket. Anything valuable should be reported to Rory.
 - Ensure that radios are switched off before putting them away in the red bag.
 - Make sure that all the mugs are washed up and put back on the shelf.
 - Put all NFDS drinks into their plastic containers, and return to our cupboard in the kitchen.
 - Don't forget our kettle or to switch off water heater.
 - Switch off water heater
 - Take tea towels home to wash. Bring back next time.
 - Put life jackets back into the shed. Please lock.
 - Final clear-up and locking of cupboard and shed is the responsibility of the last person to leave.