PROCEDURE

MANUAL

FOR THE SEDONA

CHAMBER OF COMMERCE

VISITOR CENTER

Updated FY 20

TABLE OF CONTENTS

STANDARD OPERATING PROCEDURE FOR THE
SEDONA CHAMBER OF COMMERCE VISITOR CENTER

The Chamber Visitor Center volunteers and staff provide services to visitors and the community at large. These include, but are not limited to:

- Information about sightseeing & hiking
- Indoor and outdoor recreational and cultural activities
- Events
- Weather and climate, flora and fauna, history
- Driving distances & transportation avenues
- Environmental conditions
- Information about Sedona demographics, such as population, growth factors, job market(s), and other relevant information for individuals, families and/or businesses desiring to relocate, refer to City of Sedona, sedonaaz.gov
- Information about churches, schools, local government, media, civic and non-profit organizations, public libraries, and neighboring communities in the Verde Valley refer to City of Sedona, sedonaaz.gov
- Information about other visitor services/chambers of commerce in the state of Arizona, by way of brochures and pamphlets
- Information about State Parks, historical sites, National Parks and National Monuments in Northern Arizona
- Information about Native American communities in the region refer to visitarizona.com/uniquely-az/american-indian-tribes
- Information about Red Rock Country Coconino National Forest (in cooperation with the US Forest Service)

Visitor Center hours are:

- Monday - Sunday, 8.30 am - 5.00 pm
- Closed Christmas and Thanksgiving

OPENING PROCEDURES

- ✓ Hours are 8am-5pm with ½ hr or 1 hour lunch (adjust time sheet accordingly).
- ✓ Disarm alarm system(keep doors locked until opening time)
- ✓ Turn on lights
- ✓ Adjust thermostat
- ✓ Take passes & money box from file cabinet and place by register
- ✓ Count money 5-$10’s,15-$5’s, 15-$1’s, place cash in register
- ✓ Count passes 40-daily, 20-Weekly, 10-Annual, 10-Grand Annual
- ✓ Turn on computers and video display
- ✓ Clean windows and vacuum and dry mop floor
- ✓ Use disinfectant wipes on phones, keyboards & counters
- ✓ Prepare coffee, stock snacks cabinet for volunteers
- ✓ Refill outside containers for Sedona information
- ✓ Update & post weather for Sedona, Flagstaff, & GC Village (Website forecast.weather.gov) daily
- ✓ Refill work stations (flyers, maps, ESGs, etc.)
- ✓ Refill empty brochure slots
- ✓ Check messages left voice mail-red light displayed
- ✓ Brief volunteers/daily news updates
- ✓ At open time turn on OPEN sign in window
- ✓ At open time take closed signs off both doors
- ✓ Check the outside and straighten patio area and pick up trash
- ✓ Sweep floor

PROCEDURE FOR RECORDING ON THE DAILY CALL LOG

All telephone calls need to be recorded, list the reason for the call and the time the call was received. Tally every night and log sheet is given to the Call Center.

CLOSING PROCEDURES

- ✓ Hours 8:30am-5:30pm 1/2hr or 1hr lunch(adjust time sheet accordingly)
- ✓ Begin at 4:30 pm
- ✓ Clean coffee pot & unplug
- ✓ Clean & tidy kitchen area
- ✓ Empty trash cans, place trash in outside bin
- ✓ Clean windows
- ✓ Fill the outside containers and straighten patio area and pick up trash
- ✓ Refill work stations (flyers, maps, ESGs, etc.)
- ✓ Refill empty brochure slots
- ✓ Hang closing signs; turn off OPEN sign & post card display at **5:00pm, no sooner**
- ✓ Do not start closing the register until the last visitor leaves the building, even if it is after 5pm.
- ✓ Adjust the thermostat
- ✓ Follow POS CLOSING PROCEDURES
- ✓ Clean counters; fill brochures racks, stock retail products, etc.
- ✓ Adjust the thermostat
- ✓ Lock file cabinet
- ✓ Turn off lights
- ✓ Set alarm
- ✓ Lock & double check all doors

THERMOSTAT INSTRUCTIONS WHEN CLOSING THE VC

COOL SEASON TEMP TO 78

WARM SEASON TEMP TO 64

POS PROCEDURE

Passes and Starting Cash

1. Periodically balance the Red Rock Passes throughout the day
   a. Compare the passes left in box against pass sales in POS to balance. To check pass sales, click on "Home" from the top menu bar then choose "Reports" from the side menu bar. From the drop-down menu Choose "***Red Rock Pass Sales.***" Do not print the report.
   b. The number of passes sold for each type of pass on report + passes remaining in box + any voids should = starting number. Note any discrepancies in the end-of-day email.
2. Replenish the passes in the box at the end of the day from the supply in the safe or from the locked storage cabinet in the back (get the key from the office). Replenish to 40-Daily's, 20-Weekly's, 10-Annuals, 10 Grand Annuals.
3. Print a **Daily Sales Summary Report**. Click on "**Home**" from the top menu bar then choose "**Reports**" from the side menu bar. From the drop-down menu Choose "**Daily Sales Summary**" (make sure the date is today's date) and print the report.
   - Optional: Click on "Home" from the top menu bar then click on "Reports" then "Memorized Reports" from the drop-down menu, then choose "Daily Sales Summary" and print the report.

4. **Start-up cash**. Count out the start-up cash for the following day ($148.20).
   a. **Bills:** Count out (15) $5s, (15) $1s and (5) $10's, for a total of $140 – put the bills in the pass box then put the box in the bottom drawer of the small file cabinet in the back room.
   b. Coins: 20 of each coin (25¢, 10¢, 5¢, 1¢ for a total of $8.20) and put remaining change in empty left slot in cash register.

Cash Register Closing Procedures

- **<u>Verify Credit Card Receipts</u>**. Open the cash drawer and remove the credit card receipts from under the cash tray. Click on "**Home**" at the top, from the side POS menu bar, click on "**Reports**," select "**Today's Receipts**" from the drop-down menu. Count the number of credit card sales and compare to the number of paper receipts. If a receipt is missing, find it on the Today's Receipts report, double click on the sale and print another receipt (it will say "reprinted" at the top of the receipt.
    - **Option**: Click on "Reports" from the top menu then select "Memorized Reports" and "Today's Receipts" to get the report.
    -
- **<u>General X-out Status Report</u> to process (settle) the credit card transactions**. If needed, click on "**Home**" at the top then click the "**End of Day**" button on the left side. The "**Point of Sale End Of Day Process**" dialog box will appear.
    - Make sure the only boxes checked are "**Run End of Day Report**" and "**Settle Merchant Account**"
        - "**Run End of Day Report**"
            - ✓ Choose "**General X-out Status Report**" from the list (click the down arrow to see the list). Make sure "**Today**" is showing in the box to the right).
        - **<u>Uncheck</u>** these boxes:
            - ✓ "Print Immediately Do Not Show Preview"
            - ✓ "Backup Company Data" boxes.
    - Click "**Start**"; click "**Close**" when settled.
    - The X-Out report will appear. At this time write down the amount of the day's deposit for the End-Of-Day email.
    - Click "Close" at the bottom to exit out of the report.
- **<u>Z-out Drawer Count Report</u>**. Click on "**End of Day**" button again. The "**Point of Sale End Of Day Process**" dialog box will appear.
    - Check the following boxes:
        - "**Run End of Day Report**"
            - Choose "**Z-out Drawer Count**" from the list (click the down arrow to see the list).
        - "**Backup Company Data**"
    - Make sure "**Choose New Location**" is showing to the right of "**Safeguard your data by creating a backup copy at**"
    - **<u>Uncheck</u>** the following boxes:
        - "Print Immediately Do Not Show Preview"
        - "Settle Merchant Account" boxes.
    - Click "Start"

- The **"Media Totals Box" dialog box** will open
  - Check the little square "**Count**" icon. Count money, putting in number of bills and coins in proper boxes (5 $20's, 3 $10's, 5 $5's, etc.)
  - Click "OK" then "OK" again. You will get a message if money is short or over. Chose "Yes" to proceed or "No" to go back to the previous step to correct errors.
    - If the count doesn't equal the deposit amount, you may go back to the previous screen and recount or proceed and report the over/short on the email.
  - When ready to proceed, Click OK
- **Print the Z-out report.** It's a good idea to make sure the report has printed before closing the report.
-

- **<u>Close out of the POS System</u>**. Click on the X in the upper right of the screen to close out of the POS system.
-
- **<u>Fill out the deposit slip</u>** – any checks (including traveler's checks) are listed separately on the deposit slip and stamped on the front with the "**Sedona Chamber of Commerce Visitor Center**" stamp and "**Pay to the Order Of**" stamp (in Manager's middle desk drawer); **all** coins are shown on the "coin" line (if there is more than $1 in coins, you may exchange $1 in coins for a dollar bill from the cash pouch or from the donations boxes).
- Close out of POS and turn off the monitor - **LEAVE THE COMPUTER ON**.
- Staple the credit card receipts to the **Daily Sales Summary**. Paper clip the **Daily Sales Summary** to the **Z-out report** and put the package in the outgoing box for Admin (Director's office) along with the **Daily Call Log**.

Other Closing Items

- Open Internet Explorer (click on the icon at the bottom of the screen) The "Counts per day" will open. Take total number of visitors for the day x .70 and write down total. If counts page is already open, click "Now" to refresh before calculating the amount.
- On the PC in the back room, open the current year **Daily Visitor Stats** excel spreadsheet from desktop.
    - On monthly RR Pass tab, enter breakdown of passes. Always fill in RR Pass tab first.
    - On monthly tab, Enter walk-ins (counts per day x .07) and number of phone calls. "Total Passes Sold" will automatically transfer from RR Pass tab. **Do not change or type in "Total Passes Sold" column.**
- Email Director and Manager – Create new email, fill in all totals and include a recap of the day with your name.
- Verify Open/Close checklist items are completed before leaving.

PRINT PRICE TAGS FOR RETAIL ITEMS

FROM POS SYSTEM

1. Inventory
2. Item list
3. Find the item
4. Print
5. Select Print tags
6. Print as many tags as needed

POS PROCEDURE EXCHANGE ITEM

- From “New Sales Receipt”
- Go to “I want to” at top left of the screen. Arrow down to “Exchange Item(s)”
- On the top box, select item to be exchanged from “Select Item” column.
- Click on item to be returned, then click “Select Item” box on the right.
- In the bottom box, either scan replacement item or find item from “Find Item” drop down box
- Click on “Accept Exchange” box.

Only use the exchange feature when a similar item of equal value is being purchased i.e. tee-shirt of different size, or different color. Otherwise use “Accept Return Item(s)” and redo sale. The purpose of using the exchange item feature is to keep the inventory accurate.

POS PROCEDURE

RETURNS ON CASH SALE

- From “New Sales Receipt”
- Go to “I Want To” at top left of the screen. Arrow down to “Accept Return Item(s)”
- Click on “Refund Payment” box at bottom right of screen.
- Click on “Accept Change” box at top of screen.
- Return cash to customer

POS PROCEDURE

RETURNS ON CREDIT CARD SALES

- From “New Sales Receipt”
- Go to “I Want To” at top left of the screen. Arrow down to “Accept Return Item(s)”
- Click on “Refund Payment” box at bottom right of screen
- At the top of screen click on “Credit Card Refund Field” (refund dollar amount should move to that box)
- Click on “Accept Change” box.
- Swipe card, accept credit amount (Yes)
- Print receipts and have customer sign one copy and give them one copy.

Accept returns for item purchased within the last three (3) days. If longer than three (3) days contact Director or Manager for approval.

PROCEDURE TO MANUALLY ENTER A CREDIT CARD

You will need:

- credit card number
- credit card expiration date
- customer's zip code

(OPTIONAL - write down customer's name – and get a phone number)

1. Dial **800-228-1122**
2. When prompted for type of call, **press 1** for authorization
3. When prompted**, enter merchant number 4266 9620 0027 0922, then the # key**
4. When prompted, enter **customer's credit card number, then the # key**
5. When prompted, enter credit card 4-digit **expiration date, then the # key**
6. When prompted, enter **amount of sale (no decimal), then the # key**
7. When prompted, **enter 1** if amount is right
8. When prompted, **enter 1** for merchandise
9. **WRITE DOWN AUTHORIZATION NUMBER!**
10. If finished, just hang up

PROCEDURE FOR RECORDING DONATIONS

IN THE POS SYSTEM

1. From the sale screen
2. Type “do” in the search line and select “donations-general”
3. Click on the box “Qty/Price/Discount”
4. On the Unit Price line enter the amount of the donations to deposit
5. Click OK
6. Click on Cash
7. Save
8. Save and Print

PROCEDURE TO CREATE A NEW PURCHASE ORDER#

(PO#)

1. Click on **PURCHASING** (on menu bar)
2. On drop-down menu click on **NEW PURCHASE ORDER** (the computer defaults to the next purchase order number)
3. Select **VENDOR** from drop-down menu
4. Select **ITEM** from drop down-down menu
5. Change **QUANITITY** if more than 1 to be ordered-repeat steps 3 and 4 if necessary
6. When finished, click "SAVE & PRINT", print 1 copy of PO
7. Contact the vendor by phone or email them a copy of the PO
8. After calling vendor, place PO in the Purchase Order binder

RECEIVE RETAIL ITEMS

1. Go to the Purchase Order binder and find the Purchase Order
2. Click on PURCHASING (on menu bar)
3. On the drop-down menu click on the PURCHASE ORDER LIST and type in PO#
4. Select Purchase Order
5. **"I want to"** button and receive items, Select all, continue, save & print
6. Click "Save & Print", print 1 copy of the receiving order
7. Make tags for the items & place into inventory
8. Place PO and receiving order & invoice (if available) On Donna or Brenda's desk
9. PRINT TAGS-Go to RECEIVING HISTORY, Bring up item-click on it, "I want to Print Tags" – print # of tags needed

PROCDURE FOR BEGINNING OF THE MONTH

ROTATION MEMBER BROCHURES/RACK CARDS

1. Rotate rack cards/brochures down and the bottom row rotates to the top

PROCEDURE FOR THE SEDONA CHAMBER OF COMMERCE

VISITOR CENTER EVENTS BULLETIN BOARD

For Special non-recurring events and Signature events, Maximum flyer size - 8½" X 11"

The purpose of the Visitor Center Events Bulletin Board is two-fold: inform our visitors of events in Sedona, and provide partners with another tool for promoting special, non-recurring events.

Its use is restricted only to active partners of the Sedona Chamber of Commerce and Tourist Bureau - the venue must either be an active partner or the presenter must be an active partner. The partner's name needs to specifically be identified on the flyer.

Postings are made on a first-come, first-served basis and as space is available on the bulletin board. Items posted are limited to a maximum size of 8½" x 11", portrait or landscape format and must include member's name, address, specific date and time of the program/event, telephone number, and fee if applicable. Each flyer MUST have a specific date identified on the flyer. Flyers with recurring dates (e.g., Every Tuesday) or one flyer listing several dates in one month will NO LONGER be accepted. Multi-day events are an exception to this rule.

All flyers will be posted by the Visitor Center staff only. Items not posted by the staff will be removed.

PROCEDURE FOR POSTER ADVERTISING

POSTER ADVERTISING SIGNAGE (VC)

A display week is defined as Monday through Sunday. Displays are scheduled on a first come, first served basis with advance payment in full required to secure usage. Posters must be delivered to the Visitor Center on the Friday prior to the display week purchased. The member is responsible for printing to the specifications provided. Sedona Chamber of Commerce is not responsible for signs lost, stolen or damaged during display.

All poster designs must be approved by Chamber staff prior to being displayed. Signs must be in good taste and not include language that is exclusive in nature, such as "only," "best," etc.

Costs and Specifications for the poster insert are as follows:

- Rate: $50 per week for one poster
- Rate of $75 per week for two posters ($25 discount)
- Max insert size: 22" wide X 28" tall
- Viewable image size: 22" wide X 27" tall
- Printed on poster board or plastic panel

STAFF TO INSTALL POSTERS INTO FRAMES

Every Monday morning, review the binder marked Visitor Center Advertising Schedule to see what posters are to be placed for the week.

Remove the old signs and call the partner to pick up the sign(s) or we can discard them if they do not want them back. If the sign does not have a specific date printed on it, we can store them at the Visitor Center to be used at a later date.

SEDONA CONNECTIONS PROCEDURE

1. Sedona Connections will fax a list of brochures every week so as to add new additions to their service.
2. Check the list against any businesses who have added/dropped membership each week before checking brochure inventory (this will save you time).
3. Mark the appropriate boxes for brochures needed.
4. Orders are to be faxed to Sedona Connections no later than 9:00 am every Monday morning so it is best to do this over the week-end. Fax list to (928) 496-2125.
5. When brochures are received, record the number of inches received on the sheet and leave for Sedona Specialist to input into Simple View.
6. Sedona Connections will fax a list of brochures every month so as to add new additions to their service.
7. Make at least four copies of the list to order from for that month.
8. Check the list against any businesses who have added/dropped membership each week before checking brochure inventory (this will save you time).
9. Mark the appropriate boxes for brochures needed.
10. Orders are to be faxed to Sedona Connections no later than 9:00 am every Monday morning so it is best to do this over the week-end. Fax list to (928) 496-2125.
11. When brochures are received, record on the Master Brochure Inventory List. Mark original copy of faxed order with “received” and file it.

AVAYA PHONE & VOICEMAIL INSTRUCTIONS

CPark 1 = 4 are used to put Main calls on hold

1. Internal Access
   Dial *54
   Enter Ext. followed by #
   Enter Pwd 1155#
   Follow prompts

2. Remote Access
   Dial 928-204-1123
   Enter Ext. followed by #
   Enter *R
   Enter Pwd 1155#
   Follow prompts

Voicemail Greeting:
Toggle the large grey arrow right to Voicemail
Press the Voicemail access button
Press the Greeting access button
Record Greeting

Employee Voicemail Message NEW

Hello, you have reached (Name and Title) at the Sedona Chamber of Commerce. I'm sorry I'm unavailable to accept your call. Please leave a message and I will return your call as soon as possible. During normal business hours, to speak with a staff member, press 0 and your call will be redirected. Thank you.

Submit
Listen (Re-record if necessary)

Phone Instructions

1. Transfer a call straight to Voicemail
   While on a call, press Transfer

   Dial #, followed by Extension number (e.g. #111)

PROCEDURE TO RETRIEVE VOICEMAIL MESSAGES

A red light will appear on the phone when there is a message to retrieve

Toggle large grey arrows to Voicemail

Press Voice button

Press listen

Select button: new, old or saved

Write down message or transfer (copy) to an extension

Delete message

PROCEDURE TO SEND A VOICEMAIL TO AN EXTENSION

During or after listening to the message (by pressing voice – listen – new), press the right arrow button until you see “copy”.

Press copy, then if desired add on a pre-recording by pressing the first key reading “pre-rec”.

You only need to use this feature if you wish to tell the person you are sending the message to something before they listen to the recording.

If you do not opt to use this feature, or after using the pre-rec feature, press “targets”.

This is where you will enter the extension(s) and press done. You can then hang up; your message has been forwarded.

PROCEDURE FOR COMPLAINTS

CONCERNING OFF-PREMISESES CANVASSING

(Time Share Visitor Centers)

1. Apologize to the visitor and let them know that we are the Official Visitor Center in Sedona and we assist them and answer any of their questions
2. Please give them one of our complaint forms to fill out
3. If they would like to send an email, please give them Erin Bruce's
4. You can give them the City of Sedona Complaint Hotline 928-203-5000

COMPLAINTS CONCERNING PARTNER BUSINESS

1. Apologize to the visitor and listen to their complaints and be sympathetic
2. Please give them one of our complaint forms to fill out or if they would like to send an email, please give them Erin Bruce's business card
3. We do need the complaint in writing to help mediate the complaint
4. They will be notified by email of all correspondance

COMPLAINTS CONCERNING NON-MEMBER BUSINESS

1. Apologize to the visitor and listen to their complaints and be sympathetic
2. Let them know that the business is NOT a member of the Sedona Chamber of Commerce
3. Give them the number to the Better Business Bureau located in Phoenix
4. They can also go on-line and file a complaint http://www.bbb.org/search/

Main Location:
1010 E. Missouri Ave., Phoenix, AZ 85014-4585
877-291-6222 (ph)
602-798-8279 (fx)

Office Hours: Monday - Friday; 9 a.m. - 4 p.m.
Phone Hours: Monday - Friday; 9 a.m. - 3 p.m.

Yavapai Branch Office:
213 Grove Ave., Prescott, AZ 86301
928-772-3410 (ph)
928-771-1343 (fx)
yavapai-info@arizonabbb.org (e-mail)
Office Hours: Monday - Friday; 8 a.m. - 3 p.m.

CRITERIA TO BECOME A VC VOLUNTEER

If someone is interested in volunteering at the Sedona Chamber of Commerce and Tourism Bureau Visitor Center in Uptown Sedona, please have them speak with Brenda or Donna. If they are not in the VC please take the person's name, phone number and email address. We require all volunteers to attend a training session before volunteering, which are conducted at the Red Rock Ranger District Administration building just south of the Village of Oak Creek.

Sessions typically run from 9:30–Noon (Chamber segment) and 12:30–3:30 p.m. (Forest Service segment). The Chamber session includes information on the Chamber of Commerce, City of Sedona, Customer Service and things to do in Sedona. The Forest Service conducts the segment on the Coconino National Forest, Red Rock Pass Program and hiking trails.

Once the training is complete, all new volunteers are scheduled to shadow a seasoned volunteer to familiarize themselves with the Visitor Center and observe how to field questions from visitors.

We have 3 volunteer shifts per day; 8:30 a.m. to 12:45 p.m., 10:00 a.m. – 2:15 p.m. and 12:45 p.m. to 5:00 p.m., seven days a week (4 volunteers during busy season). We request that our volunteers work a minimum of 96 hours per year (average of 2 shifts per month), attend 3-6 volunteer FAMs (familiarity tours with our businesses). Volunteers are required to work a minimum of 96 hours in the FY to qualify for the Annual Volunteer Appreciation Dinner. Some volunteers have regular weekly shifts (full time residents) and some are "floaters" picking up shifts as their schedule allows.

Volunteers are also required to use our online scheduling system to sign up for shifts. Training will be provided after the shadowing is complete.

WHEN TO HELP VOLUNTEER SCHEDULING PROCEDURE

- Log in to the **When to Help** scheduling software.
  https://whentohelp.com/logins.htm

  User id: Sedona Password: chamber

- Click on **SCHEDULES**; the monthly view should open. Select the appropriate month then click on the **WEEKLY** tab. You can only import previous information one day at a time or one week at a time.
- Starting with the first **full** week (Monday-Sunday), click on **IMPORT** and select a week from a prior month. Change any floaters (names in **red**) to "**unassigned**". For partial weeks, import one day at a time using a previous day and repeat the process to change floaters to unassigned.
- Once the schedule is complete with Regular Volunteers and unassigned shifts, check for any volunteer time off requests for that month. Pending time off requests will appear on the HOME page, or check email. Approve the requests and the shifts will automatically be changed to "**unassigned**."
- Publish the schedule so that the Regular volunteers will be able to view and pick up unassigned shifts.
- Send out an email to all **Regular** volunteers that the schedule has been published and is ready for review. Remind them to request time off for the month if needed so that the open shifts will be available for the Floater volunteers to see.
- Once the Regulars have responded and time off requests have been approved, release the schedule to the floater volunteers. Send an email letting them know that the schedule is now available for them to choose their shifts for the month.
- As requests to pick up shifts come in, approve the shifts and change the floater volunteer name to green.
- The schedule will be evolving throughout the month. If there are a lot of changes or a lot of shifts remain unassigned, send another email and ask for help. Reprint schedule as needed.

COMPUTER & PHONE ISSUES-DIFFICULTIES

What procedures to take when the POS System stops working

Call Kevin 928-451-4264, Defcon5 Technologies

What procedures to take when the Computers or Internet, or Wireless Internet stops working

Call Kevin 928-451-4264, Defcon5 Technologies

What procedures to take when the phones stop working

Call Kevin 928-451-4264, Defcon5 Technologies

PART-TIME EMPLOYEE TIMESHEETS

Payroll runs over a two week period starting on Sunday-Saturday

Lunch Breaks: 30 Minutes-60 Minutes

Opening Staff: 8 AM – 5 PM

Closing Staff: 8:30 AM – 5:30 PM Lunch breaks: 30 or 60 Minutes

Include time for Staff Meetings

- Enter you name under “Employee Name”
- “Work Location” is Visitor Center
- Enter the Sunday start date next to “Sun” field
- Continue entering dates for entire 2 week pay period down left column.
- On a daily basis, at end of day, enter under the appropriate column heading:
    - “Arrival Time”
    - “Lunch Out”
    - “Lunch In”
    - “Departure Time”

On a daily basis, at end of day, calculate the “Total Hours”

At end of week total “Total Hours” column.

Continue with week 2.

Total “Total Hours” column.

Add “Total Wk 1 + Total Wk2” under “Total Hours Worked”

You only get paid for hours worked.

DOUBLE CHECK YOUR ADDITION, PLEASE.

Sign above “EMPLOYEE’S SIGNATURE” and put in yellow folder on Director’s desk.

PART-TIME EMPLOYEE REQUEST FOR TIME-OFF

Please fill out an Out of Office Request Form

Sign your "EMPLOYEE SIGNATURE" and please give to Brenda or Donna

Replacement for your shift will be organized by the Director and/or the Manager

PROCEDURE FOR MEDIA INQUIRIES

It is the general policy of the Chamber of Commerce that Visitor Center volunteers and staff **DO NOT** speak to media. If a travel writer, journalist or other member of the press/media stops at the Visitor Center and is looking for quotes for a story or news item, they should be referred to the Chamber staff listed below.

Any inquiries from crews, media, travel writers, etc… should be directed to the following staff members (*please contact in this order):*

1. Jennifer Wesselhoff, President/CEO
   (928) 204-1123 ext. 100 (928) 300-8229-Cell

2. Erin Bruce, Communications Manager
   (928) 204-1123 ext. 170

PARTNER REFERRALS

Simpleview

Current User group – CONSUMER

Recently viewed, choose walk in or call in

Under RUF details, choose Partner Referral

Choose New Referral

Choose Search by Name

In account, type name of member referred

Click on name (member will appear below the space, you can keep adding other accounts).

Click on the member

When completed, click Next

Select all

At the bottom of the screen click Next

Click yes for print/mail on delivery options

Click Send Referral

Click Done