

# **GALLERY DOCENT TEAM GUIDE CAMBRIA CENTER FOR THE ARTS**

**EDITORIAL DATE: MARCH 16, 2025**

## **INTRODUCTION**

First and foremost, please accept our deepest appreciation for volunteering to serve as a Gallery Docent Team Member at the Cambria Center for the Arts (CCA). Your care and concern for our valuable community Gallery is so appreciated.

This Gallery Docent Guide is simply a tutorial aid divided into three separate sections addressing the three basic tasks involved with our Gallery; (1) how to safely and efficiently open the Gallery...page 2, (2) if necessary, how to conduct business at the Gallery...pages 3 and 4, and (3) how to efficiently close the facility...page 5.

It's important that you realize that **THIS DOCUMENT WAS DESIGNED SOLELY TO COMPLIMENT YOUR FACE-TO-FACE IN-PERSON TRAINING SESSION WITH DOCENT TRAINERS HANK FRIEDMAN AND SHERI PARISIAN.**

As an aside, should you get anxious or momentarily forget any aspect of the listed procedures, you can always call any of the following people for assistance regarding their area of responsibility:

<b>Docent Procedures &amp; Training:</b>	<b>Hank Friedman</b>	<b>(805) 203-5395</b>
<b>Docent Scheduling &amp; Training Issues:</b>	<b>Sheri Parisian</b>	<b>(805) 434-7060</b>
<b>Gallery Director for Emergencies:</b>	<b>Margo Ternstrom</b>	<b>(310) 702-4265</b>

In conclusion, thank you again for being a member of our Gallery Docent Team. Frankly, without people like you, the CCA Gallery couldn't possibly provide our community and visitors with the art, goods, and services currently being provided. And please remember, if you **EVER** get anxious, are unsure about any particular procedure, or just want the support of a friendly colleague, **JUST GIVE HANK A CALL AT (805) 203-5395.**

# **OPENING PROCEDURES**

## **A FEW LOGISTICAL ISSUES:**

1. Plan to arrive 20 minutes before your first “shift”. It’s suggested that you arrive at 11:40 AM, and **BRING THIS DOCENT GUIDE WITH YOU...JUST IN CASE!!!**
2. Bring a snack. However, we only ask that you keep it out of sight for the Visitors.
3. If the telephone in the kitchen rings, please answer it. The caller will undoubtedly be asking about the location or address of the Gallery (1350 Main St.), its days of operation (Tuesday thru Sunday), or its hours of operation (12:00 – 4:00). Messages can also be taken, and left in the appropriate Branch Folder in the Office Nook at the far end of the Studio.

## **IN SEQUENTIAL ORDER, HERE IS THE OPENING PROCEDURE:**

- 1 – A week before your scheduled Docent assignment, Sheri Parisian will e-mail you the current 9-digit access codes. Be sure to jot down the access code(s) corresponding to your day(s), and bring it with you.
- 2 – Upon arrival, go to the side door located about 50 feet to the right of the front doors of the Gallery, locate the lock-box to your left, tap it firmly, and enter your 9-digit access code. When it lights up, tap the lock icon firmly and pull *down* the face of the keypad.
- 3 – Remove the key from the hook and unlock the door to your right by turning the key clockwise. Open the door, turn the key counter-clockwise to re-lock the mechanism, return the key to the hook in the lockbox, close the cover, and tap the lock icon, again, to lock it up.
- 4 – Enter the room, being sure to securely close the door behind you, and go to the “Secret Key Location”. Hank Friedman showed you the exact “Secret Key Location” during your training, but if you’ve forgotten, please call him at (805) 203-5395.
- 5 – Take the “Secret Key” and unlock the Front Desk drawers. Open the 2<sup>nd</sup> drawer, and remove the 3-ring binder titled “DAILY SHEET”. In it, you’ll find 3 sets of keys and a number of blank “Check List & Report” sheets. Move one of the blank “Check List & Report” sheets to the front of the binder, and fill-out your name at the top.
- 6 – Then simply follow the “Check List” **SHADED IN YELLOW** to complete the Opening Procedures... Just check ‘em off as you go. They’re really quite simple and straight-forward. However, if you do get confused, call Hank at (805) 203-5395.
- 7 – If you’d like to enjoy some music during your time as a Docent, feel free to activate the *Alexa* unit you’ll find above the lighted cabinet on the left. Just stand in front of the device, and say “Alexa, please play \_\_\_\_\_.” You can also adjust the volume and/or turn it off using the same method.
- 8 – If the room temperature is a bit too cool for you, there’s an individual electric heating unit behind the Welcome Desk that can be set for whatever temperature makes you comfortable. *Please be sure to turn it off before you leave.*

# **BUSINESS PROCEDURES**

The art, jewelry, cards, blank canvases, donations, and tickets to upcoming theater events can be purchased by any Visitor with the means to do so. These transactions can be made in cash, by check, or by use a credit card. Let's take them one at a time.

## **BY CREDIT CARD**

A purchase transaction using a credit card is far simpler than either a cash or check transaction (below) because there's no need to calculate sales tax. "Square" does it for you.

### **THE PROCEDURE:**

- 1 – Wake-up the "Square" device by pressing the Home button (round depression on the right side of the device). You may have to then enter the code - which is taped to the Front Desk.
  - 2 – Hit the 'Square' icon on the screen, if needed. In 'Library', scroll down the list of services and artists until you come to the appropriate service or, for artwork, name of artist.
  - 3 – Tap the service or artist involved, and an on-screen keypad will appear.
  - 4 – Using the on-screen keypad, insert the price to be paid. Don't forget to include whatever cents are stipulated on the purchase...to include ".00" if there are no cents involved. There is no need to worry about adding the tax..." Square" will automatically do all that for you.
  - 5 – If more than one item or purchase is being made, tap on the "+" icon and insert the cost of the second item. Repeat if there is a third item...and so on.
  - 6 - Tap the 'Charge' button below the keypad. This will take you to the payment screen.
  - 7 – Ask for the Visitor's credit card. Tap or slide into the slot to the right of the screen and consummate the transaction by using the visual prompt seen on the screen.
  - 8 –Return the card to the Patron. They may need to sign the square device, which can be given to them, onto the Welcome Desk shelf.
  - 9 -- Using the Triplicate Receipt Box located at the desk, ask the patron to fill in the top two lines with their name and contact information. You then need to fill in the description of the property (artist name, if applicable) or services purchased, the item's price, the 'Square' tax, and the total price.
- HINT: Having the patron fill out their information at the top, while you enter the sale in the Square, is a quick way to do this part. Enter the Sales Tax on the form before you hit "Charge"**
- 10 - Draw a line through the statement regarding returns located at the bottom of the receipt, and initial it and date it in the lower right-hand corner. (because all sales are final)
  - 11 – Sign the receipt, date it, and provide the Patron with the YELLOW COPY of the receipt,

12 – After the Patron leaves, place the WHITE COPY of the receipt into the lower section of the Cash Box.

13- Place the PINK COPY of the receipt in the “Current Show Binder”- Pink Copy section.

14 – If the Patron wishes, their purchase can be wrapped. Tissue and bags for jewelry and tiles are available below the Gallery display cabinets. Butcher paper and tape for larger paintings are available in the Studio Office.

15 – Mark the sale on the reverse side of the “Checklist” you filled out at the beginning of your shift; mark SOLD (w/date) in the Current Show binder. Notify the artist (info on Current Show page). If their piece goes with the customer - the artist may replace it.

16 - If the purchased item is staying in Gallery - **place a red sold sticker on the information card** for painting or item. Copy the Patron’s name and contact info and tape it to the back.

**17 – \*\* IMPORTANT:** To eliminate the just-sold piece of art from our “virtual show”, and prevent an embarrassing “double-sale”, **please send immediate notification of the sale of that particular piece of art to Cam Arnold at [camarnold@yahoo.com](mailto:camarnold@yahoo.com) or text her at (714) 269-1452.**

## CASH PURCHASE

1 – Follow the previous steps 1-6.

2 - Once on the payment screen - look to the top left corner and press “All Payment Options”. Choose “Cash” on the next screen.

3 - Accept the cash and enter the amount given on the screen. The Cash page will give you the correct change to give back to the Patron. Then make the change as required from the cash found in the Cash Box.

2 – Fill out the Triplicate as above - Steps 9-13. Except, place the **WHITE with the cash given** attached to it with a paper clip into the bottom of the cash box.

3.- Continue with steps 14-17.

## BY CHECK

1- The process is the same as a cash transaction, except once on “All Payment Options” page hit ‘Check’ and follow the prompts.

As of now, we do not ask for ID verification when accepting a check for payment. To-date, we have not been defrauded by anyone using a fraudulent bank account or a bogus check. Of course, that might change in the future

## DELIVERY OF THE PURCHASE

When Patrons purchase a work of art, they usually wish to leave the premises with that purchase. However, on occasion, a “featured artist” or a local artist would rather not have the purchased piece leave the exhibition until the end of the show. In that case, we ask that the Docent attempt to contact the artist by telephone and **GIVE THE ARTIST THE CHOICE OF ONE OF THE FOLLOWING OPTIONS:**

A – Purchase the piece of art today, and make arrangements for its “pick-up” at the conclusion of the show.

B – Purchase the piece of art today, and take it from the Gallery now.

C – Refuse the sale altogether.

The telephone number for all participating artists can be found in the 3-ring binder titled “CURRENT SHOW”. However, if the Docent can’t reach the “featured artist”, it is the Docent’s responsibility to act in place of that artist. We ask that our Docent offer the potential Patron only options A and B. If the potential Patron balks at option A, just complete the sale using option B. It is generally agreed that when an artist can’t be reached, all parties are best served when a sale is consummated and the piece of art is taken.

## THE PURCHASE OF THEATER TICKETS

**Please be aware that My805TIX** is a very easy website to buy our Theater tickets. Please inform the Patron who might want to use that instead of you, now or in the future, if that are tech ready.

Below you will see a comprehensive list of Theater Ticket Purchase instructions that can be found posted at the Welcome Desk. What follows is an abridged version of those instructions:

1. Activate the small white Theater Card Reader on the left-hand side of the Welcome Desk, or plug in and wait until green light shines.
2. Activate the Square monitor by pushing the indented button to the right of the screen, and open the apps for Square by “re-pushing” the indented button to the right of the screen.
3. Click on “**Ticket Sauce**” icon, it has a fire-like icon below it.
4. When the app loads you may need to log in: **boxoffice@cambriacenterforthearts.org** and **CCAbbox1350** as a password. To connect credit card reader: from the Box Office page: click the wave box icon at upper right and choose the only option we have.
5. Via the 3 lines in the upper left-hand portion of the screen, select the date of the show being requested by the patron.
6. Select the Show that the Patron wants. Press the “Box Office” in the lower right-hand corner.
7. At upper right, select SEAT SELECTION. By using the theater diagram that appears, carefully touch the seat or seats requested by the Patron. The RED dots are available seats. Press again to change the selection. Click on the seat type amount in drop down box. Click on “Member” or “General Admission” price.
8. If you permanently select a seat that is not wanted, you may have to have Jeni at: 805-995-0000 fix the error, next week. Just start again for Patron.
9. Press the credit card icon at top right. Place total amount. Please fill out the cc holders name, phone number and email address and **offer the option to receive updates** from us and check

box if yes. Place the Patron's credit card in the Theater Card Reader at the left-hand side of the Welcome Desk, when flashes.

10. Consummate the transaction, by pressing the SUBMIT ORDER button.

11. Return card to Patron.

12. We cannot do cash sales, unless we have cash box out for Theater. But if they have exact change, we can accept sale, fill out a triplicate form, paper clip it to their cash and place into our cash box.

## **CLOSING PROCEDURES**

Beginning at about 3:50, refer to the "Gallery Checklist & Report" you used when opening the Gallery...specifically, the blue section at the bottom of the sheet. That blue section will help guide you through the process.

### **IN SEQUENTIAL ORDER, HERE IS THE CLOSING PROCEDURE:**

- Retrieve the flag, the sandwich board, and the easel you placed in front of the Gallery, and return them to the Gallery Lobby.
- Close the two front doors, making sure that they're securely locked.
- Turn off the neon "OPEN" sign.
- Turn off the lights in the Studio and lock the door.
- Turn off the lights in the two Cabinets and lock the four locks.
- Using the number that appears on the Visitor Counter, note the number of Visitors we had at the top of the "Gallery Checklist & Report".
- If you made a cash sale during your shift, recount the cash in the top of the Cash Box, and note the numbers on the back of the "Gallery Checklist & Report".
- Be sure your welcome desk area is neat and tidy.... No breadcrumbs!
- Return the Cash Box to the safe, and be sure to lock it.
- Empty the trashcan behind the Welcome Desk into the large receptacle in the Kitchen. If that large receptacle is more than 3/4 full, please empty it into the huge garbage receptacle in the back parking lot in front of the Pickleball courts. The key to that receptacle is hanging on the wall opposite our safe.
- Be sure that all the keys are on the rings of the "Daily Sheet" binder, place it in the 2<sup>nd</sup> drawer, lock the desk using the "Secret Key", and return it to "the secret place".
- Turn off all the lights in each of the three hallways.
- Lock and close the Kitchen door.
- Finally, exit the Gallery through the door you used to enter the building at 11:40 AM...being sure that it closes securely behind you.

One last item regarding the closing procedure. Do **NOT** attempt to turn off "Square" or the monitors above the Welcome Desk, in the Studio, or in the Lobby. They are all on regulated timers and will turn-off as scheduled.