READ ME!

Contents

Start of day and everyday tasks

Turn heating thermostat up to 20.

Put 2 Laptops and till on counter, duty manager to log on to Lend Engine

Plug label printer into laptop 1 (NB the software is only available on laptop 1)

Check and respond to things@letchworthgardenshed.com emails on either laptop (see below for details)

Check answerphone, and respond to customers queries, delete message from answerphone once dealt with.

Check diary for any expected actions.

Prepare items due for collection, reading the checkout notes on the items so that we are prepared when the customer comes to collect.

Change sign to open at due time.

Put signboard out on street

Check overdue items and chase.

Check items catalogued and ready to be allocated a QR code or location, (see below for details)

Check items due to be returned to see if any have been booked out by another customer, if this is the case we may have to ring the existing customer towards the end of the day to ensure the items return.

At the end of the shift prepare items due for collection on the following shift, to make sure everything due out is available.

End of day tasks

Change sign to closed

Bring signboard in off the street

Log off laptops and put them and the till away

Lock quarantine room and put keys away

Turn heating thermostat down to 10

Check back door locked

Wash up any dirty cups, crockery or spoons

Switch off lights

Lock door

Weekly Checklist

Vacuum the shop

Clean the kitchen & toilet

Change towels & T Cloths for fresh

Check and clear any pending items

Check and clear or diarise any money owed

Order any consumables or spares required

Sign up new members

Add new contact and save, check proof of address and enter yy/mm in the box and save.

Memberships are either paid, free from the gifting tree, or free from one of four vouchers – our gift vouchers, Settle or FGCH and Letchworth Heritage vouchers.

Vouchers should be validated – the options to do this are on the add membership menu in lend engine and we have shortcuts on the browser screen.

Settle and gift vouchers - use voucher checker

Scan the bar code using qrbot application on the iPad on the presented voucher, should come up as unused, select use it.

FGCH - use voucher generator

Enter post code and house number

The voucher code shown should match the code on the voucher presented by the member.

Collections

Respond to and tick "check out" notes.

Check them out, and take payment on the new card machine (Square) - powerup button on left side, select amount(s), select review sale, select charge, select confirm, then customer can pay contactless.

If paying cash once confirmed select x and select cash. Print off Square daily report and put in till with receipts

NB the card reader is battery powered so can be unplugged in order to take payments, please plug it back in once transaction is complete to ensure the battery is fully charged.

Returns

Receive returned items, visual check for condition, respond to and tick "check in" notes, enter in PAT test book as appropriate, check system for item location and put away (change on system if position is not recorded in custom field.

Check item for cleanliness and clean as required.

Check to ensure customer does not owe us money for an extended loan

If we identify that we need any parts to repair the item or any consumables - please write them in the "consumables required" book. Date, LGS number, Item description, Item required and leave space for order date and comments.

Returns needing repair

Seek feedback from borrower, any items requiring repair go into quarantine room under repair area. **Fill in form on wall** with date, item, nature of fault/missing parts/etc. Change on system (move to Repair, untick list on web site tick boxes). Check lend engine for any upcoming reservations for item needing repair.

Loan extensions

Loan extension requests are made by phone or by email. The customer cannot extend a loan on the website but can rebook the item.

If the customer has rebooked, delete the rebooking and extend the existing loan.

If the customer requests and extension, check to make sure the item has not been booked by another customer and if not then extend the loan - if the customer wants to extend beyond 28 days we should encourage them to return the item and rebook it for when they actually need it.

If the item is required for another customer, explain and ask that the item be returned in time for us to be able to meet the other booking.

Extend the loan on lend engine then write in the diary on the return due date that the customer owes us money for the extension and how much.

Daily things@letchworthgardenshed.com email handling

The objective is to keep the inbox clean and ensure that incoming emails get dealt with appropriately.

The laptops in the shop are deemed the master mailbox

There are some sub mailboxes - cancelled reservations, donations, loan extensions, new registrations, wishlist, newsletter and shed admin

Mail set up on other devices keeps in sync with the master and shows the sub mailbox/folders.

On a daily basis, duty shop manager to check emails on either laptop

Move new registrations emails to "new registrations" sub mailbox

Respond to any loan extensions, and once complete move emails to "loan extension" sub mailbox

Move any cancelled reservations to the " cancelled reservations " sub mailbox

Donations, respond using the email template (stored in the sub mailbox "Templates for donations)) once complete move emails to "donations" sub mailbox

Wishlist remains with Angela, who will move complete emails to "wishlist" sub mailbox

Newsletter signup also remains with Angela, who will move complete emails to "newsletter" sub mailbox

Move junk mail to "Junk" sub mailbox

Donation actions

Check donated items and move to appropriate locations

We should not accept :-

Anything petrol or gas powered

Anything requiring specialist skills/training to operate safely (e.g. welding equipment) or solely for the use of a trade professional (e.g. 110v site equipment)

Anything requiring licence or insurance to operate (e.g. electric wheelchair)

Anything with personal hygiene implications

Anything for daily domestic use (kettle, microwave, coffee machine)

Anything too bulky to fit in a standard hatchback or too heavy for easy transportation

Any battery powered tool using NiCad technology (the battery life is poor and the cost of replacing batteries high)

Non-working, broken, damaged and not saleable go into back office for disposal

Working, good condition non electrical items onto rack in quarantine room for photographing unless they are things that we already have a lot of on the catalogue in which case they are put under items for consideration, **fill in form on wall** with date, item, reason for query

Working, good condition electrical items record in pat test book and put on Lens Bench. Once PAT tested go into the quarantine room for photographing unless they are things that we already have a lot of on the catalogue in which case they are put under items for consideration, **fill in form on wall** with date, item, reason for query

Working, good condition items but not suitable for Shed go into the outside shed sale items store ready for sale (PAT test as appropriate). Fill the details in the black book "Things in the back shed for sale"

Working, good condition items where we are not sure go in the quarantine room under items for consideration, **fill in form on wall** with date, item, reason for query

Items for consideration will be evaluated by Gareth, lead on things in consultation with management team and moved to the appropriate location.

Photographing

Set up green screen, use the iPad to photograph and the "things@" email to send the photographs and product details to Emma. Small items such as garden hand tools that do not require product manuals can be added straight into lend engine without the need to send them to Emma.

Photograph item packed, unpacked, set up and a photo of any product description, model number to aid cataloguing. Use tape measure to indicate scale as appropriate.

Research item to locate any online manuals and user guides, create a new catalogue item with description, model numbers, attach guideline, weigh and enter item weight. Identify suitable location for storage, print labels for LGS# and Pos#, move on system, enter location details in custom fields put item in location. See instructions on the clipboard on how to use the Brother label printer (NB the software is only available on laptop 1)