SU Reception:

Everything you need to know

CONTENTS

Start of Day Set-Up

1. Keys are kept in the lock box in the staff room, code is above.
2. Open the shutters – put the key somewhere safe (in a pigeonhole, in the pen pot on the desk, etc)
3. Turn on the computer, the TV and lights.
4. Make sure the TV is running the slideshow
5. Log in to the main computers using your personal staff login.
6. Open the following applications on the front computer:
   a. MSL (logged in)
   b. Outlook Email

End of Day Set-Down

Essentially the reverse of what you do to open up.

1. Close down the till as follows:
   a. On the till, select 'Manager' in the top, then 'Close Down'
   b. Count the cash and declare it on the till
   c. Count cheques and declare the total amount on the till
   d. Look at credit card receipts and declare total amount on the till under Wifi Credit Card
   e. Leave £20 in the till and put the rest in bags and in the safe in the back corner, along with cheques
   f. Leave the close-down receipt in the till
2. Turn all computers and the TV off.
3. Turn all lights off.
4. If there are any A-Boards outside/ in the foyer, bring them in and close the shutters.
5. Take the keys back to the lock box

Receptions Day-to-Day Routine / Jobs

- Sell SU memberships
  - Follow MSL instructions
- Answer emails and calls as they arrive – *see below*

   PHONES

- o To make an external call, dial **9** followed by the number.
- o To make an internal call, dial the four digit number on the staff contact list.
- o To connect to the main switchboard, dial **0** and ask for the relevant person.
- o To transfer to a specific person, press **'transfer'** and then dial the four-digit number. Once the staff member has answered and confirmed that they will take the call, put your phone down.
- o If you cannot get through, press **'end call'** and take the person off hold by pressing the **red button**.

  ### *EMAILS*

- o We oversee suhstaff@aber.ac.uk
- o If you are unsure how to answer a query, ask Catrin or Kit.
- o If there is someone better suited to answer the query, forward the email to that staff member using the appropriate email on the contact sheet.
- o The standard emails are bookings enquiries, finance questions, or any questions about the union itself.
- o Once you have completed the emails, please move to appropriate folder so we know what has been dealt with.
- o If you read an email and want to leave it for Kit, mark as unread and he will pick it up. If urgent, flag it.
- Answer any queries that come up at the front desk
- Respond to queries from clubs or socs
  - o Usually these are with regards to their balance. If so, ask them to email a request so it can be forwarded onto Finance.
  - o Sponsorship requests also go to Finance; other club/soc requests go to Opps (Tom or Paige)
- Make sure the TV is on:
  - o ON > Press SD Card > OK > Select 'Photo' > Press the red button > Press 'Slideshow start'
- Replenish the front desk badges
  - o Badge makers are kept in the top drawer of the metal cabinet to the left of the till; components are in the lower drawer
  - o Templates are in studentunion-shared > Reception things > suhstaff folder > badges

- o For instructions – ask Kit
- o Stocks of badges are kept on top of the cabinet; they are sorted according to the list on the whiteboard and the notes on the pots

~ If anyone asks to put up flyers, they can go on the noticeboard but they <u>MUST</u> be bilingual ~

Who to Contact

Below are the main people to contact if you're not sure what to do with a query:

Societies related queries – Tom (susocieties@aber.ac.uk)

Sports related queries – Paige (suclubs@aber.ac.uk)

Events / Media queries – Jess (jee46@aber.ac.uk or sumstaff@aber.ac.uk)

Website queries – Cleo (cls40@aber.ac.uk or sumstaff@aber.ac.uk)

Finance queries – Catrin and Kit (sufstaff@aber.ac.uk)

General advice queries – Molly (union.advice@aber.ac.uk)

Volunteering queries – Tom (suvolunteering@aber.ac.uk)

Campaigns queries – Voice department (suvoice@aber.ac.uk)

External room bookings and events queries – Jess (jee46@aber.ac.uk or sumstaff@aber..ac.uk)
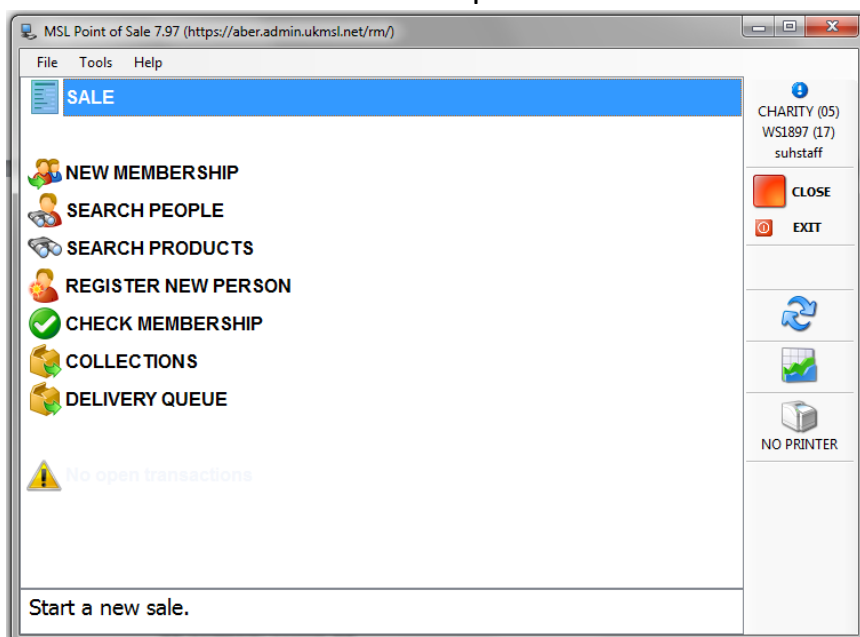
MSL – Online Till System

MSL is used for Club and Soc membership purchases, trip purchases and Team Aber insurance purchases. The steps below can be used for **any product**.
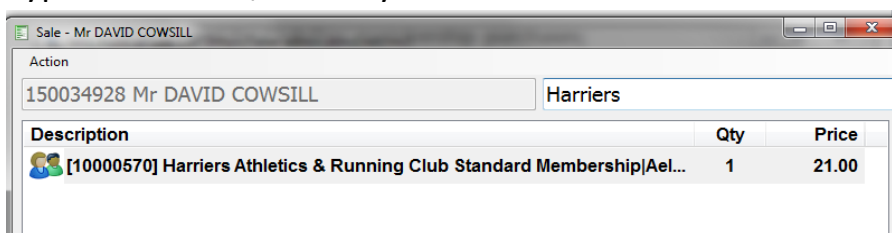
Purchase:

If someone says they wish to buy a membership, you can fill in as shown:

1. Click on the 'sale' box at the top

2. Type in the student number as it appears on their AberCard – top left box
3. Type in the Club/Soc they want into the 'Products' box – top right box

4. If they haven't already purchased TimAber insurance, add this to their basket. It is a one-time payment of £5 and covers them for the full year.

   If they don't have insurance a little ⚠ will pop up next to the product.
   ~If a student doesn't have TimAber insurance they cannot join any clubs or socs~

5. Press **F1 – Finish** after the student is happy, and select how they are paying – i.e. cash or credit card. Take the card payment or the cash.
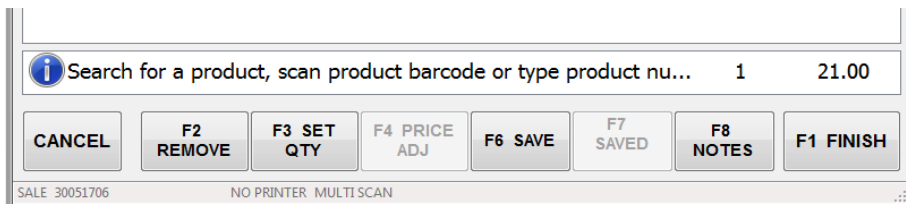
6. After the student has paid, go to the normal till. Press 'Online Reception' and put the amount they paid in.
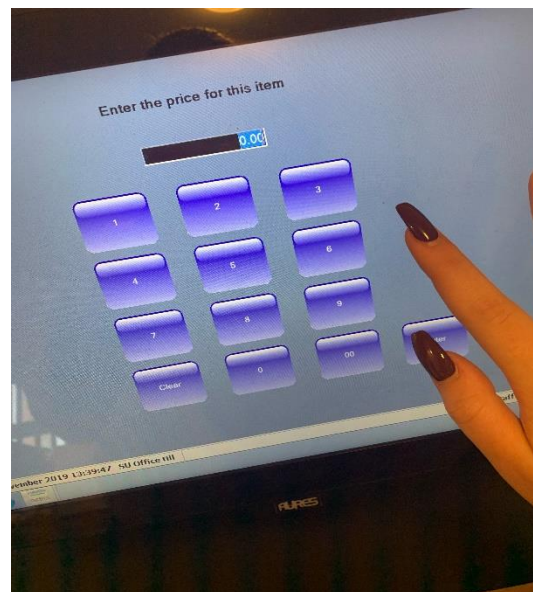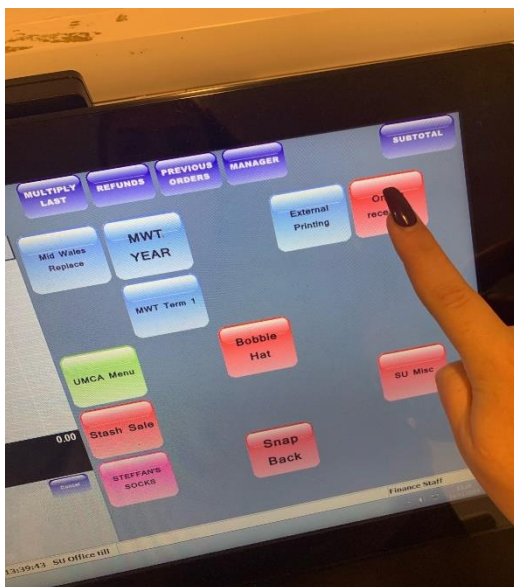
7. Press subtotal to go to the payment screen. Choose either Wifi Credit card on the right hand side, or the amount of cash along the bottom. NOTE: The 'Credit Card' button does not work; use 'Wifi Credit Card'
8. Print a second receipt by going to 'Previous Orders' – write on the back what they bought (and individual prices if they bought multiple things) and leave this receipt in the income tray to the left of the till

NOTE: everything purchased via the online reception *must* go on the online reception button, *not* a club/soc button or any product button.

Collections

If someone has ordered something for/via a club or society or comes to collect a shirt/hoodie for A Team or Academic Rep, it will be in the cardboard box by the breast milk fridge, or by the empty desk.

Varsity bundles will be in their own box by the empty desk.

Anything for the shop, bar, staff, or officers will be in the appropriate pigeonholes.

Volunteer certificates and AberSU Celebrates nomination cards and certificates will be under the reception desk, on top of the grey file drawers.

Totum cards are in the grey file drawer to the left, under the reception desk. They are filed by last name.

Breast milk fridge

If someone asks to put breast milk in the fridge, put it in one of the tubs and put on a post-it with their phone number. Tubs and post-its are both on top of the fridge.

Outlook Calendar

When you have time and/or at the end of the month, go through all the SimplyBook events in the Outlook calendar, check who they're for, and compress bookings of several hours into a single appointment on Outlook, save it as appropriate (club/soc/event name, room), and delete the SimplyBook appointments. This will not free up the room on SimplyBook, but it will neaten out the calendar.

SU Till:

All buttons of the front screen have prices attached to them, apart from the **'Online Reception'** button as shown in the previous section.

Just take the payment, click the button and press subtotal – also shown in the previous section. Remember to use 'Wifi Credit Card' and not 'Credit Card'

Paying Money In for Clubs/Socs

When a club or soc needs to pay money in, they will give you a **'Money In'** form as shown below:

You need to check all details are correct:

✓ CLUB NAME
✓ GENERAL ACCOUNT
✓ DATE
✓ DETAILS OF INCOME
✓ TOTAL RECEIVED
✓ CASH BREAKDOWN (if necessary)
✓ PAID IN BY: SIGNED
✓ BOTTOM DATE

Once all of these details have been filled in correctly, you need to sign the 'RECEIVED BY' line.

Ask the person paying in to take a picture of the form to ensure they have a record.

To pay the money into their account, you'll need to find their club/soc on the till. You'll find this under one of the tabs on the left side of the screen. If any name is wrong or a group is missing, write a note on the whiteboard and Kit will change it.

Once you find it, press the button to enter the amount and follow the normal paying in steps. Then put the form and receipt in 'income forms' tray.

Sponsorship forms

Students may come in with sponsorship forms for clubs/socs:

Check that everything is filled out and accept it. Ask whoever is handing it in to take a picture so they have a copy/record in case anything happens.
Leave the form in the 'sponsorship forms' tray on top of the folder. Let Tom know for societies, and Paige for clubs, so they can check and sign it.

Sum Up card readers

The Sum Up machines are on top of the pigeonholes.

When someone requests the sum up machines via email, note it on the suh calendar and invite sufstaff.

Sum Up forms are in the tray next to the till. When someone comes pick up the machine, make them fill out the form first, then put it back in the tray. When they hand it back in, note how much money they made on it and when they handed it in, then put the form in the front of the plastic sleeve in the tray.

Aber Card Top Up.

Open till (0417), Place Student Aber Card on reader next to the till and click on cashless top up and click student cashless and then choose cash and put in amount. Then click subtotal and hand card and receipt to customer. Note that we can only top up by cash; for topping up Aber card with card payment, they need to go to the bar or shop, or Hugh Owen library.

Bookings

Students can book:
- Any meeting room
- The Main Room
- Room 5 – Dance space
- The Picture House (after 2pm)
- Study rooms in Pantycelyn
- Lolfa Fach in Pantycelyn

If students ask for a one-off booking, refer them to the online booking system ystafellaberrooms.simplybook.it

If they ask for recurring bookings write down when and where they want it and send the email to either Tom (susocieties) or Paige (suclubs) and Kit (kih33@aber.ac.uk) to confirm later. Make sure to ask which group it would be for, and their email address.

If any bookings come in from SimplyBook on the reception email, save the ics file on your desktop, copy the text with the intake form questions, then drag it over the outlook calendar; paste the intake form questions and answers into the narrative, categorise it to the room in question and click 'accept', then move the email to the 'SimplyBook notifications' folder in the inbox.

The Whiteboard

The whiteboard is split into five sections:

1. Badges – this explains the colour coding for the pots on top of the cabinet
2. Notes for Kit – anything you want to leave a quick note for Kit to look at? Put it here

3. Outgoing post – if any staff member comes to drop off some mail to go out on SU budget, make a quick note of it here so we can see what post we're spending money on
4. Nice things corner – this is play space! Draw goofy faces, write compliments for your colleagues, bad jokes, whatever; note that if there are mean things, an overuse of profanity, or crude drawings, they will be erased, and if it's a persistent problem, the nice things corner will be removed. We're all adults here, be nice to your colleagues
5. Letter format – the post office people get snippy if the department stamp is in the wrong corner, or if the address is written over where they need to put the stamps barcode. This is a handy drawing to look at and know that it's correct