

# GALLERY HOSTING PROCEDURES (Rev. 11/2016)

**REGULAR GALLERY HOURS:** Sunday, Wednesday, & Thursday – 11 AM to 5 PM; Friday & Saturday - 11 AM to 8 PM; Monday & Tuesday - closed. Hours may vary during award shows and during the winter months.

## **TO OPEN:**

1. Obtain the key from the specified location in the Village Faire Center. If you do not know the location, please call the Director of Gallery Operations on the day prior to your hosting assignment.
2. Switch the sign on the window to OPEN.
3. Place the COAL GALLERY sign (on rollers) out in front of the gallery.
4. Place the black easel out in front of the gallery with one of your pieces. If the weather is inclement, place the easel inside taking care not to block other artwork in the gallery.
5. Turn on the spotlights. The switches are located behind the desk to the right of the credenza.
6. Turn on the un-taped florescent light switch located next to the front door.
7. Turn on the background music. See the [Gallery Procedures](#) manual for instructions.
8. Call the Director of Gallery Operations to report that you are there.

## **IMPORTANT INFORMATION:**

**Morning Hosts:** Call the Director of Gallery Operations to report that you are there.

**Special Notices:** Occasionally there are special activities or situations that hosts need to know about in order to perform their duties. All hosts should look for special instructions. If there are any, they will be placed on the top of the desk. Please review them.

**NO ARTWORK IS TO BE REMOVED FROM THE GALLERY UNLESS IT HAS BEEN SOLD. NO ARTWORK SHOULD BE REARRANGED WITHOUT CONSULTING THE DIRECTOR OF GALLERY OPERATIONS.**

**Reminder Calls to the Next Day Hosts:** The morning host must call all of the next day hosts to remind them of their commitment. Record the action taken in the logbook. The afternoon host must follow up and make these calls if the morning host has not successfully completed this task. The evening host (if any) should follow up and complete this task if necessary.

**Telephone Use:** The gallery telephone is for use to remind next day hosts of their shift, notify artists of sales, or make other calls related to conducting the League's business and activities. Calls to information may only be made if the number being sought is needed to conduct COAL business and is not available in the COAL Yearbook or the local telephone directory. **The telephone may not be used for any other purpose (except for emergencies).** The host on duty is responsible for insuring that these rules are followed during their shift.

**Greeting Visitors:** It is important to greet all visitors as they enter the gallery. Be friendly & courteous. Let them know that you are available to answer questions. Encourage them to sign the guest book before they leave. Keep a count of visitors in the logbook.

**Rest Room Keys:** The restroom keys (one for each gender) are located in the top right-hand desk drawer. They are for COAL members use only. The restroom is located on the upper level. If you need to use the restroom, lock the door and place the "will return at" clock sign in the window when leaving the gallery. If a gallery visitor asks to use a restroom key, you may let them do so if they leave some sort of security (e.g. a driver's license). A replacement key costs \$50.

**Food & Beverages in the Gallery:** Food and beverages are only permitted in the gallery for receptions. This applies to patrons, members, and hosts. One exception: hosts may bring in a dry snack (e.g. cookie or doughnut) and a beverage (e.g. coffee or soft drink) while on duty.

**Artwork Sales:** Following is a summary of the procedure for handling artwork sales. Please refer to the [Gallery Procedures](#) book, located on the desk, for complete instructions for processing sales. **DO NOT DEPEND SOLELY ON THIS SUMMARY.**

1. A two-part COAL sales receipt form must be completed for each transaction. Blanks are located in the top left-hand drawer of the desk. Please fill the form out completely. Consider asking the customer to fill out the

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customer name, address, & phone number section of the sales receipt to speed the process of completing the sales receipt.

- 2. Compare the price on the artwork's wall place card with the entry form taped on the back or bottom of the piece. They should be the same. If there is a difference, the price on the entry form applies.**
- 3. For payments by check, MAKE SURE THAT THE CHECK IS MADE OUT TO "COAL", NOT THE ARTIST. Traveler's checks are not accepted.** Write the customer's driver's license number and expiration date on both the check and the sales receipt. Compare the name and signature on the check with the information on the customer's driver's license to verify the customer's identity.
- 4. For payments by credit card,** follow the instructions located in a plastic sleeve kept under the credit card terminal on the credenza behind the desk. Check the customer's driver's license against the credit card to verify the identity of the customer. Have the customer sign the credit charge receipt. The ORIGINAL of the credit charge receipt goes to the Treasurer via the Red Box. The COPY goes to the customer.
- 5. To make change for payments by cash,** refer to Section 2 of the Gallery Procedures Manual for instructions on utilizing the very small petty cash fund kept for this purpose only.
6. When the sale is completed, staple the COPY of the credit card receipt (if any) to the WHITE copy of the sales receipt and give it to the customer.
7. All other documents go to the Treasurer. This includes the YELLOW copy of the sales receipt, the entry form from the back of the artwork, and the customer's payment (either: cash, check, or the SIGNED COPY of the credit charge receipt). Place these items in the RED box labeled "Sale Documents for Treasurer" located in the top left-hand desk drawer.
8. Enter the sale in the Sales Log kept in the middle left-hand drawer of the desk.
9. After the sale, notify the artist by telephone. Remind the artist that sold artwork may be replaced (excluding shrink-wrap and artwork sold during the Annual Open Juried Show).

**Membership Forms:** Blank forms are kept in a metal display stand on the desk. Completed membership forms along with payment should be in the box labeled "completed membership applications" located in the top left-hand drawer of the desk. DO NOT PUT MEMBERSHIP APPLICATIONS OR DUES PAYMENTS IN THE RED TREASURER'S BOX.

**Gallery Housekeeping:** It is everyone's responsibility to help keep the gallery clean and orderly. Please keep the desk neat, empty wastebaskets, put trash for recycling in the proper container, dust, and vacuum as needed. Make sure you handle your beverage container carefully and dispose of it properly. Place any messy refuse in the outside dumpster. Thank you!

## **TO CLOSE:**

1. Check the gallery to insure that everyone has left.
2. Turn off the spotlights – 4 switches in back of desk.
3. Turn off the florescent lights except for the one with the switch taped in the "on" position to provide night-time illumination for security purposes. Next to door.
4. Turn off the background music.
5. Switch the window sign to CLOSED.
6. Bring in the black easel from outside and store it in the back room.
7. Bring in the COAL GALLERY sign (on rollers) from outside and place it either behind the first art display baffle or along side the desk behind the card racks. It should not be visible from outside the gallery.
8. Lock the door and return the key to its assigned location. If you do not know the location, please call the Director of Gallery Operations on the day prior to your hosting assignment.

**IF YOU HAVE QUESTIONS, PLEASE CALL THE DIRECTOR OF GALLERY OPERATIONS.**