



Lead Volunteer Procedures

Shop Opening

Keys are located in the key safe on the wall to the left of the shop, next to the gatepost. The key code can be found on the group information section of the GG Leads WhatsApp group. Entrance is via the main customer door only. There is an emergency exit door at the back of the stock room.

NOTE please keep the shop door locked while the shop is closed. **If you are the only person on the premises, lock the door using one key and remove the keys from the door.** In case of emergency, another keyholder must be able to open the door from the outside. If more than one person is in the shop, you may use the bolt to secure the door.

Setting Up

1. Switch on the lights (to the right of the front door as you enter the shop).
2. Check there is a flashing light on the red box fire alarm system to indicate it is working. If it is not, ensure all volunteers are aware to be extra vigilant and inform Jo so she can alert the landlord.
3. Check that both the fire escape routes from the rear of the shop are clear and unobstructed by walking through each route.
4. Switch on the power to the tills. Each till has a separate power switch located inside the cupboard or unit underneath the till. Till 4 has also has a power button on the right side of the till base. Log into EposNow on each till as "Volunteer" and using the passcode which is found on the group information section of the GG Leads WhatsApp group.
5. Turn on the scales using the switch on the right-hand side of each set. They beep when turned on.
6. Turn on the water heater (switch is located above the toilet at the back of the storeroom). Turn on the radiator at the plug to the left of the kettle and/or the wall heaters if needed.
7. Put the cash in the tills and then return the boxes to their safe place.
8. Hoover the carpet in the front of the shop making sure you use the correct head (labelled "Head for Carpet").

9. Check phone for messages: messages may be written in the green diary, if not urgent.
10. Carry out a visual check for evidence of pests - rats, mice, flies, weevils etc. Report any evidence to emergency contacts (mobile numbers on volunteer noticeboard).
11. Turn off the dehumidifier and empty the water in the kitchen sink.
12. Wash hands and put on an apron.
13. Check the white board above the refill counter for new information.
14. Take the covers and tea towels off the scoops and funnels below each till. Ensure there is a clean cloth and pink spray bottle for each till and that there is a clean hand towel by the hand wash basin.
15. Spray counter and scales with approved spray and wipe down.
16. Unlock customer entrance and hang the keys on the hook on the left-hand side of the wardrobe.
17. Roll up the blinds, put out the chalk board (if in use) and make sure the sign is turned to 'Open.'

Afternoon Procedures

1. Turn the sign to "Closed"
2. Lock the door to avoid customers coming in out of hours.
3. Roll down the Blinds.
4. Cash up each till at 4pm per the cashing up procedure.
5. Bag up the float from each till and put away as per security plan, then leave the drawers open. Deal with excess cash as per cashing up procedure.
6. Spray and wipe down the counter and scales, including underneath each set of scales and the front of the counter. Wash up any dirty scoops and the white "used scoops" tubs, if necessary. Cover the scoops and funnels below each till with tea towels.
7. Vacuum the shop area behind the counter, using the "Head for Hard Floors". Vacuum the store room if needed.
8. Steam-clean the shop area behind the counter and the floor by the sink in the store room.
9. Switch off the scales using the switch on each set and then switch off the power to each till under the counter (you do not need to do anything on the machines themselves).

10. Turn off the water heater above the toilet.
11. Ensure the 2 wall mounted heaters and the radiator are turned off, if they have been used.
12. Turn on the de-humidifier using the green button on the top.
13. Retrieve the keys from the wardrobe hook.
14. Bring the chalk board inside, if in use, and turn off the lights
15. Lock the shop (both locks top and bottom) and place keys back in the key safe. The bottom lock can be stiff so do this one first and then the top lock.