**Reception 2017 Manual!**

Need to know stuff:  
  
Turn up 5 mins early for change overs, but not earlier  
  
First aiders will be stationed in city hall for the marquee, all classes and night parties. Check where there are so they can be contacted immediately if required.  
  
Marquee and night do tickets are available from city hall box office.  
Black drawers have spare marquee tickets ( if box office sells out) and some reserved in advance for collection   
  
2017 volunteers will be signing in and out with us, they need welcoming, thanking and to know they can get tea and coffee in the teachers lounge back stage, or ready paid at trinity church. Jane or Kerry to do full briefing, call us if not about!  
  
Safety in swing  
Officers for the weekend are Angela & Brett Rutty, phone numbers in reception phone and file on desk. Call them and arrange a chat and incident logging as required .  
quiet space will be available, e.g. backstage if necessary or bar or rotunda during the day  
  
Check maps for helping direct folk to rooms, especially if you couldn't make the meetings and do the venue walk around. 2017 volunteers will be stationed round town to assist, and room stewards. Some rooms have door codes, e.g. Hull college, teachers lounge, orchestra's dressing room-these will be in the big file on reception desk  
  
Encourage team Hull to use the cloak room for bag storage and the bar for a common room. NOT the reception desk, there just won't be room this year!  
  
Teachers time tables are FOR OUR EYES ONLY, (and  genuinely urgent stuff.) Some punters like to enter any class with their favourite teacher which will mess up class numbers and cause all kinds of chaos. So, tell people  we can call them up via Emily if they need to speak to a teacher and hope that puts them off.  
  
Level changes are not possible, Kerry is in charge of these queries if they get difficult!  
  
Any complaints!  
Be lovely , reassure people we will do what we can and pass info to Kerry, jane & Phil as necessary.   
  
Accident log book and safety in swing log books will be on reception desk with notes how to fill in.  
  
Do:  
Remember to eat!   
Ensure you collect lunch for each other, stay hydrated, ask for help if you need it.  
  
Make eye contact as people come in and out, remember some people are very shy with questions.  
  
Have an amazing time!  
  
Don't   
Ask Bruce anything, if possible!  
Chat to each other at the expense of punters  
Turn up too early or hang around unnecessarily after your shift  
Take over other people's shifts when yours has finished- allow them to get on with the job  
  
Massive thanks to you all for being a vital part of Hullzapoppin 2017!!!  
Xxxxx