

# STEWARDING PROCEDURE

**Please read these instructions carefully before coming on duty and bring them with you as a prompt!**

## ARRIVAL

Please arrive at the Sales Desk at least 5 minutes before your session starts so that any information can be passed on to you by the outgoing stewards.

## STEWARDS

Three on duty at each session at the following positions:

1. **Picture Sales Desk** – at all times. Also deals with New Members (see instructions on p2)
2. **Cards and Prints Desk** – at all times.
3. **At a separate table** - Catalogue Steward to greet visitors and hand out free catalogues, sell raffle tickets and offer voting slips.

## DEALING WITH A PICTURE SALE

**NB: Pictures may not be reserved and no deposits accepted.**

- Check in **Desk Catalogue** that picture has not already been sold.
- Confirm picture number, title and artist.
- Accompany prospective purchaser to view chosen picture and place red dot on picture.
- Enter the sale in the **Desk Catalogue**. (enter payment method and telephone number).
- Issue a receipt – tick the box labelled ‘Customer Receipt’
- A separate receipt should be issued for each picture sold if purchaser buys more than one.
- **METHOD:**  
**WHITE RECEIPT:** Put in Cash Box  
**YELLOW DUPLICATE:** Give to Purchaser
- **If painting is removed (purchaser lives outside the 20 mile radius of Tavistock):**  
Insert “Picture taken” in the Desk Catalogue and on Purchaser’s Copy of Receipt.

**CHEQUES:** Only accepted in certain cases on Opening Night – not accepted during the main exhibition.

**If cheque permitted:** To be made payable to “Tavistock Group of Artists” and endorsed on the back by the Steward with the Bank Card Number – Not to be written by the purchaser.

Ask Purchaser to put his/her address on the back of the cheque.

**Multiple Sales:** Mark back of cheque with each picture number and price.

**Place cheque in appropriate Cash Box.**

**CREDIT CARDS and DEBIT CARDS:** Usual Payment Method

Operation of the credit card machine will be explained by the out-going steward to anyone unfamiliar with it. Instructions also to be found with the machine or in its accompanying case.

**Place Top Copy (marked as the merchant copy) in the Cash Box.**

**Give Purchaser the duplicate.**

**If a picture has been sold and taken away**, a replacement picture by the same artist may be hung, with a replacement label and number. Details of title, price and number should be written in the **Desk Catalogue**.

## CARDS AND PRINTS SALES

1. Dealt with at the Cards and Prints Desk.
2. Enter all sales in the book provided on the desk.
3. Put the cash and cheques in the separate box for cards and prints. (DON’T MIX CONTENTS OF THE TWO CASH BOXES).

## PICTURE COLLECTION

**Local Purchasers:** 5.00pm to 6.00pm on Saturday, 22<sup>nd</sup> June  
**Exhibitors’ Collection of Unsold Pictures:** 5.00pm to 6.00pm on Saturday, 22<sup>nd</sup> June

## **VOTING SLIPS**

Offer each visitor a voting slip. On this single slip, he/she can vote for:

1. Best picture in the exhibition (voters should write the NUMBER of the picture)
2. Best new/first time artist (voters should write the ARTIST NAME)

A committee member will sort these slips at the end of each day, separating the two votes.

## **\*NEW MEMBERS – JOINING**

1. **Steward to give an Enrolment Form and TGA details from the Enrolment Folder on the desk.** Ask the new member to fill in this form on the premises rather than take it home.  
**NB:** The reduced rate for membership only applies if form is completed and fee paid at the exhibition.
2. **On Completion of Enrolment Form:** Steward to read it through to check legibility and place it in appropriate sleeve inside the Enrolment Folder.  
**The Completed Form** should not be removed until collected by the Membership Secretary at the end of the Exhibition. New members will then be contacted by him.
3. **For the period of the exhibition** it has been agreed that anyone wishing to join our group can do so at a reduced membership for the first year.  
Instead of the normal £30.00 fee, membership will be £25.00 (a 17% reduction).
4. **On receipt of the membership payment** please record the new member's details in the same Receipt Book as used for picture sales. Tick the box on the receipt labelled 'New Member receipt'.  
**WHITE receipt to go in the Cash Box**  
**YELLOW duplicate to go to the new member.**

**Cheques** should be made payable to "Tavistock Group of Artists". The new member's address is to be written on the back of the cheque.

Finally, please advise the new member that the Enrolment Evening is on Monday 2<sup>nd</sup> September 2019, at the Parish Rooms, where membership cards and the forthcoming year's programme of meetings/exhibitions will be available.