

Gallery Hosting Procedures

Gallery address: 22508 6th Street, Suite 2, Newhall, CA, 91321

SCAA Phone: 661-244-7689

Website: santaclaritaartists.org

**Contacts: Jeanne Iler/661-678-0357, Scott Parker/661-313-5216 or
Lynda Frautnick/661-714-4507**

While hosting, please stay at the Gallery for your full shift

The keys for the gate and Gallery are in the key-box on the front gate. The code changes from time to time. If you are hosting, you will be notified of the change. To request the code, please call anyone of the people listed above. The door key opens both locks on the door.

Opening: To open the lock box, slide down the black cover, exposing the tumblers. Line up the code in the center row; push the black tab down to open the box. Take the keys and open the gate (if not already opened), using the large rock to keep it propped open. Keep the keys in the gallery until closing. The best place is in your pocket in case you need to leave in an emergency and lock the doors. The desk drawer containing the invoices and PayPal instructions is a good place to keep them if you don't have pockets.

Turn on lights: all three light switches located by the door should be turned on (one is for the fans, so if the fans are not needed, do not turn that one on), the one for the tree and courtyard lights can be turned on during the day as they give off enough light to attract attention to the building. If it is very hot or very cold, turn on the air-conditioner, or heater. In both cases, leave the front door slightly open, so it encourages people to enter the gallery. Flip the open/closed sign to 'open'.

Take out signs and banner: directions for placement of signs are on the refrigerator door. There are 7 signs/A-frames, and or easels to set up in addition to the banner. If you arrive early, before your hosting partner, lock the door each time you go outside to distribute signs on 6th Street and Main Street, otherwise one should stay in the gallery as the signs are put out. Please don't skimp on these, each one has a purpose in its placement and makes a big impact on whether we get visitors or not. If it is too difficult to do on your own, wait for your hosting partner and work together.

Open the window shades on the two windows facing 6th Street.

If your hosting partner does not show up, call them first. Their number should be on the tally sheet and on the sign-up genius page. If you don't have the number or cannot reach them, contact Laurie Finkelstein by phone, text, or email (661) 478-1998, laurie@lauriebhart.com . we track the number of hosting times for each person in the show to make sure we each host our required amounts. If you are

alone during the day, you should be able to handle the hosting alone. If it is at night, we understand if you don't want to be by yourself when it is dark. Please notify Laurie if that should happen.

You are encouraged to set up outside (or inside if your set up is small), to demo and work on artwork. If visitors come and you are outside, join your hosting partner inside in case they need help.

Once you have visitors: Keep a running tally of each visitor with a hash mark on the schedule sitting on the side table near the phone and PayPal reader.

Note: The maintenance of the gallery is everyone's responsibility. Please inspect the gallery when hosting to see if: the floors need sweeping/mopping, frames or glass needs to be cleaned or dusted, windows need cleaning, artwork and tags are straight, etc. Check to see if the bathroom is cleaned and stocked with soap and paper towels. Cleaning supplies are in the kitchen area and bathroom shower. If supplies are out, call Jeanne Iler (phone number is at the top of these instructions).

Welcome guests: Ask them if they have visited us before, if not, let them know that the art is created by local artists in the Santa Clarita Artists Association. Ask if anyone is an artist. Offer a brochure for membership if they say 'yes'. Limit or stop conversation with your hosting partner so you can observe the visitors and be ready to answer questions they may have. Ask them to sign the guest book. Let them know they can leave an email address if they'd like to know about upcoming receptions and shows. If they are not comfortable with leaving an email address suggest they leave a comment about the gallery. Let them know we are partially funded by the City of Santa Clarita through a grant and we need to keep track of the number of visitors we have. Do not hover over people looking, simple engage in conversation, but allow quiet time to look at the art. We are at the gallery to promote each artist's work, not just our own. Please refrain from saying anything negative about another person's artwork.

Sales: Follow the sales guide in the top drawer of the desk holding the invoices. There is a sample invoice in the drawer as well. Follow it to the "T". Missing information slows down the Treasurer's ability to reconcile the sales and pay the appropriate artists their commission. If you have never done a sale, read the sales instructions sheet before your hosting time so you are at least vaguely familiar with the process. Practice turning the phone on and familiarize yourself with the PayPal app. The cash box is in the top drawer of the file cabinet. When you arrive and set up, take it out of the cabinet and place it on the counter in the kitchen area next to the wall with all the nametags. You can easily get change from there without being seen. We do not want visitors to see you taking the cash box out of the file cabinet.

If somebody wants to negotiate a lower price, you MUST call the artist for approval.

Prepare an invoice for each sale making sure to fill in the **Name and email address** of the purchaser. Not all purchasers will leave their email address. Don't force the issue unless it is a large sale so the artist may contact the purchaser and thank them for the purchase. Fill in **Name of Artist** whose work is being purchased and the **Title or description of the item being sold**. Write whether it is a **cash, credit card, or check** sale.

We must charge Tax. It is now 9.25%. PayPal will automatically calculate the tax on a credit card sale, but you must separate and write the **item amount, tax, and total** on the invoice. If you must calculate the tax, multiply the sale amount by .0925.

The pink copy of the invoice is the customer's receipt. Staple the art wall tag to the yellow copy. Keep the white and yellow portions attached and place in the cash box. If it is a cash or check sale, add that to the cash box as well.

Check purchases: Ask for photo ID and check that the name is the same on the check and driver's license. If a phone number is not printed on the check, ask for it and write it in next to the address on the check. Write the driver's license number on the check with expiration date.

Credit Card Sales: Ask to see their driver's license to make sure they own the credit card. Check the photo and name.

Offer to wrap and bag the item sold. There is bubble wrap on top of the refrigerator and in one of the file cabinet drawers. Bags are located on the shelves below the refrigerator. Use the bubble wrap with any art sold that has glass, and or is framed.

Refrigerator: Feel free to use it for snacks and drinks during your shift, but please take your food/drinks home when you leave. Do not leave any food or drinks on the counter. We have roaches. If you find one, they are usually dead and on their backs.

Closing:

☐ Empty trash cans. Take the trash to the back of the building where you will find trash barrels. Put new bags in the trashcans. Bags are located on the shelves below the refrigerator.

☐ Take down the banner, roll it up and put it in the cardboard box leaning against the wall where the nametags are. Take **all** signs/A-frames, and easels inside. Everything fits in the kitchen area except for the easel.

☐ Turn off the air-conditioner or heater if used.

☐ Pull down the shades.

□ Turn off all light switches by the door. Turn the sign to 'closed'.

□ Lock both locks. Close the gate if no other tenants are in. Put the keys back in the key-box, close door to the key-box, spin the numbers so the code is no longer lined up, and shut the black cover. If it is dark when you close up, you will need to use your phone flashlight, or the flashlight hanging on the door to see properly that the lock is secured as described.

IF YOU SUSPECT A THEFT, do not confront the person. Lock the door immediately and write down a description of the person including what they were wearing and type of car, if you are able to see them drive off. Call Jeanne Iler or Scott Parker (numbers are at the top of these instructions).

IF A VISITOR IS INJURED IN THE GALLERY, call Jeanne Iler or Scott Parker.

7/25/17