

## **WORKING AT THE CANNON BEACH GALLERY**

Thank you for choosing to volunteer at the Cannon Beach Gallery, a program of the non-profit Cannon Beach Arts Association (CBAA). You are now a representative of the CB Gallery, and the CBAA. You are one of our most valuable assets. We hope that in return for your time you are enriched by your experience at the Gallery. Enjoy your time here!

## **WORKING IN THE GALLERY**

### **Gallery Hours**

**Thursday – Monday**

**Morning shift (10am-1pm)**

**Afternoon shift (1pm-4pm)**

Generally the Bald Eagle Coffee House opens before the Gallery and closes after or at the same time as the Gallery. Usually the doors are open and the lights are on, but it is always a good idea to check that all gallery lights are on and that our side of the front doors is unlocked (and open weather permitting). Also be sure that the front window shades are up unless it is uncomfortably hot or bright.

If you arrive to work and the Bald Eagle is for some reason closed, there is a key for the Gallery across the street at IceFire Glass Works. Be sure to return the key by the end of the day.

Make yourself comfortable at the desk and familiarize yourself with the exhibit. You will need to have the key for the locked desk drawer handy and also the key for the jewelry cases. Tidy the desk if necessary as well as the area in front of the desk. There are cleaning supplies behind the desk for dusting and cleaning glass.

Check the desk for any current notes or instructions. Sometimes I will leave information about something specific to the exhibit or directions for a task that needs to be done.

Feel free to bring projects to the Gallery that you can work on at the desk. Working on sketches, writings, jewelry projects etc. is a great way to interest visitors and engage them in conversation about our unique gallery. Just be sure that projects are an appropriate size for our desk and that any messes are cleaned up. Also be sure you don't get so caught up in your work that you forget to greet and help customers (see next section!).

## **★ GREET VISITORS! Offer information/help**

When people enter the gallery please greet them and make eye contact if you are able, don't disappear behind our big desk! Let people know that you are happy to answer questions. If someone is looking at the jewelry offer to open the cases so they can handle things and point out the mirror. I know that each of you will be comfortable with different ways of interacting with the public but it is important that you do interact. When I am at the gallery I say "Hello" as people enter. If they are looking at the artwork I might say "let me know if I can answer any questions", this makes folks aware that you are available to them. You are much more likely to make a sale if people feel they are welcome and you are accessible.

## **MAKING A SALE**

It is always exciting to make a sale. If it is the beginning of a show we like to encourage people to leave the artwork in the gallery, to be picked up later in the month or to be shipped at the end of the show (see shipping charges). If we have not had the reception yet then all featured artwork should remain in the gallery. Buyers are encouraged to pay when the red dot goes up but some will want to pay when picking up artwork. Of course many of our buyers are passing through town and will want to take purchases with them; generally this is just fine except in the instance stated above. Since our shows are different every month circumstances may change, I will try to leave exhibit specific instructions if there are any. Otherwise use your best judgment or give me a call.

## **WRITING A RECEIPT**

Discounts: CBAA volunteers (gallery, board members, and committee members) and CBAA members are eligible for discounts on all sales at the Gallery. Discounts are as follows,

- Volunteers 10%
- Members 5%

Be sure to mark discounts on the receipt at the time of sale. If someone is not sure if they are a member, there is a membership list at the back of the volunteer notebook.

Put a red dot on the tag for sold items. Fill out or have buyer fill out the top section of the receipt (not necessary for smaller purchases). This section includes buyer name and mailing address; also please include a phone number. Record the title of the artwork, the name of the artist and the price for each item. In the case of jewelry record the code and number from the tag and a brief description. Be sure to note your name in the “sold by” area and clearly mark whether payment has been made and how – we accept cash, check or VISA and Mastercard. Leave the WHITE copy in the receipt book and give the YELLOW copy to the buyer.

- CASH, make change and put cash in envelope in drawer.
- CHECK, if purchase is substantial (over \$150) and being taken then check ID for anyone you don't know and be sure to get a phone number on receipt. Put check in envelope in drawer.
- CHARGE, we accept VISA, Mastercard or debit cards with the Visa or Mastercard logo. Run card through machine and follow directions, or reference the instruction sheet next to machine. Get signature (and check signature), give the customer the YELLOW copy and put the WHITE copy in the envelope in the drawer.

## **SHIPPING**

We will ship almost any item for a shipping fee. If an item is going to be shipped always inform the buyer that there will be an extra charge and be sure to confirm the shipping address and be sure to get a phone number.

Patrons will be charged the actual cost of shipping the artwork at the time that it is mailed out, possibly with a small handling charge if extra packaging is required. That means that the director will call them at the time of the mailing and ask them for their credit card information.

## **TROUBLE SHOOTING**

I am quite happy to receive calls at home from volunteers. If you have questions feel free to give me a buzz. I am not quite so happy to get business calls at home from others; I would prefer that you leave me a message at the Gallery if people want to get in touch with me specifically. If you determine that someone needs more immediate attention then go ahead and pass along my number. There is a list with phone numbers for all Gallery Volunteers in the binder.

Andrea Mace Executive Director 503-440-4024 (cell)

### **Gallery contact information**

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