

The Meridian CIO



Volunteer Handbook

The Meridian Centre
201 Queen Street
Withernsea
HU19 2HH

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1 ENTRY PROCEDURE

If you are a keyholder you will have been provided with two keys. One for the external side entrance and the other for the CIO office.

On entering the building, you will need to gain access to the Cecil Doughty room to disarm the alarm. Using the entry code (provided separately) to the double doors on ground floor proceed to your left, the alarm panel is situated on the right-hand wall. Input the code.

Depending on which room you are attending you will need keys which are located on a pin board in the CIO office. The keys are numbered and an index is on the wall adjacent.

Cecil Doughty – No further keys required

Meeting room – No further keys required

Kay Kendall – CIO Office key required

Kenny Baker – CIO Office key, if the bar is in operation, you will require No 15 (Kitchen)

No 11 (Chillers) & 13 (Cupboard)

In winter you will need to put the heating on – set thermostat to 18-20° in the appropriate room(s). See thermostat locations in [section 5.2 below](#)

2 EXIT PROCEDURE

Ensure the heating is turned off, toilets vacant and lights are switched off.

Lock all items/doors/chiller cabinets etc appropriate for the room(s) you have occupied.

Return keys to the correct location on the pin board in CIO office

Lock CIO office

Ensure Cecil Doughty room lock is not “on the latch”

Set alarm then vacate the building and lock the external door

3 FIRE ALARM & PROCEDURE

3.1 IN CASE OF FIRE

- Operate the nearest alarm point
- Call the Fire Brigade by calling 999
- Ensure that all visitors evacuate the building by the nearest exit
- Do not stop to collect personal belongings, do not use the lift or allow the lift to be used by visitors
- Escort visitors to the muster point in the Merdian Centre Car Park

3.2 IN CASE OF FIRE DRILL

- Ensure that all visitors evacuate the building by the nearest exit
- Do not stop to collect personal belongings, do not use the lift or allow the lift to be used by visitors
- Escort visitors to the muster point in the Merdian Centre Car Park
- Reset the Alarm as detailed in [Section 3.3](#) below.

3.3 RESETTING THE ALARM

Locate the fire alarm panel located between the two WTC Offices. You will need key 38 from the CIO Office. There are two keys on the panel door; one unlocks the fire alarm panel, the black one to reset the alarm

- Unlock panel
- Press **SILENCE ALARM** button
- Reset red alarm with black key
- Press **RESET ALARM**
- Close panel and lock

4 HEALTH & SAFETY

4.1 FIRST AID KITS

First aid kits are located on the ground floor in Cecil Doughty room behind the bar. On the first floor in the kitchen on top of the rear bar shelf.

4.2 ACCIDENT BOOK

The accident book for ground floor is located behind the bar
First floor book is located adjacent to the first aid kit behind the bar

5 HEATING, COOLING & HOT WATER

5.1 HEAT/WATER BOILER

Located in the plant room to the rear of the bar area in the Cecil Doughty room should not need interaction as it is on a timer and has thermostatically controlled zones.

5.2 THERMOSTAT LOCATIONS

Cecil Doughty – Left hand wall as you approach the ladies
Meeting room – Right hand wall slightly inside the entrance
Kay Kendall – Right hand wall as you enter from hallway
Kenny Baker – No individual control, shared with Kay Kendall

5.3 IMMERSION HEATER

Located in the plant room as above. In cases where the boiler has failed the immersion may be switched on to facilitate hot water. The hot water is pumped to ensure hot water is delivered quickly to distant taps. However, if you are using the immersion heater, it struggles to supply the upstairs taps. Please remember to turn off the immersion when leaving the building if you have used it.

5.4 STAND AND TOWER FANS

A small number are available in the storage area by the lift on the 1st floor (Key No 9) and are put into operation should the temperature become uncomfortably warm.

5.5 PORTABLE HEATERS

A small number of convection heaters and oil filled radiators are available in case of central heating failure. These kept in the storage area by the lift on the 1st floor (Key No 9).

5.6 AIR CIRCULATION CONTROLS

There is air circulation NOT air conditioning. However, the system is currently inoperative.

For future reference when the system is operational, the following rooms have controls

Cecil Doughty – located on the wall facing the stage

Meeting Room – Left hand wall next to light switch

Kay Kendall - Left hand wall as you enter from hallway next to light switch

Kenny Baker – Left hand wall as you enter from hallway next to light switch

6 LIGHTS

Most lights are motion activated save for the following

Ground floor Bar Area

Ground Floor Kitchen

Meeting Room

CIO Office

Plant Room

Pantry

Kenny Baker Room

Kay Kendall Room

First Floor Kitchen

7 SIT-INS & EVENTS

For sit ins you are basically just there to ensure the safety of visitors. You open up, introduce yourself to the organiser and advise where you will be sitting should they have any queries. Once the visitors have left you initiate the exit procedure as detailed in [Section 2](#) above.

For all new events please point out the where the fire alarms are, fire procedure notices and fire exits.

Events differ depending on what resources are required. If a small number are in attendance only hot water flasks may be required. These are stored in the pantry and should be filled by boiling the kettles in the downstairs kitchen. If larger attendance is expected and require tea and coffee, ensure that the water boiler is replete and switched on sufficiently early that it will be ready in time for the event start.

If the small bar is required in the Kenny Baker Room this will consist of water boiler, chillers (canned drinks), cordial and water jugs.

The full bar will be the spirits from the cupboard, keg beers along with canned drinks etc. The water boiler may or may not be required.

Event organisers usually arrange the tables and chairs to their own liking, you may be asked to assist but it is not a requirement. At the close of the event, the organisers should return the furniture to its original placement.

After the event is over chairs and tables should be returned to their standard layout – see [Section 9.](#) for details.

Table/glassware/cutlery should be washed, wiped and put back in its usual place and the kitchen left clean and tidy.

Tables should be wiped using appropriate cleaning products.

Floor should be swept.

Rubbish bins to be emptied, especially those containing foodstuff.

7.1 BINGO SET UP & SHUT DOWN

7.1.1 Setup

Furniture layout as shown in [Section 9](#) below

- Heating on
- Boiler on
- Crisps & straws out
- Tea, coffee, spoons, milk, sugar out on tray
- Set out cordials on the bar (stored in the fridge)
- Bar mats on tables
- Bingo machine out & plugged in
- Bingo boards placed on bar
- Cushion & personal bingo boards out
- Unlock chillers and set aside wooden fixing rods & padlocks
- Restock chillers if necessary
- If we are running low on anything (bar items, cleaning products, loo items etc please put a note in the What's App Group chat and leave a note in the CIO office. If you purchase a small item like milk please ensure you obtain a receipt, reimburse yourself from the bingo money and place the receipt with the money together with a note/
- Check toilets for soap, loo roll & paper towels – restock if necessary
- Check bins and empty as required (spare bags in booze cupboard)
- Plug card reader into socket nearest the till
- Plug in tablet negotiate to camera app then to Downstairs, then Side Entrance
- Bring “Bingo Float box” and Till keys from booze cupboard to the till area
- Initiate till procedure see [section 10.1.1](#) below
- Return float and key boxes to booze cupboard

7.1.2 Shut Down

- Heating off
- Boiler off
- Crisps & straws away
- Tea, coffee, spoons, milk, sugar put away, washed where necessary
- Bar mats collected from tables and placed in a pile next to the charity boxes on the bar
- Bingo machine switched off, plug removed and replaced in box in kitchen area
- Bingo boards returned to tub and stored in kitchen
- Cushion & personal bingo boards replaced to cubby hole under bar
- Install wooden fixing rods to chillers and lock with padlocks
- Unplug card reader, replace in booze cupboard tub
- Shut down tablet and return to booze cupboard
- Bring “Bingo Float box” and Till keys from booze cupboard to the till area
- Initiate till procedure see [section 10.3](#) below
- Return float and key boxes to booze cupboard
- Wash all crockery & glassware and return to appropriate place
- Sweep floor
- Check bins and empty if required (spare bags in booze cupboard)
- Check there are no people in the toilets before leaving
- Ensure kitchen lights are off
- Lock kitchen doors
- Ensure room lights and off and lock doors
- Return keys to peg board in CIO office
- Leave room hire & bingo takings on desk
- Lock CIO office door
- Set alarm
- Vacate building and lock external door

8 ROOM NAMES & LOCATIONS

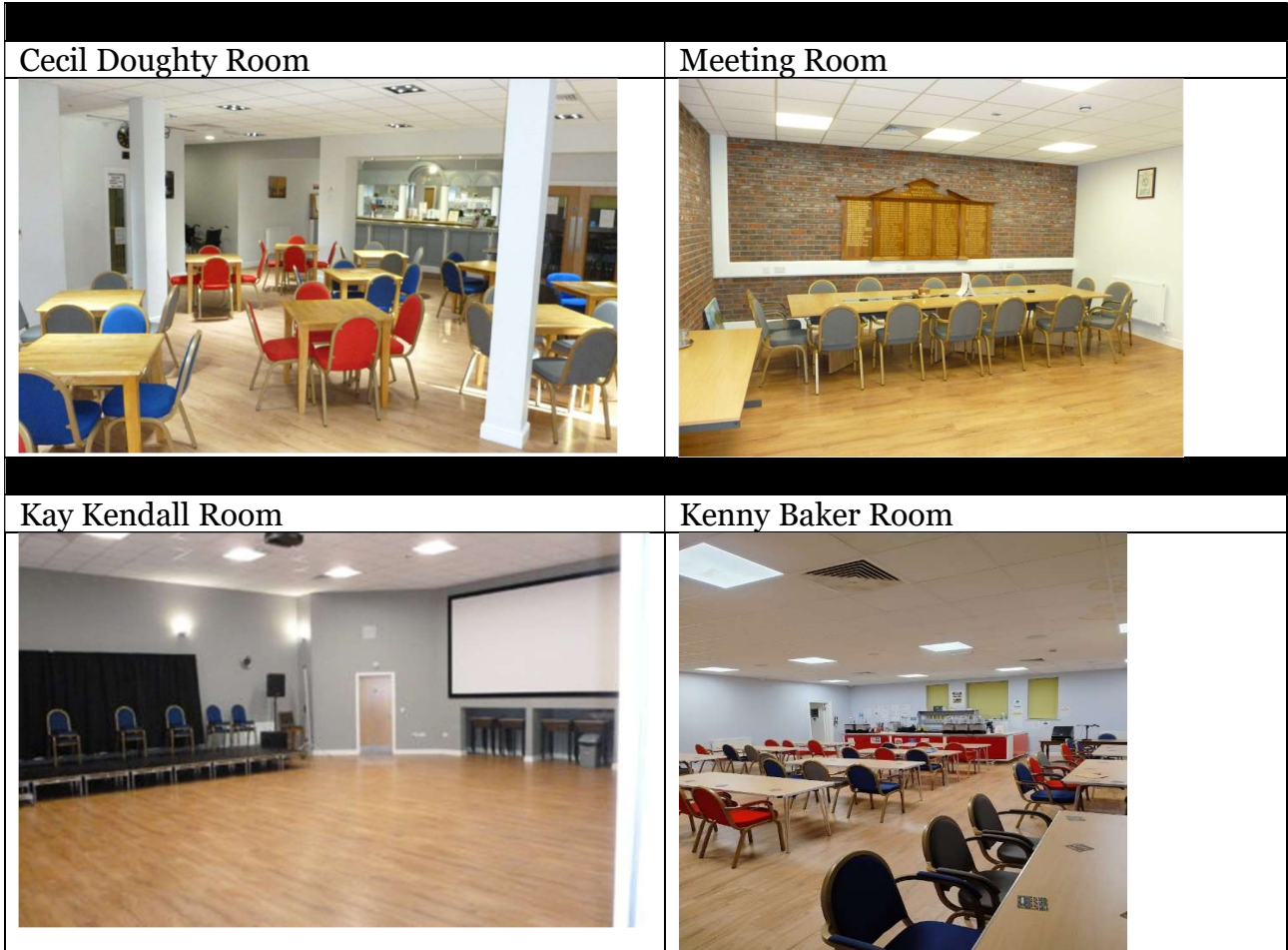
8.1 GROUND FLOOR ROOMS

Cecil Doughty Room
CIO Office
Meeting Room
WTC Office Ground Floor
Plant Room
Pantry
Storage Room
Kitchen
Ladies Toilet
Gents Toilet
Disabled Toilet

8.2 FIRST FLOOR ROOMS

Kay Kendall Room
Kenny Baker Room
Kitchen

9 FURNITURE LAYOUT GROUND & FIRST FLOORS



10 TILLS, CARD READERS & CASHING UP

10.1 TILL PROCEDURE

10.1.1 Till Opening

You will need the till keys, usually located in the “booze cupboard” in a box marked accordingly. Insert the black key and turn to **REG**. Count in the float money:

Bingo Check Doc M2’s previous entry (Found in the float box) The amount should be £70).

For Events the float is usually £140. Please check and note any discrepancies.

10.1.2 Till Operation

Enter the items you have served – there are buttons for all items

Press the **SUB TOTAL** Key

Enter the amount given eg. £5 would be 5 00, £10 = 10 00 and £20 = 20 00

Press **ENTER CASH** – The till will show the change due to customer

10.1.3 Operating with two Cashiers

Each cashier needs to assign themselves a number eg 1 & 2

Cashier one keys in **1 CLERK** and uses till as normal and cashier two keys in **2 CLERK**.

The till reverts back to any unfinished transactions by either cashier.

For busy events it is better to bring two tills into use to ease congestion.

10.1.4 Correcting errors

Press **VOID**

Press the incorrectly entered item – this will remove that item

10.1.5 Replacing till rolls

If you notice a red line on the till roll, please replace

Spares are kept in the booze cupboard

Tear the till roll off and put aside for cashing up

Open the cover where the till roll extrudes

Remove depleted till roll

Replace with new roll, making sure the paper is free flowing

Place in cavity for till roll

Lower the cover

Ensure the new till roll extrudes through the cover

Turn the key to **OFF** and back to **REG** to reset

The till should recognise the new roll.

If this action fail and you see an error on the display requesting replacement roll, switch till off at the plug and switch back on. This will reset the till.

10.2 CARD READER

If card reader is not on, use a long press to the power button on the right-hand side of reader. Once powered up, tap on the **Sum Up** icon

To take a card payment enter your items as usual on the till and press **SUB TOTAL**

Return to card reader and insert the value of that sub total and tap **Charge**

Request customer tap/swipe etc

When transaction is successfully completed, print a receipt

Return to the till and press **CARD**. The till will open and you place the receipt in the drawer

10.3 CASHING UP

Remove black key, replace with yellow key and turn to **Z**

Press **SUB TOTAL**

Press **CASH ENTER** four times – a till receipt will be printed and the till will open

You now have to count the money, make the float for the next session and note the takings for the evening by completing the Doc M2 as follows:

Date

Cash value breakdown

Total of float

Takings = the total from the till receipt less the £70 float

Your name/initials

Place the float money in separate bags in the plastic box. Takings/attendance should be entered on clipboard. Room hire money should be placed in the envelope provided, money should be placed in the box and returned to the CIO office along with the clipboard.

11 RUBBISH & RECYCLING

Glass, cans, cardboard, paper should be put into the blue bin outside all other rubbish to go in the 'Biffa' style bin outside. All internal bins must have bin liners.

12 CLEANING

Cleaners come in once a week and clean foyer, stairs and landing. They also clean all toilets upstairs and down. If volunteers can carry out other light cleaning; sweeping, cobwebbing, dusting, mopping etc. in other areas it is much appreciated. Any events where we cater the kitchen must be cleaned, swept and mopped. Please note that kitchen counters must be cleaned with specialist cleaning spray as stipulated by ERYC Food & Hygiene.

13 KEY/ROOM NUMBERS

1	Main Entrance (Queen Street) & Rentable Office
2	Rear Garage
3	CIO Box Office
4	Rentable Office
5	Boiler Room (Rear of G/F Bar)
6	Chillers - Downstairs
7	Pantry
8	Old Side Entrance nr Men's G/F Toilet
9	Loft Strage (Next to lift 1st Flr)
10	Notice Board Pier Road
11	Chillers - 1st flr
12	Partition doors (Kay Kendal/Kenny Baker)
13	Stock/Booze cupboard
14	Cinema Projector Room
15	Kitchen & Roof Entrance
16	Boiler Room behind GF bar – SHOULD BE LEFT UNLOCKED AT ALL TIMES
17	Glass Door (Pier Road)
18	Post Box
19	Pier Road (Old Ent, nearest Sea)
20	Cigarette Box
21	Window Keys
22	Unused
23	Crockery Cupboards
24	Toilet Roll/Kitchen Towels
25	Biffa Bin
26	Unused
27	1st Flr Till
28	GF Till
29	Radiator
30	Unused
31	Display Cabinet outside Office
32	Display Cabinet Queen Street
33	Electric & Fuseboard (Also need key 8)
34	Returned keys for Pier Road - Side Entrance & Office
35	Office Keys, Cecil Doughty Room
36	Lift Key
37	Suggestion Box
38	Alarm Panel (WTC Office)
39	Emergency Light Test Key
40	??

14 CONTACT NUMBERS

Kevin Lythe – CIO Chairman 07754 460 674
Alan Robertson – Volunteer 07758 760 143
Angie Clarke – Volunteer 07842 495 090
Carol Cadman – CIO Secretary 07519 805 313
Dave Walker – Volunteer Co-ordinator 07505 106 759
David Darby – Volunteer 07939 368 982
Dave Roberts – Volunteer 07950 340 350
Elise Davidson – Volunteer 07954 140 021
Emma Robertson – Volunteer 07758 760 035
Lin Wilson – Volunteer 07877 296 971
Paul Pike – Volunteer 07817 876 944
Roger Davidson – Volunteer 07796 334 603
Sharon Carman – Volunteer 07808 792 007
Suni Walker – Volunteer 07905 900 732
Will Wilson – Volunteer 07867 565 061