

Birchmeadow Centre

Booking procedures proposals



These notes are my proposals following discussion with Dave and Craig, and a few weeks' experience as Billings Secretary. Things **must change** if we are to avoid the angst and aggravation that the present **lack** of system repeatedly creates for us.

These notes & the forms are of **special** importance to frequent users of the Booking system. Especially invited to agree that "this is the way to do it" or to suggest meaningful adjustments are Dave & Carol Platt (as Caretaker), Barry Webb, Mike Kaiser, Billings Secretary, Craig (as ex Billings Secretary) those who work the bar.

***** The Booking Forms can be viewed and printed off from our website at birchmeadow.org.uk.

Who does what?

Another person is needed, to work in parallel with the Centre Manager in his role of Bookings Secretary: a Joint Bookings Secretary. This person must be available during working-day hours, to communicate with hirers and enquirers who themselves are available only during the working day.

What is needed by the Bookings System?

Equipment or materials.

- A filing cabinet to be stationed just outside the bar for **all** office and management paperwork, containing the following, especially.
 - The bookings diary (stored in front of the top drawer and never left anywhere else). The Diary will have clear guidance stuck to the front to guide people on its use, and on how to make their bookings. *People will be able to see the diary when the bar is open, as is the case now, or when the Joint Booking Secretary or Caretaker is to hand.*
 - Blank bookings forms, supplies constantly replenished.
 - Completed forms and bookings letters.
- Cabinet keys held by the Joint Bookings Secretary, and one on a large fob behind bar door in main bar. *This means that anyone with access to the bar can access the Bookings Diary – and replace it!*
- A pay-as-you-go mobile phone, to be held by the Joint Bookings Secretary – approximately £30, plus £5 monthly. *This to be used as the main point of contact for Bookings, thus advertised on website and all printed information from the Centre.*
- Joint Bookings Secretary to have door keys and alarm code. *So that they can do their work independently of the Caretaker or others, when they are best able to do it.*
- Online diary, completed by either of the Bookings Secretaries, visible by anybody, and advertised on Centre's website. *Approximately £5 monthly. **Not the formal Bookings Diary, but a pretty-much up to the minute indicator for use by all and sundry as a guide to what slots are available, and what's about to happen – useful to Centre Manager. A bonus, not an essential.***
- Ink stamp for use when annotating notes/letters – approximately £15.
Not necessary – special annotation space has been designed onto form.
The Booking Secretaries need to annotate all Bookings forms and letters as a means of ensuring that they have done the things that need to be done.

How will Bookings be processed?

Why do we need Bookings Forms ... isn't the Diary good enough? No! They are ...

- the only way to be sure in detail what a Hirer wants.
- our guide to ensuring that we process their application properly.
- essential to the Billings Secretary, who must charge hirers properly.

So, there needs to be clear-cut paperwork.

- Every booking, whether by occasional or regular users, whether paying a hire charge or not (*including Town Council and Darts Leagues, for example*) must be notified by a Booking Form or a signed Note or Letter from the Hirer.

It will not be acceptable for anyone to sit with the Centre Manager and make diary entries without also completing a Bookings Form. The form (or a letter/signed note) is crucial.

- No assumptions will be made that a Regular hirer's slots will be required, nor will diary entries be made without a booking form/letter.

This is of special relevance to such as Cinema Club, who will not have to rely on somebody's memory to ensure that their slot is booked, but can rely upon their knowledge that they have completed a Booking Form, which they filled in whilst looking at the Diary to make sure that the slots were then available. The Youth Club will also need to complete forms, of course.

- • Bookings forms include an “action record” area, within which is confirmed
 - (a) dates on which diary entries are made (by either of the Bookings Secretaries)
 - (b) date of action by Billings Secretary.
 - (c) date that any problems or issues that have been noted, and that might affect the hiring is fed back to the hirer.
 - (d) Annotations by Billings Secretary.**

Actions will be clearly initialled. Notes or letters that come in place of Bookings Forms annotated similarly.

- Diary entries will be made for all Centre users/hirers, whether charged or not.
Only by ensuring that all Darts, Dominoes, Broseley Town Council and other non-paying users' information is entered can we stop relying on the memory of one or two people to ensure that overlaps are avoided. This information would be essential to a Joint Booking Secretary who is not involved with any of the groups mentioned, and who therefore is unaware of “but they always have” histories.

- Bookings made by the Joint Booking Secretary will be notified to the Centre Manager using a form designed for the task, so that staffing and stocking issues can be addressed.
Not necessary when a booking is processed by the Bookings Secretary. Notifications will be “backwards-confirmed” by the Centre Manager to the Joint Bookings Secretary. This is just a process that ensures that these two people are always acting in concert.

- None but the Bookings Secretaries may make or authorise, and initial diary entries. If the Diary has been consulted by a Hirer, but neither of the Booking Secretaries is to hand, then Booking Forms, Notes or Letters may be left in the diary at the **current date-page** or in the box that will be provided on the side of the filing cabinet.
They will be picked up and immediately diary-actioned by one of the Booking Secretaries when they next are in the building. Even when one of them writes information into the diary with the hirer beside them or on the phone, a Booking Form must be completed to cover that diary entry.

Taking bookings.

- Repeat - bookings can be confirmed and written into the Diary, and initialled, only by one of the Bookings Secretaries. It will be unacceptable for any other person to make diary entries and wrong of them to assume that by so doing they are “making a booking”.

This absolves the Caretaker of the responsibility for taking bookings. The Caretaker can help hirers look through the diary to see what bookings they can make, but not to make entries. It is the hirer's responsibility to complete a form – which the Caretaker can supply from the cabinet.

- **Bookings** requests can be passed on to the Bookings Secretaries by any staff or Committee Member by note/email/phone.
- Requests left on answer-phones will be processed by one of the Booking Secretaries as soon as possible. Any that are picked up by the Centre Manager but cannot be then processed will be notified to the Joint Booking Secretary without delay.
- No confirmations will be sent unless requested. **Forms have a tick- box to request confirmation.**
- Any problems or issues that may affect bookings will be notified as soon as they have been identified, and the Booking Form will be appropriately annotated to confirm that this has been done.

Billings.

- Occasional hirers will be invoiced by Billings Secretary as as soon as possible after the booking has been checked as acceptable, either by post or by email.
- Regular or repeat-session hirers will be invoiced as requested on their booking form. That is, before the event; monthly; quarterly; or, they elect to pay “as used”, as a monthly receipt/mock invoice.