

Denton Senior Center Opening and Closing Procedures

Opening Procedures

1. Prep
 - a. Arrive 1 hour prior to opening hour.
 - b. Turn off alarm.
 - c. Clock in using KRONOS.
 - d. Coffee
 - i. Plug in if it has been prepped. (Make it and then plug in if not)
 - ii. Remove cups from dishwasher and put on cart
 - iii. Fill sugar and creamer dispensers
 - e. Ice
 - i. Fill ice container with ice and place ice scoop next to it.
 - f. Healthy Snacks
 - i. Cut up healthy snacks – fruits and vegetables from refrigerator
 - ii. Portion sweet snacks onto a tray
 - iii. Cover these and wait to put out at 10 a.m.
 - g. Wipe down counter so that SPAN has a clean area to use.
 - h. Take dirty towels from kitchen and put in washing machine in janitor closet
 - i. Close and lock the Sr Ctr Pantry and close the kitchen door upon leaving.
 - j. Popcorn
 - i. Follow instructions on the top of the machine to make popcorn

2. Unlocking Doors
 - a. **Arts & Crafts Room**
 - i. Make sure the room is clean and ready for the day.
 - ii. If Tuesday or Friday, open the kiln room and start the kilns.
 - iii. Turn on light
 - b. **Storage/closet behind the stage**
 - i. Open IF it is Monday, Wednesday or Friday
 - ii. Open IF it is Tuesday AND also unlock the instrument room in the storage closet.
 1. (If the band is practicing at 8:30 a.m. someone will be in at 7:45 a.m. to start setting up.)
 - c. **Multipurpose Room**
 - i. Make sure that the room is clean and ready for the day
 - ii. Turn on the two sets of lights by the tables.
 - d. **Blue Room**
 - i. Make sure that the room is clean and ready for the day.
 - ii. If it is Tuesday or Thursday, unlock the closet door for Ming
 - iii. Make sure that the room is setup for whatever activity is happening – check Linear Calendar at front desk.
 - e. **Orange Room**
 - i. Make sure that the room is clean and ready for the day.
 - f. **Pool Room / Sun Room**
 - i. Make sure that the room is clean and ready for the day

- g. **Garden**
 - i. Use the hex key (Allen Wrench) from the black money bag, unlock the outside door.
 - ii. Make sure that there is water in the fountain.
 - 1. Get the faucet key to fill fountain with water
 - iii. Turn on fountain
 - h. **Front Area**
 - i. Make sure that the front area is clean and ready for the day.
 - i. **Green Room**
 - i. Make sure that the area is clean and ready for the day.
 - ii. Leave door locked until library committee or card players want to use room.
 - j. **Library**
 - i. Make sure that the area is clean and ready for the day.
 - ii. Turn on lights in the library and entryway.
3. Computers
 - a. Start front desk computer to get ready for registration
 - b. Make sure that the rec pass scanning computer is on and logged into CivicRec
 - i. Under Activities, select Check-in
 4. Money to start the day
 - a. From the safe, get the craft store yellow pouch along with the iPad.
 - i. The person who is working the store will come get the money pouch.
 - b. From the safe, get the black bag that has the \$25 startup money for the register.
 - i. This money goes into the drawer under the computer
 5. Opening the Front Doors for Customers
 - a. Open the front door at 8 a.m.
 - i. These doors are automatic so click push the toggle on the right door to open each one.
 - b. When seniors enter, make sure that they scan their pass.

Closing Procedures

1. General Walk Through of Building – about 7p.m.
 - a. Pick up coffee cups (and take to kitchen) and throw away trash.
 - b. Tidy up the tables and chairs in each room.
 - c. Organize each room and put stuff away that should be.
 - i. Pool Room – make sure pool sticks and equipment is in their place.
2. Kitchen
 - a. Put clean coffee cups on the cart and stack clean dishes in the cabinet.

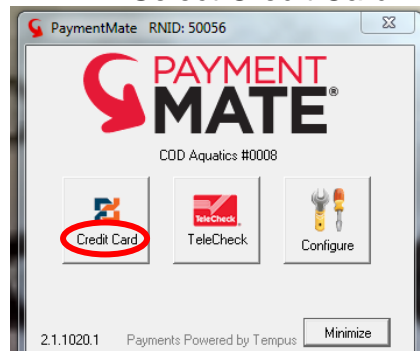
- b. Put dirty dishes into dishwasher (hand wash if needed).
 - i. Start the dishwasher (Settings: tough - heat off - sani rinse)
 - c. Clean out coffee pots and make new coffee for next day. (To make coffee—For a 60 cup full pot, use three - 1/2 cups of coffee, For a 30 cup pot, use one 1/2 cup of coffee.)
 - i. On Monday and Wednesday nights - 60 cups-1 pot, 30 cups-1 pot
 - ii. On Tuesday and Thursday nights - 60 cups, both pots
 - iii. On Friday night - 60 cups- 1 pot
 - iv. On Sunday – 60 cups, both pots
 - d. Clean out popcorn machine.
 - e. Wash out ice bucket and put away.
 - f. Wipe down counters and table in hallways if needed.
3. Rest of Facility
- a. Kitchen/Arts & Craft Hallway
 - i. Make sure alarm is set on emergency door near kitchen
 - b. Arts & Craft Room
 - i. On Tuesday and Friday, turn off kiln in arts & crafts room if needed,
 - 1. Lock kiln room
 - c. Blue Room
 - i. Make sure all 3 closet doors are locked.
 - d. Garden –
 - i. Make sure fans/water fountain is off
 - ii. Use Allen Wrench to lock the door
 - e. Bathrooms
 - i. Go into each bathroom and inspect if they are clean.
 - f. Library/Computer
 - i. Make sure everything is tidy.
 - g. Front Area
 - i. Make sure that all chairs are pushed in/tables are wiped down.
 - ii. Write down schedule on white board for the next day (usually by 7:00 p.m.)
 - h. Multipurpose Room
 - i. Turn off lights after last activity.
 - i. Weight room
 - i. Turn off fans and put away any equipment left out.
 - ii. Turn off lights if no one is in there.
4. Final walk through (from back of building forward)
- a. Check all rooms and restrooms again and make sure no one is still in room.
 - i. Turn off lights.
 - ii. Shut but DO NOT lock doors (fire safety measure)
 - b. Lock facility- lock front doors after last patron leaves (8:00pm)

5. Money Reports

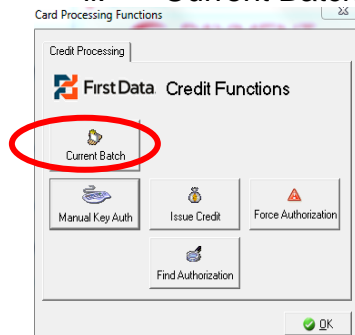
- Close Register – after doors are locked, not before 8 p.m.
- Pull all cash, coins, checks, receipts and shift change reports from the register
- Leave drawer open and empty (security measure, they won't rip it out if they know it's empty)

6. Reports

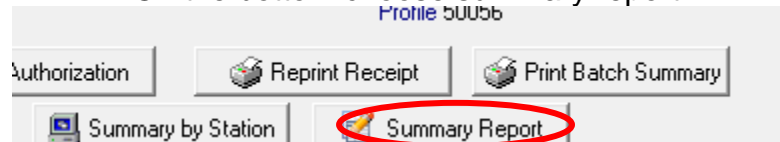
- Print CivicRec Close Out Summary Report, filtered by Date, Receipt Location and Workstation
- Print GL Summary Report filtered by Date, Receipt Location
- Print out PaymentMate credit card batch
 - Select Credit Card



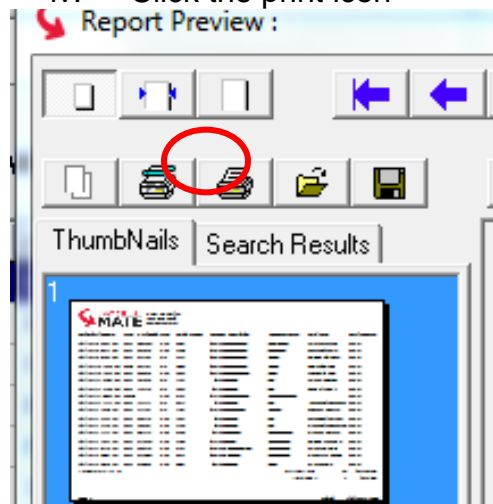
ii. Current Batch



iii. On the bottom choose summary report



iv. Click the print icon



7. Get needed supplies- printing calculator, closing sheet, deposit slip and deposit bag
8. Startup Cash -- \$25
 - a. Separate startup cash, making sure to have small bills (\$1's and \$5's)
 - b. Run a calculator tape for startup
 - a. Date
 - b. Write "Start-Up" Senior Center
 - c. Sign
 - d. Place money and tape in black startup bag
9. Deposit Total
 - a. The remaining cash/coin/checks should balance with the Cash Total on the Close Summary Report.
 - b. Make sure all checks are stamped on the back for deposit
 - c. If not balanced, check to make sure there are not any voids that were not entered or check that the cash count is correct.
 - d. Once everything has been double checked, if still not balanced, then notify a supervisor. (Sticky note on the paperwork)
10. Calculator tapes for the deposit: (Two for cash, coins, and checks with subtotal)
 - a. Run 2 calculator tapes (of each cash, coins, and checks) for deposit.
 - i. Set one of each aside for paper work stack.
 - ii. Set one aside of each for deposit bag.
 - iii. Date/ Sign both
 - iv. Run the calculator tape off the cash/coin/checks each time and not off the previous tape.
 - b. Credit Cards
 - i. Put all credit card receipts in order of transaction.
 - ii. Run a tape adding all credit card transactions.
 - iii. Verify that the tape total and the PaymentMate Report total equal.

- iv. Date/ Sign
 - c. Make a deposit tape, adding up everything (Cash/Coin total + Check total)
 - i. Sign/ Date/ circle the deposit total on the calculator tape
- 11. Deposit Slip and Deposit Bag
 - a. Fill out deposit slip:
 - i. Date at the top
 - ii. Fill in the Currency (cash), and coin if any
 - iii. List total check amount
 - iv. Fill in the total of the deposit at the bottom and on the side
 - v. Write the Bank Bag # (BB#) under the deposit total
 - vi. Initial the deposit slip, verifying it is filled out correctly and deposit totals are the same.
 - b. Fill out deposit bag
 - i. To: Wells Fargo – Brinks – Dallas
 - ii. From: City of Denton
 - iii. Location: Senior Center – 20
 - iv. Date – date of transactions
 - v. Fill in deposit total
 - vi. Sign
 - c. Tear off Bank Bag number strip on the top of the bag
 - i. Set aside to attach to reconciliation report
 - d. Place cash, coins and calculator tape for cash/coin in the top half of bag. Do not seal bag.
 - i. All calculator tapes must be behind money, NEVER ON TOP.
 - e. Place the deposit slips, deposit tape for checks, and any checks in the bottom half of deposit bag. Do not seal bag.
- 12. Reconciliation Report
 - a. Enter the information on reconciliation report
 - b. Enter cash total, coin total, check, and deposit total
 - c. Enter PaymentMate totals for Cards, Credit, and Total
- 13. Gathering Information and Paperclip to Reconciliation Report
 - a. Deposit Slip – all copies still together
 - b. Cash/Coin Tape
 - c. Deposit Bag Number Strip (plastic slip)
 - d. PaymentMate receipts and calculator tape
 - e. CivicRec GL Summary,
 - f. PaymentMate credit card batch report
 - g. Shift change reports.
- 14. Place in safe
 - a. Black StartUp Bag
 - b. Yellow Craft Store Pouch
 - c. IPad
 - d. Reconciliation Report and Deposit Bag

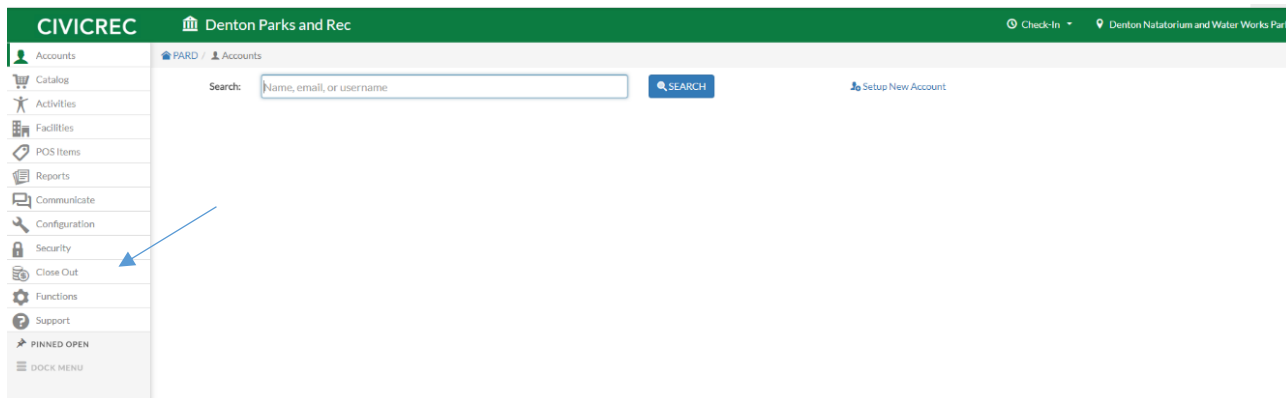
15. Final

- a. Turn of remaining lights/staff area lights
- b. Set alarm and leave through staff door.

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Shift Change

1. Print off CivicRec Close Out Summary Report, filtered by Date, Receipt Location and Workstation



2. Both the current Cash Handler and new Cash Handler verify the cash drawer is correct by counting cash in drawer and verifying PaymentMate with receipts.
3. Both cash handlers initial close out summary and place signed close out summary in drawer
4. Repeat for multiple shift changes

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