

## 1. Duties of Volunteer Stewards

The Friends of Martello24 are responsible for opening the Tower **2pm to 4pm** every **Saturday, Sunday** and **BH** from Easter until the last Sunday in October. On opening days, Stewards need to get to the tower by 1.40pm to allow time to get the tower ready and then allow 15mins to lock up. A duty is therefore from at least **1.40pm to 4.15pm**.

### 1.1 Prior to being Open to the Public

1. There should always be at least two volunteer stewards on duty.
2. One of the volunteer stewards will be responsible for the keys, unlocking the building at the start of the duty, locking up and returning keys to the Arcade.
3. Collect the keys from the Arcade Gift Shop in the High Street. ID is required and you will be asked to sign for them.
4. **After unlocking and inside, switch on the all the lights, put on a Hi-Viz Vest, Stewards badge and take and switch on a radio.**
5. All public areas should be made ready for visitors eg opening the door to the roof and both windows, tidying up, cleaning, removing newspapers from stairs, mopping floors etc and the removal of any water from the small containers.
6. Place the Visitors book on the table in the vestibule. The four donation boxes should be placed one each table in the vestibule ie with the Visitors Book, the Officer's and Mens' quarters and one on the counter.
7. At the set opening time, the main door should be opened and the 'Open' notices placed outside near, the 'A' frame open notice near the High Street and the small 'Open' notice, with the 'Rules for the Public', at the foot of the external stairs (hang over rail).

### 1.2 Opening to the Public

1. One volunteer steward to always be just inside the entrance by the stairs to meet and greet all visitors and:
  - a) **Draw all visitors attention to the steep stairs to the roof and basement. Both sets of stairs should be used with great care; go down backwards to the basement.**
  - b) **Draw visitors attention as necessary to the Rules for the Public (see 1.4 below)**
  - c) **Record visitors attendance on the counter provided.**
2. Stop further entry to the Tower if any of the floors become congested. Limit the numbers of visitors to the tower at any one time to 30.
3. Check all public areas of the tower at regular intervals to ensure all is OK.
4. Monitor dampness on the floors, as caused by the drips, and mop up as necessary
5. Deal with visitor enquiries.

### 1.3 Log Book & Diary

1. Stewards should record in the Log Book and Diary:
  - a) The reason and times for the opening – normally 'Open to the Public'
  - b) The count of people who visited and any significant comment(s)
  - c) Any important relevant, occurrence etc eg weather
  - d) Anything wrong/untoward/needing attention, and any actions taken
  - e) Name(s) of Stewards on duty

### 1.4 Rules for the Public

1. No food or drink allowed
2. Keep dogs on leads
3. Wear suitable footwear
4. Children must be accompanied by adults at all times
5. Please do NOT climb on the cannon

## 1.5 Closing Up

1. 15 minutes before closure time, tell visitors that they only have about 10 minutes before the tower closes.
2. 10 mins before closure time bring in the 'A' frame open notice from the High Street and chain to the foot of the external stairs. Bring in the small 'Open' notice from the foot of the stairs and close the main door.
3. 5 minutes before closure time, clear the tower of all visitors.
4. At closure time:
  - a) Check of all areas of the tower to ensure all visitors have left
  - b) Check no-one on roof and lock door to roof
  - c) Place newspapers on both sets of stairs
  - d) Check all areas should be tidied up ready for the next opening.
  - e) Record visitor numbers, etc in the Log Book & Diary
  - f) Take off Hi-Viz Vest and Stewards badge
  - g) Switch off radios and return them to their charging base; leave on charge
  - f) Return the four donation boxes, with the monies donated still inside, to the office cupboard. Each Sunday, the Secretary/Treasurer or another Trustee will empty the boxes
  - h) Return the counter, Visitors Book and Log Book & Diary to the office cupboard
5. Switch off lights, lock up (both locks) and return the keys to the Arcade Gift Shop.