

**VERGAS MUNICIPAL EVENT CENTER**

**Policy Manual**

Approved by Event Center Advisory Board on September 1, 2015 and City Council on September 14, 2015.

### **Clerk Duties**

Clerk takes phone calls and emails regarding the center and informs patrons of rules, regulations and availability. Clerk schedules events and provides contract to patrons.

Clerk requests maintenance staff to meet with patrons for tours of the center. Clerk provides tour of center when maintenance staff is unavailable.

Clerk receives contract, deposit and payment for the center. Clerk is also responsible for returning the deposit.

Clerk is responsible for providing a copy of contract to the maintenance staff.

Clerk provides maintenance staff monthly calendar for events at the center during the second week of the previous month and provide updated calendar as needed.

Clerk schedules Lions Bar and works with Lions and State of Minnesota for a 1-4 day permit for bar or receives proof of liquor liability insurance with any other patron offering alcohol at events.

Clerk schedules security for Events.

If maintenance staff cannot work for any reason Clerk assigns duties to other staff so all event center duties are fulfilled.

Clerk prepares and reviews budget with advisory board.

Clerk reviews requests and either brings requests to Advisory board or Council for consideration.

### **Office Staff Duties**

Deputy Clerk and Liquor Store employees will hand out event center contracts. They will take payments and provide keys with signature of patrons when needed.

They will inform Clerk of any discussions with patrons regarding the center. They will call the Clerk with any questions or concerns about the Event Center.

### **Maintenance Staff Duties**

Maintains Event Center and performs general maintenance, cleaning and repair work as needed.

Puts up and takes down the letters on the Event Center sign.

Provides tours of Event Center for patrons looking to rent the center and fills out tour checklist and provides copy to clerk.

Unlocks the doors prior to Event Center events.

Sets up meeting room for Council, Planning Commission and other meetings.

Sets up Chairs for funerals and public hearings and when necessary take down chairs.

Seasonal landscaping, such as keeping snow away from Event Center and mowing lawn.

### **Security Duties**

Make sure no alcohol is brought in Event Center by anyone other than the organization with liquor liability insurance. Make sure no alcohol is taken out of the Event Center.

Watch for and stop any underage drinking.

Either stop any fights that break out or are about to break out or call the sheriff's department (218) 998-8555 for back up.

Fill toilet paper and paper towels if needed during an event. Help patrons find items in the Event Center.

Communicate with the Clerk by calling 218-841-0804 regarding any issues that arise during events. Filling out incident form and turning into City Office within 48 hours regarding issues during events.

### **Reporting Chain:**

All employees are responsible to the Clerk. The Clerk will report to the Vergas Event Center Advisory Board and the Advisory Board will make recommendations to the Vergas City Council.

### **Work Assignments:**

Regular working hours for security shall be assigned by the Clerk. All staff is required to work weekends and evenings.

The Clerk and Maintenance employee are required, and will be paid, to attend regular Event Center Advisory Board Meetings.

### **General Requirements:**

If a scheduled employee does not report to work, notify the Clerk immediately.

Maintenance employees will keep weekly inspection reports.

Employees shall not use abusive language or profanity.

Employees are to keep an accurate time card of hours worked.

### **Personnel Attire:**

While working, employees will wear appropriate clothing, which must be of good taste to the public, no alcohol logos or profanity.

Security will be provided with City of Vergas Logo shirts and photo id to give them authority when dealing with patrons.

The necessary protective gear shall be worn when operating equipment.

### **Accident Reports:**

Shall be filled out immediately and completely following any accident. In the event of any major accident, the Clerk shall be called (218-841-0804) immediately. The accident report must be filed with City Office within 24 hours. In the event that an employee is injured, the Clerk must complete a Supervisor's Report of Injury which can be obtained at the Clerk's office; this must also be done within 24 hours of the injury. In the event of a weekend, all reports must be submitted to City Hall immediately Monday morning.

### **How to Handle Complaints:**

Be sincere and with an open mind - listen to what the patron has to say. Don't doubt or distrust them - above all, don't argue. Inform them that you will see that the situation is corrected or pass the information on to the Clerk, then do so. Always leave the patron feeling that you are at their service. Remember that the impression you leave on them will be their impression of the entire facility.

### **Office Hours:**

The Office is open from 9 am to 5 pm Monday – Thursday and the Clerk is available to answer questions by cell phone 218-841-0804 during non-office hours.

### **Public Relations to be followed by all Employees**

- Be polite and courteous.
- Don't embarrass – inform.
- Professionalism when answering the telephone or talking to the public is vital. You may be the first personal contact they have with the Event Center-make it great! Take names!
- If you don't know an answer, refer the patron to the Clerk or someone who is able to help.
- Nothing can impress the public more than employees working as a smoothly operating team.