

Ticket Desk Manual

May 2021

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POS - Point of Sale

Used for Ticket Desk and Gift Shop transactions

Register 1 and Register 2 are used for entering transactions at the Ticket Desk

- Open the POS system and the PPS screen (see PPS instructions) at beginning of shift
Both systems are closed at the end of day

Register 1

The Screensaver is a nature image, time, and date

- Press “Enter” or any key to wake Register
 - The “User” icon will appear with “Tickets” written below



Tickets

- Type Password - “ moo ”
- Press “Enter”
 - “ WELCOME ” will show on the screen
 - “ \$ ” POS icon will show at center of screen
- Double tap on \$
 - [I] merchant Login window opens
- User ID
Type “ tickets ”
- Password
Type “ moo ”
- Press “Enter”
 - “ Starting Point of Sale ” will show on screen
 - Register transaction screen reads

[I]merchant x
Enter Zip Code. “OK”
“Cancel”

Note

The Zip Code window is the entry point to transactions

- 1) Type in zip code of guest to begin transaction
- 2) Type “ 0 ” if no zip code collection is required
- 2) Press “Enter” to skip/clear “Zip code” window when no transaction is being performed

Register 2

Under Right side of monitor

- Press “ ON ” button
 - HP will initialize and start windows
- Press “ Ctrl Alt Delete ” keys on keyboard at the same time
 - “ WFI/tickets ” with Sunflower Image will show on screen
- Type Password “ Moo ”
- Press “ Enter ”
- Double tap on \$
 - [I] merchant Login window opens
- User ID
Type “ tickets ”
- Password
Type “ moo ”
- Press “Enter”
 - “ Starting Point of Sale ” will show on screen

To Close POS

- Select “ ✕ exit esc ” - lower right of screen
- Select “ Close of day ” - End of Day summary report will print
 - “ Do want another copy? ”
- Select “ NO ”
- Press “ Enter ”

To Close Register 1 and 2 Computer

Final step when logging of the computer

- Register 1 / Gift Shop
 - Select “ Sign out ”
- Register 2
 - Select “ log off ”

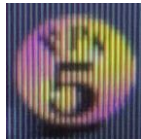
Past Perfect Museum Software (PPS 5)

This is the membership storage database. It is used to search for members, type of membership, mailing address, expiration date, and relevant membership information

PPS is opened after 9:30 AM to allow for Admin to input any new Memberships from the previous day

To Open Program

PPS5 is located at the Bottom Center of Register Screen



- 1) Select “PPS 5” to open Membership data program
(If PastPerfect window does not open, dial “0” to contact admin office for assistance)
- 2) Enter User Name and Password : “Tickets” / “Moo”
- 3) Press “Enter”
- 4) Select “Contacts” - located upper right corner of screen - image of a Group of People forming a circle - this will open Membership Information screen

To “Find” a Member

- 1) Press “Binoculars” - top center of screen - to “Find” a Member
- 2) Press “Enter”
- 3) Type in last name of Member - does not need caps
- 4) Press “Enter”
- 5) Arrow Right “>” - top left of screen - to scroll through memberships (to locate correct member according to first and last name).

To Close Program in PM

- 1) Press “Exit” - bottom right corner of screen
- 2) Screen reads: “ would you like to close ? ”
- 3) Select “Yes”

Communication Binder

The purpose is for short term communication / information between BFM departments and the Ticket Desk / Gift Shop

- The Communication Binder is located at the Ticket Desk
- TD Staff reads binder information at the beginning of each shift

Example communication:

An email was received from Admin Office regarding guests visiting the site

A copy of the email will be placed in the Communication Binder

- The email includes - the date of visit, name(s), and number of guests and special instructions for the Ticket Desk staff
 - Monthly membership drive information
 - Short term specials or promotions
- TD staff discard the information from the binder when past date

Ticket Desk Opening Procedure

This is the full detail opening procedure. There is an abbreviated opening checklist below that can be used for quick reference once full procedures are learned

- **Use the Opening Checklist to set up the TD for the day**
 - The Opening Checklist is located on the Checklist Clipboard
 - Check off each task on the Opening Checklist as it is performed
- **Bring a copy of the Daily Staff Grid and the Cash Drawer to the TD**
- **Read Communication Binder at the start of each shift**
 - Questions about any information in the binder should be directed to the MOD
- **Review the Closing Checklist Notes on the Checklist clipboard**
 - Notes from the previous day will be dated and left on the Checklist clipboard for the AM staff
 - AM staff complete tasks noted during opening procedure or as time allows during the day
 - Discard this paper after tasks are complete
 - Further notes are to be made on the Closing Checklist Notes section
- **Turn on TV monitors on the walls of the Visitor Center using remote**
 - The remote is located on the shelf below the TD
- **Open Systems** - See POS and PPS5 instructions
- **Register**
 - Count drawer, at opening it should contain the following:
(contact MOD if not correct)
 - 5 \$20 bills
 - 10 \$10 bills
 - 20 \$5 bills
 - 2 bundles of 25 \$1 bill
 - If MOD brings cash to correct drawer count (prior to opening) or during hours of operation to exchange bills - recount bills to verify accuracy
- **Tickets**
 - Set out admission tickets for members and guests
 - Ticket rolls are stored in the third drawer at the Ticket Desk
 - Green is used for Members
 - Select the next color in rotation for Daily Admission Ticket according to the Admission Ticket Color Chart on the clipboard
 - Record today's date and the Daily Admission Ticket color on the Admission Ticket Color Chart
 - New ticket rolls are stored in the Boiler Room

- **TD Clipboard** - confirm 5 sheets are attached (Woodstock Inn guest chart is the top sheet on the clipboard. Daily Staff Grid is the bottom sheet)
 - 1) **Woodstock Inn Guests chart** - Record date
 - 2) **Ticket Desk Cash Register Report**
 - Record
 - Ticket Desk staff name (s) or initials
 - MOD initials
 - Date
 - **Admission Notes** box - Record additional information regarding transactions during the day
 - Unscheduled group tours - total count of admission and payment details, cash donations,
 - Staff initial the entry

Examples of details noted in Admission Notes box

 - Group Not Appearing on Daily Group List
 - Vermontology - 3 adults @ \$9 (under Adult Group rate), Total \$27, 1 guide comp, pd CC, KT (initials)
 - Visitor cash donation upon exiting the site
 - \$10 cash donation left by guest upon exiting, not rung into register, TM
 - 3) **Ticket Desk Tally Chart** - Used to track Library Pass and Military visitation

Note: A new chart is used each month. On the last day of the month, place the completed chart in “end of day” envelope and place a new chart on the clipboard.
 - 4) **Admission Ticket Color Chart** - Record date and color of Daily Admission Ticket (continue 3-color rotation as per prior days)
 - Additional copies of each sheet (1-4) are found in folders in the large bottom drawer of the Ticket Desk area
 - Master Copies are located in the Copy Room, next to the Copy Machine

Note: When chart is filled place in “ End of Day ” envelope for MOD review, and replace with a new chart on the clipboard.
 - 5) **Daily Staff Grid** - A schedule listing areas being staffed, daily program details / tour times / groups / etc. A copy is brought down daily from the staff room by TD staff
 - The Daily Staff Grid is found in the Staff Room
- **Latch “Exit”** rope outside of VC if open
- **Attend Morning Meeting**
- **Unlatch “Exit”** rope outside of VC
- **Ticket Desk Counter**
 - Fill TD brochure holders
 - Set on the TD counter
 - Set out BFM Special Event Information/Signs (per MOD)

- **Brochures**

- Stock BFM maps (English and other languages), Membership forms, yearly BFM Event calendars and Film Series brochures on shelves below Ticket Desk counter
 - Additional stock is located in labeled boxes on shelves in the Boiler room at the end of the hallway, key is in the Ticket Desk top drawer
 - Maintain Vermont Area Attractions wall rack - Organize and Restock
 - Stock empty slots on wall rack with VT Roadmaps or BFM cards
 - Additional Stock for VT Roadmaps, BFM cards, Discovery, Woodstock maps, Kids magazines is located in Boiler Room
- Note: An outside vendor stocks the VAA pamphlets - Vermont Area Attractions
- Remove All out of date Magazines and Brochures from wall rack - place in the Boiler Room in front of the trash can, clearly labeled - "Recycle"
 - Report to MOD when supply of BFM brochure/map is low in Boiler Room - Make note on closing checklist

- **Cleaning**

- Clean - Use a cloth with Windex disinfectant spray for all hard surfaces at the Ticket Desk
 - Use Alcohol solution on Ticket Desk
 - Spray cloth prior to wiping surface
 - Always spray cloth prior to wiping, never spray directly onto a surface
 - Keyboards, phone, pens, CC machines, hard plastic surfaces, touch points, plexiglass shields
- Dust using the Swiffer
 - Replace Swiffer head when dirty
 - Replacements are located in ULX Cleaning supply locker in VC Staff Room
 - Distilled water sprayed on a cloth is used for dusting shelves or surfaces around the VC - non touch points
 - Windex, Distilled water, and Swiffer are located at the TD
 - Supply of Windex and Distilled water is located in the Boiler room
 - Replace or refill Windex / distilled water as needed
 - Report to MOD when supplies are low in Boiler Room - Make note on closing checklist

Note

Visitor Center cleaning duties apply when the Health Screener is NOT available
See Health Screener Opening Check List

- **Front Doors** - MOD unlock doors at 10:00 AM
- **Film** - MOD will start the film at 10:30 AM each day
 - Remove the clock cover by Theater door stating the first showing is at 10:30
 - The cover is stored at the TD phone counter

Ticket Desk Opening Checklist

- Use the Opening Checklist to set up the TD for the day**
 - Opening Checklist is located on the Checklist Clipboard
 - Check off each task on the Opening Checklist as it is performed
- Bring a copy of the Daily Staff Grid and the Cash Drawer to the TD**
- Read the Communication Binder at the start of each shift**
- Review the Closing Checklist Notes on Checklist Clipboard**
 - Complete tasks noted during opening procedure or as time allows during the day
 - Discard this paper after tasks are complete
- Turn on TV monitors in the Visitor Center**
- Systems** - Open POS (Point of Sale) and PPS5 (PastPerfect - after 9:30AM)
- Register** - Count cash drawer
- Tickets** - Set out ticket rolls for members and guests (check Ticket Chart to select next color in rotation), record the date and color on Ticket Chart
- TD Clipboard** - Confirm the 5 sheets are attached (from top sheet to bottom)
 - **Woodstock Inn Guests Chart** (record date)
 - **TD Cash Register Report** (record staff name, MOD and date)
 - **TD Tally Chart** (Library/Military visits)
 - **Admission Ticket Color Chart**
 - **Daily Staff Grid** (bring down from staff room after clocking in)
- Latch “Exit” rope** outside VC if open
- Attend Morning Meeting**
- Unlatch “Exit” rope** outside VC
- Ticket Desk Counter** – Fill and Set out BFM map, language, Membership brochure holders
 - Set out BFM Special Event Information/Signs (per MOD)
- Brochures** - Organize and Restock Ticket Desk brochures, Vermont Attractions wall rack at end of hallway
- Cleaning** - Wipe surfaces (See Health Screener Opening Checklist)
 - **Note:** Visitor Center cleaning duties apply when the Health Screener is NOT available

- Front Doors** - MOD unlocks front doors at 10:00 AM
- Film** - The MOD will start the film each day
 - Remove the clock cover by Theater door stating the first showing is at 10:30
 - The cover is stored at the TD phone counter

AM Prior to Opening / Shift Duties for TD and GS (coverage for desk required prior to performing shift duties, when site is open to the public)

- Check restrooms
- Clean fingerprints on doors/windows
- Sweep doorways and stairs - keep clear of leaves, dirt, debris
- Restock brochures and pamphlet piles
- Keep TD area and drawers presentable/tidy
- Clean returned laminated group coupons, organize by set(s) in drawer
- Check under and behind cabinets / drawers for items to discard
- Monitor cider table (when applicable)

Admission Ticket Color Chart

Ticket Desk will rotate the color ticket handed out to visitors every day so that the same color is not handed out two days in a row. There are three colors to rotate: red, blue and orange.

Note: Members receive green tickets. “Member” is in print at the bottom of the ticket.

Guests of members receive a red, blue or orange ticket – the same as a regular visitor.

<u>Date</u>	<u>Ticket Color</u>	<u>Date</u>	<u>Ticket Color</u>

Film

A Place in The Land

By Charles Guggenheim, Narrated by Peter Coyote

Nominated for an Academy Award for Best Documentary Short in 1998

The 32 minute documentary film was produced in 1998 by the Woodstock Foundation for Billings Farm & Museum to serve as an introduction to Billings Farm and Museum and the Marsh Billings Rockefeller National Historical Park.

Copies are available for purchase in the Gift Shop

The film is 30 minutes long with 2 minutes of credits

- MOD start the film at 10:30 AM and turn off the film after 4:30 PM
 - The film will run automatically at the bottom of each hour
 - It is set on a 60 minute cycle and will loop the film all day
 - The last showing is at 4:30 PM

Running times

10:30 AM

11:30 AM

12:30 PM

1:30 AM

2:30 PM

3:30 PM

4:30 PM

- MOD will start the film at 10:30 AM
 - Remove the clock cover by Theater door stating the first showing is at 10:30
 - The cover is stored at the TD phone counter
- MOD will stop the film after 4:30 PM
 - Replace the cover over the clock by Theater door to cover the clock countdown

TD Script

- **Opening**
 - “Welcome to Billings Farm and Museum! Is this your first time here?”
(or other preferred warm welcome or welcome back)
- **First Time Visit**
 - “You are going to enjoy being here! It is a great place to spend time today. May I have your zip code please?”
 - “How many adults are visiting in your group today?”
 - Ask for number of 62yrs and older
 - Number of Adults
 - Number of children and ages
 - Input into the register

Note

If the guest continues speaking as you input their information in the register politely say, “I will give you a brief orientation to the site as soon as we finish getting your tickets ready for today.”

- “Thank you.
Your total for today’s visit is ____.
If you are planning to visit again, consider a membership.
Or if later today you decide that you would like to purchase a membership, we can apply the cost of today’s visit to the total membership purchase.”

Note

If they are not interested, move on

If they are interested, give brief information and encourage them to take a membership brochure and keep their receipt

- **Site Orientation**

After taking payment and giving tickets to the guests give a brief orientation to the site

 - “Would you like to start your visit inside or outside today?”
- **Inside Orientation**
 - “Great! Please note we have our 30-minute film starting in the theater at 10:30 (or name the next time), which gives the history of the site and the land. It is shown hourly at the bottom of the hour.
 - Use hand directional signals throughout orientation
“At the top of these stairs you will find the Upon This Land exhibit.
Beyond and to the right are two floors of Farm Life exhibits.”
 - “As you head outside through the activity barn doors, you will find the 1890 Farm Manager’s House, the Dairy Bar (for drinks and snacks), the Heifer and Small Animal barns, pastures, and gardens.”
 - “At the end of your visit, please exit through the gate on the left just outside this door.”
 - “If you have any questions while on site, please don’t hesitate to ask, there are interpreters around the site to answer them.”

Note

Inform guest of specifics about Dairy Bar hours of operation/special items, and relevant details of a Special Event

- **Outside Orientation**
 - “Great! Please note we have our 30-minute film starting in the theater at 10:30 (or name the next time), which gives the history of the site and the land. It is shown hourly at the bottom of the hour.”
 - Use directional hand signals throughout orientation
“Heading directly out these doors you will find the horse barn and cow barn”
 - “Taking the path to the right will lead you to the Heifer and Small Animal barns, pastures, gardens, 1890 Farm Manager’s House, and Dairy Bar (for drinks and snacks).”
 - “When you are ready to head inside, walk through the double doors of the activity barn to see our Farm Life and Upon This Land exhibits (or by heading upstairs), those doors are on the back side of the building we are in.”
 - “At the end of your visit, please exit through the gate on the left just outside this door
 - “If you have any questions while on site, please don’t hesitate to ask, there are interpreters around the site to answer any questions.”

- **Return Visit**
 - Follow transaction procedure script
 - Highlight activities for the day and brief orientation of where activities are located on site

Horse Barn and Dairy Barn

- The horse barn and dairy barn are open with a one way in and a one way out
- Enter through the horse barn and continue through to the calf nursery and then see our milking herd
- You will exit on the far side of the building near the Heifer barn, which was just opened for the first time last year

Interacting with Farm Animals / Fencing Guideline

- Due to COVID-19, for the safety of our animals, farm staff, and other guests, we ask that you please use hand sanitizer before and after petting the animals.
- **Please do NOT feed the animals at any time.**
- For safety reasons, please refrain from leaning, sitting, or standing on the farm fence rails, or having your children climb on them.

Bathrooms

- The bathrooms are located down the hall here in the Visitor’s Center (use directional hand signal) and downstairs in the 1890 Farm Manager’s House. They are cleaned regularly.
- When you are outdoors on the site, please use the bathrooms in the 1890 Farm Manager’s House. They are clearly marked and accessible from the terrace at the back of the house.

1890 Farm Manager's House

- For the safety of our guests and staff, the farm manager's house is closed until we can safely go inside again.
- All education and programming for the farmhouse is taking place in our activity barn and you can look in the windows of the house to see inside.
- The Farm Manager's house will re-open on a limited basis on May 21

BFM Zip Code Collection

Zip Code collection is focused on “front gate” general guests, allowing BFM to understand guest geographic origin, and evaluate patterns in visitation (weekday / weekend, special event / non-special event, year to year). Feedback from this collection serves for marketing efforts and understanding the geographic origin of visitor base

Collect Zip Codes from General Public

Zip Code text window located center of Register screen

- Ask for the Zip Code of the paying guest
- Type in Zip Code - Ex: “06001”
- Press “Enter”, transaction screen is now available, proceed with sale

If Visitor is from outside of the United States:

- Type the country full name in Zip Code text window - Ex: “Germany”, “Peru”
- Press “Enter”
- Proceed with sale

No Zip Code collection required for:

- Members
- Library Pass
- Woodstock Inn Guest
- Groups
- School Groups

Enter “ 0 ” in the Zip Code window when no collection is required:

- Type “0” in the text window
- Press “Enter”
- Proceed with sale

Note

The Zip Code window is the entry point to transactions

- 1) Type in zip code of guest to begin transaction
- 2) Type “ 0 ” if no zip code collection is required
- 3) Press “Enter” to skip/clear “Zip code” window when no transaction is being performed

Ticket Desk Transactions

Standard: Staff greets the guest with a warm welcome. Each guest purchases a ticket and receives an overview of the site before leaving the Ticket Desk. Guests who purchase admission are given Daily Admission tickets in the form of stickers to wear while on site to identify they have paid for their admission.

There are three daily admission ticket colors: red, blue and orange. The color of the daily admission ticket is rotated each day, the same color is not handed out two days in a row.

Note: Green is always used for member tickets. It allows staff to identify members while they are on site, so members may receive discounts. Guests of members receive a Daily Admission ticket.

BFM Admission is a one day pass.

Leaving and Reentering the Site

- Guests may leave the site and return in the same day as many times as they would like.
 - Ask guests to continue wearing their tickets for proof of admission

Ticket Sales Transaction Overview

- Greet guest
- Input order into register
- Announce total cost
- Receive payment
- Close sale and provide receipt if necessary or requested
- Brief site description
- Provide Daily Admission Tickets
- Positive closing statement

Admission Categories:

Adults (Ages 16 - 61) \$16.00
Senior (Ages 62 and over) \$14.00
Child (Age 4 - 15) \$8.00
Child 3 and under Complimentary

Payment Transaction Instructions

To Input Order Into Register

- Type guest Zip Code into Zip Code text window (see “Zip Codes”)
- Press “Enter” on keyboard
- Press “Adult” key - top left of keyboard,
- Type number of adults under “Qty”
- Press “Enter”
- Repeat Process if other age groups are present:
Ex: Press “Senior” key, input “Qty” of guests in that category, “Enter”, same for “child 4-15”, “3 and under”. Enter the number of guests in each respective category.
- Receive payment (see below payment types)
- Transaction closing: Provide the guests with the following
 1. Receipt - If requested by guest
 2. Daily Admission Ticket
 3. Site map
 4. Programs - Verbal review of programs taking place at BFM on that day
 5. Positive closing statement

Payment types: Credit Card, Cash, Check

1) Credit Card Transaction

- Select “Credit Card”, located in the upper right hand side of screen below “Sales”, 2nd icon down from top
- Ask the guest to follow prompts on the Credit Card machine
- Credit card screen will read - “Insert / Tap / Swipe”
- Guest will - Insert, Tap or Swipe Credit Card
- Ticket Desk register screen will show - Transaction - “Approved ”
- Press “Enter” on the keyboard 3 times for the following actions:
 - 1) Accept the signature
 - 2) Accept the transaction
 - 3) Close the transaction and print receipt
- Drawer will open
- Close cash drawer and discard receipt unless guest requests the receipt
- Press “ Enter ” to select “ Next Sale ” - Highlighted default at the top left of screen

2) Cash Transaction

- Select “Cash”, top right corner of screen under “ **Sales** ”
- Cash window will open on left of screen:

“Tender - Cash”

Ex: Amount [_____]

✓ OK = Full Amount ✗ Cancel

- Take cash payment from guest
- Count cash received and verbally announce the exact amount received
- Type in the exact amount received from guest in “Amount [_____] ” window
- Press “Enter”
- The calculated difference will show - (unless received exact amount)
- The drawer will open and receipt will print
- Count the “Amount Due” to guest (if there is \$ due to guest)
- Close the cash drawer
- Verbally repeat change (amount handing back to guest)
- Press “Enter” to select “Next Sale” - Highlighted default at the top left of screen
- Discard receipt unless guest requests receipt

3) Check Transaction

- Select “Tender Check” - top right hand corner of screen under “**Sales**”, 3rd icon down from top
- Instruct guest to make check out to “**Billings Farm and Museum**”
- Verify information written on the check is correct:
 - 1) Date
 - 2) Made out to: “**Billings Farm and Museum**”
 - 3) Amount
 - 4) Guest signature
- Type in exact amount received in “Amount [_____] ” window
- Press “Enter”
- Drawer will open, receipt will print
- Place check in left slot of cash drawer (next to \$20’s, used for large bills and checks)
- Close cash drawer
- Discard receipt unless requested by guest

Power Outage Process (Manual Credit Card Entry)

Credit Card Sales Slip - used for Manual Sales Transactions (Only)

Located in 3rd drawer at the Ticket Desk

(same instructions apply to Gift Shop transactions - see 6% state tax schedule for applying tax to items - admission tickets, food and clothing non-taxable items)

Instructions for Completing Credit Card Transaction during a power outage or when the Credit Card Machine is Down

1. Select a Credit Card Sales Slip from the drawer
2. Manually Complete the form in Clear Detail - Write: Date, Items, Amount, Total
3. Write Card Number, Expiration Date, CVC Number along Top of Slip (where says, DO NOT WRITE ABOVE THIS LINE)
4. Write - BFM PO Box 489 Woodstock, VT 05091 - in single line directly below CC Number
5. Write Name and Address/Phone number of Guest - in opening below BFM Address
6. Guest signs on the line marked: Sign Here X
7. Customer Copy may be given to Guest: Sales Slip Customer Copy

Instructions for Completing a Manual Receipt of the transaction use an Invoice Form - located in bottom drawer at TD under Invoices.

1. Cross out the word "Invoice" and write mode of purchase: upper right "GROUP CHARGES INVOICE #"
2. Fill out form with necessary details: Date, Items purchased, Total, Payment Type
3. Bottom copy may be given to Guest
4. Place Slip and Receipt in slot in Cash Register Drawer to be collected in End of Day Envelope, staple together
5. Make note of transaction in Admission Notes Box on Daily Cash Register Report

Instructions Once Power Resumes

1. Input transaction in register system when connectivity returns
2. Manually input Credit Card Information into system following prompts
3. Print Receipt
4. Attach Receipt to CC Sales slip as proof of transaction in register
5. Make note of transaction completion in Admission Notes Box on Daily Cash Register Report
6. Place in slot in Cash Register Drawer to be collected in End of Day Envelope

If power does not resume by end of day, all transaction information will be sent to Admin for input into system

Invoice Forms

Invoice forms are used for many group transactions at the TD

- No collection of payment is taken at the TD
 - Completed Invoice forms provide a record of the visit / transaction
 - Completed Invoice forms are used to bill the guest
 - Groups may prearrange to be billed at a later date for their visit to BFM
- Groups are entered into the register on the day of the scheduled visit
- Invoice Form
 - Use the TD group list to fill out a portion of the Invoice form prior to the groups' arrival
 - TD receives a detailed list of groups visiting BFM
 - Invoice forms are located in the bottom drawer at the TD
 - Additional forms are located in the boiler room
 - Report to MOD when supplies are low in Boiler Room - Make note on closing checklist
 - Write on the Invoice Form
 - Arrival Date
 - Time
 - Group name
 - Discount Rate
 - Ice Cream and rate (if applicable) - in the open space on right side of form
 - Confirm / Verify details with the Group Leader upon arrival to BFM
 - Total No. of Attendance of Students or Bus group,
 - Rate of Admission
 - Complete the form using this confirmed information
 - Number of guests
 - Adult
 - Student
 - Group Leader
 - Driver / Escort
 - Chaperone
 - Additional children age 3 and under
 - @ Discounted Rate
 - Total No. Of Admissions
 - Misc. Charges (Ice Cream,...)
 - Total Due
 - Grand Total Due
 - Chaperones / Complimentary admissions
 - Ice cream - Price and No. of Ice Creams
 - **See Sample Invoice form**

Invoice Forms continued

- Transaction - This transaction is entered into the register as TENDER SIMPLE (Invoice) for payment
- 3 copies of the transaction receipt are printed
 - Group leader receives a printed copy of the receipt and the bottom copy of the Invoice Form
 - TD staples a copy of the receipt to the remaining Invoice forms
 - Place in the register for end of day collection
 - TD writes the name of the group on the top of the 3rd receipt
 - Place in register for end of day collection
- TD Cash Register Report
 - Write the Group Charges Invoice # and amount Under INVOICES “ List Invoice No. And Amount ”

Example #162 @ \$225

Group Admissions

BFM hosts groups of guests throughout the year. This is by reservation only through our administrative offices. We **do not** extend group rates to walk-in groups of friends or families without prior reservation.

- Camps
- Schools
- Tour Buses

Examples of Groups

- WIR Suicide 6 Camp (Summer Program)
 - Woodstock Elementary School
 - Zack's Place
 - Tauck Bus Tour
-
- Each Group has a check-in procedure at the TD before entering the site
 - Groups have prearranged programming and price per group guest
 - Price will vary depending on the program / group
 - Adult groups are \$11.00 per person available to groups of 10 or more, only with reservations.
 - Barcodes per group type are located at the TD for entering guests into the register
 - Example Prices
 - Adult Group - \$11.00 per guest (scannable barcode set at \$11)
 - Zack's Place - Education Program \$3.00 (Ed Prog barcode - change price to \$3)
 - Youth group field trips - \$9.00 (Youth group barcode set at \$9)
 - School group programs - \$7.00 (Ed program barcode set at \$7.00)
 - Education Program - Complimentary (Ed Prog Comp barcode \$0)
 - Drivers of cars transporting more than 1 student, Bus Drivers and Tour Bus Drivers
 - **Ed group chaperones – 1 free PER 7 students. Additional chaperones pay full price.**
 - Group List and details will be provided to the TD on the day of group visit
 - Details for the group transaction will be on this group sheet
 - Listed
 - Group Name
 - No. of guests
 - Type of guest (Adult, Student,...)
 - Admission rate of guest type
 - Details of visit - If the group is purchasing Group Ice Cream / Programming received with their visit

Group Admissions continued

- Complimentary Admission is given to portions of the group
 - Camp Counselors
 - Bus drivers
 - Bus Group leader / escort
 - Drivers of cars transporting more than 1 student
 - 1 on 1 aides
 - See above for complimentary chaperones

Notes

BFM Members and Library or other pass holders pay the full daily admission rate

- Memberships and Passes do not apply to Educational Programming

Additional children pay BFM rate according to age (4-15 rate or 3 and under)

- Complete the transaction according to group payment selection
 - Cash
 - Check
 - Credit Card
 - Invoice
- **TD prints 2 receipts for every group that visits BFM**
 - **Write the group name** at the top of the 1st receipt
 - Place in the register for end of day collection
 - Staple the 2nd receipt to group information
- Write details of group admission on the Daily Group List sheet
 - Number of guests / type (adult, child)
 - Number of comps
 - Number of ice creams and amount paid
 - Total paid / type of payment
 - Check off that the group has been received on this paperwork
- Place all group Invoice forms and / or receipt information in the register for end of day collection
 - Make note of Invoice # on TD Register Report (if applicable)
- Any visiting groups not listed on the Group List sheet will be written / detailed in the Admission Notes box on the TD Cash Register Report
 - Call the MOD for Admission price and details for processing this transaction

Group Admissions cont.

Group Ice Cream

Groups may request Ice Cream be served to their guests / students for an additional fee

- This is a preapproved item
- The fee is included in the group invoice

Coupons - Located at the TD examples listed below

- Please Redeem This Coupon for One Ice Cream
- Please Redeem This Coupon at the Dairy Bar for One Ice Cream or Drink
- Please Redeem This Coupon at the Dairy Bar for One Ice Cream or Drink
 - Compliments of Globus
 - Compliments of Tauck
 - Compliments of Collette Vacations
 - Compliments of Heritage Group Planners
- Please Redeem This coupon at the Dairy Bar for a cup of Cider and Donut
Compliments of Village Tours
 - This is a fall tour group
 - Price will be set

Note

Driver / Escort for Bus Tour Groups receive an Ice Cream or Drink Coupon at each BFM visit regardless of whether ice cream is being purchased for the tour group

- Pay attention to the tour group name and hand out coupons accordingly

School Group Ice Cream

- Payment is taken at the TD upon arrival
- “**Group Ice Cream**” barcode is used to enter the order into the register
 - The barcode has a fixed rate
 - Scan the barcode and enter “Qty”
- An Ice Cream order will be taken upon arrival and the order may be pre-scooped

Adult Group Ice Cream

- Fee included to Group Invoice
- Use “Group Ice Cream” barcode to enter the order into the register
- Note details of this purchase on the Daily Group List at the TD
- Each adult guest on the tour will be handed a coupon upon arrival
- Each guest hands the coupon in at the DB and places their ice cream order

Coupon Collection

- DB staff collects and tallies the coupons
- Coupons are returned to the TD at the end of the day
- TD cleans and places the coupons in the drawer
 - Organize according to coupon type

Group Admissions Cont.

School Groups and School Group Comps

Follow the formula to determine the number of complimentary admissions

- **Formula - School groups receive 1 complimentary adult admission per 7 students** (teachers are included in the total count for school group)
 - Round up to the nearest whole number if the division is uneven

Example

School Group visits

- 70 Students
 - 5 Teachers
 - 3 1 on 1 aides
 - 2 Bus Drivers
 - 10 Chaperones
- Formula Example
 - 70 divided by 7 = 10 Complimentary Adult Admissions for this group
 - Technically 10 adults chaperones are free
 - Teachers are automatically placed under the 10 complimentary admissions
 - Although there are technically 10 that would receive free admission according to this formula, there are times when the school / lead teacher will not apply the 5 remaining comps to the chaperones (due to fairness of payment)
 - Deciding instead to have all chaperones pay individually
 - The breakdown
 - 70 Students @ \$7.00 each
 - 5 Teachers comp
 - 3 1 on 1 Aides comp
 - 2 Bus Drivers comp
 - 10 Adult Chaperones @ \$10.00 each
 - In the register
 - Scan “ Education Program ” barcode
 - Type number of students in “Qty” (70)
 - \$490.00
 - Scan “ Comp Ed Program ” barcode
 - Type number of Teachers in “Qty” (5)
 - Repeat these 2 steps for each comp type
 - (3) 1 on 1, (2) Bus drivers
 - Complete payment transaction according to School Group agreement (Invoice)
 - Print 2 receipts
 - Hand one copy to the school group leader with bottom copy of Invoice
 - Place the other receipt and Invoice with School Group name written at the top, in the register for end of day collection
 - Write the Invoice # and amount under Invoice section of the Daily Admission sheet

Group Admission Cont.

- Adult Chaperones
 - All Chaperones are put into the register under the “ Education Program ” barcode
 - Chaperones admission price is \$10.00
 - Scan the barcode
 - Change the price from \$7.00 price to \$10.00
 - Type number of Adult Chaperones in “Qty”
 - Receive payment / complete transaction

- Group List sheet
On the Group sheet detail the transaction
This information is for Education and Interpretation to reference for future school visits
Example
 - 70 Students @ \$7= \$490
 - 5 Adult comps
 - 2 Driver comps
 - 3 1 on 1 comps
 - Total \$490 Invoiced

- Chaperones
 - Keep track of the total number of Chaperones
 - Mark total number of chaperones and total amount paid
 - Example
 - 10 Chaperones @ \$10 / \$100.00

Scholarship School Visits

BFM School Scholarship cover the cost of admission

- These schools are all designated Title 1 Schools, and / or have 40% or more of their students on free or reduced lunch
- Student admission is put in the register under “ Ed Program Comp ” (barcode)
- The formula for determining Adult Chaperone Comps applies - 1 adult per 7 students
- Additional Adult Chaperones admission is \$10 / each
 - “ Education Program ” (barcode)
 - Change price from \$7 to \$10

Schools receiving Grants

- Enter into the register under “ Education Program Comp ” (barcode)

Note

Receipts with Group names written at the top are placed in the drawer for end of day collection

BFM Camps

There are 2 Summer camps at BFM

- Junior Farmer Camp and Farm Discovery Camp
 - Other outside camps may come to BFM to visit the site or use the site for a pre arranged day/time

Junior Farmer Camp

- Camp Staff will notify Ticket Desk if there are any campers who didn't show up for camp
 - If Camp Staff does not tell front desk by 11:00, contact MOD for correct camp attendance numbers
- Enter campers into register under "Ed Program"
 - Scan " EDUC. PROGRAM " barcode
 - Change price to \$0.00
 - Type number of campers under " Qty "
 - Select CASH for payment type
 - Write Group name at the top of the receipt
 - Jr Farmer Camp
 - Place receipt in register for End of Day collection
 - Record information regarding this transaction in the Admission Notes box on the Daily Cash Register Report
 - Group name, number of campers, total, CA

Farm Discovery Camp

- Follow Junior Farmer Camp transaction procedure

Outside camps

- Camp counselors will bring a sheet with temperature check and health screen information for the entire group
 - At the bottom are total numbers of people attending
- Enter campers into the register per instructions
- If an invoice is required, fill it out as follows:
 - Invoice forms are located in the bottom drawer at the TD
 - Complete the form
 - Arrival Date
 - Time
 - Group name
 - No. of Admissions
 - @ Discount Rate
 - Total Due
 - Grand Total Due
 - Camp Counselors receive complimentary admission
 - Note of these admissions needs to be made on the Invoice form and in the register
 - Write the No. of complimentary admissions (Counselors) in the blank space on the lower right of the Invoice form

Example “2 counselors comp”

If the camp is from the Woodstock Inn:

- Enter Campers into the register under “ WRC SPECIAL ”
 - The Price is \$10 / Camper
 - Counselors are complimentary

- In The Register
 - Scan “ WRC SPECIAL ” barcode
 - Type number of campers under “Qty”
 - Enter Price - \$10.00 / camper
 - Type “ C ” for complimentary
 - Type number of counselors under “Qty”
 - Select TENDER SIMPLE for transaction type
 - This transaction is processed as an Invoice
 - Print 2 Receipts
 - Staple one receipt to the Invoice form
 - Write the Invoice form # and dollar total on the Invoice section of the Cash Register Report
 - Place Invoice form / Receipt into the register for End of Day collection
 - Write Group name at the top of the 2nd receipt
 - Place in the register for End of Day collection
 - Place camper Health Screen Report in the envelope with the staff / visitor Health Screening for that day

Fee Based Programs

BFM holds classes, programs, and events that have an attendance fee

- Examples
 - Billings Backyard Series
 - Composting
 - Evening Paid Events (Snowshoe, summer events, member events)
 - Cooking Programs
 - Evening Farmhouse Event
- Programs will rotate /or new programs will be held each year
- Guests may purchase Tickets online at the BFM website or at the BFM TD
 - Price of programming will vary
- Price levels
 - Member Ticket Price
 - Guest Ticket Price

Example - Billings Backyard Series - Composting

 - Member Ticket price - \$10.00
 - Guest Ticket price - \$20.00
- Limited space - Recommended to register before the date of the event
 - Call Admin for availability @ 457 - 5301
 - TD staff may call Admin “ 0 ” for availability confirmation if guest is purchasing tickets at the TD

Ticket Desk

- TD will be provided with a list of attendees on the day of the program
 - TD staff enters all attendees into the register
- There are 2 barcodes
1. Prepaid guests (ATTENDANCE)
 2. Payment fee (FEE) - Guests purchasing a ticket at the TD

In the register

- **Prepaid Guest**
 - No zip code required, “0”
 - Scan “ Fee Based Program ATTENDANCE ” barcode
 - The price remains \$0.00 (payment has already been made)
 - Enter “ Qty ” of guests
 - Enter “ CASH ”
- **Payment Fee** - Guest purchasing a ticket at the TD
 - Scan “ Fee Based Program FEE ” barcode
 - Enter the program ticket price stated for Member or Guest
 - Complete payment transaction
- **Admission Notes Box**
 - Make record of the program name and attendance number on the Daily Register Report

Example - Billings Backyard Series - Composting
Total attendance 20

Membership

Standard: Ticket Desk staff will tell each guest about BFM memberships. Ticket Desk staff will explain that the amount paid toward that day's admission ticket goes toward any membership purchase. Ticket Desk staff explains the benefits of membership, as applicable. Members receive Green Daily Admission tickets

Members may make donations above the suggested member level amount.

Note

*Cardholding member must be present for entry. Photo ID must be presented.

Membership Levels

1 Year

- **\$55 Individual**
 - o Admission for ONE cardholding adult*
- **\$100 Family**
 - o Admission for up to TWO adults* PLUS admission for up to FOUR children under 18 per visit.
- **\$150 Friend**
 - o Family admission benefits* plus complimentary admission for up to FOUR accompanied guests per visit.
- **\$250 Supporter**
 - o Family admission benefits* plus complimentary admission for up to SIX accompanied guests per visit.
 - o Discounts on private Billings Farm & Museum VIP experiences. Two extra day passes.
- **\$500 Sustainer**
 - o Family admission benefits* plus complimentary admission for ALL accompanied guests per visit.
 - o Discounts on private Billings Farm & Museum VIP experiences. Two extra day passes.
- **\$1,000 Benefactor**
 - o Sustainer admission benefits.*
 - o Invitation to schedule one complimentary private Billings Farm & Museum VIP experience. Two extra day passes.

Caregiver Admission Card

- \$30/caregiver
- Caregiver pass is not a membership – it is good for admission for one caregiver plus children on the membership
- Can be added to Family, Friend or other membership levels, but not Individual
- Limited to two caregiver cards per membership
- Limited to the person named on the card, must show ID
- Will receive a member sticker at the Ticket desk and 10% off discount in the Gift Shop and Dairy Bar. Adult guests of a caregiver receive \$2 off admission.
- Will appear as a caregiver in the PastPerfect record under the member name
- Form at Ticket Desk will be separate from the member form. We will ask for:
- Member name, Caregiver Name, Member contact information, caregiver email (Caregiver will be added to our email newsletter list)
 - o If purchasing with a membership, staple the caregiver form to the Member form and return to the office

Membership Benefits

- Unlimited free admission for one full year. Includes entry to more than 15 special events, our working dairy farm, Farm Life Exhibits, restored 1890 Farm Manager's House, the gardens and Sunflower House in season and the Ottawaquechee River Walking Trail.
- 10% discounts at the Museum Gift Shop and Dairy Bar, including Billings Farm cheese.
- Reduced admission for all guests not covered with your membership level.
- Member discounts on fee-based programs and workshops.
- Invitations to members-only events and programs.
- Billings Farm & Museum Report sent annually and member names are listed.
- Billings Farm & Museum eNews subscription for updates on events and programs.

\$2 Discount - Individual, Family, and Friend Memberships include a \$2 discount for additional guests (this is not stated in the brochure)

Membership Policy

Each membership states the number of guests allowed per membership level

Each member presents the Membership card and photo ID when visiting the site

- **No Member Substitutions**
 - o There are no member guest substitutions
 - Example - a guest wants to sub their mom in on their family membership for today's visit
 - “We cannot make a substitution for one of the names listed on the membership card. The family membership is for the 2 adults listed on the card.”
 - Example - a guest with a family membership says they have always been allowed to take in as many guests as they want regardless of the membership level
 - “If you would like to upgrade your membership to include friends, I would be happy to do that. The difference in the yearly price is \$50. With your family membership, additional guests receive a \$2.00 discount for their admission ticket today.”
 - Provide information to the guest on what the friend membership includes
 - If there is any additional issue, contact the MOD

Membership Sales Transaction

Explain types of Membership and prices

- Reference brochure to explain membership levels and details

Brochure Form - Guest fills out the top portion of the brochure form

- o Names (as they will appear on Membership Cards)
 1. For Family level and higher, they may list up to **two adults** on the membership card. The adults do not need to live in the same household.
 2. Specific names need to be listed on the card (the card cannot say “Smith Family”)
 3. Examples:
 - *Q: Can the adult be my ex spouse? yes*
 - *Q: Can the adult be my parent in law? yes*
 - *Q: Can the adult be my nanny or babysitter? Yes*
 - *Q: I have a family membership that I purchased last year that is still valid and includes the six children in my household. Can I still bring all six children under my family membership? Yes. When you renew your membership, you may choose to upgrade to the friend level, or you can add additional children to the membership for \$15.00 each.*
 4. Only the adults listed on the card are considered cardholding members. A separate membership should be purchased for additional adults
 5. Members should list specific names, not The “NAME” Family. These names will be checked against a photo ID.
 6. The member guest will receive 2 membership cards in the mail within 2 weeks of purchase
 - If the member has not received membership cards within 2 weeks, TD staff will make note to the Administrative Office in the Admission Notes Box - name, date, and membership type - and cards will be resent by the Administrative Office
- o If the members visit the site prior to receiving the membership cards, TD staff looks up Members on the Membership Clipboard, the Membership Notebook, or PPS)
- o Current Mailing Address / Phone / Email
 - o All members receive our e-newsletter which provides up-to-date information about events and ways to use your membership benefits
 - o Though an email is not required it is strongly recommended
 - o Members can opt out of the e-newsletter, but it is our main communication tool for members

- o Do not fill in lower portion which asks for Credit Card / payment information
- o Additional Tax-Deductible Contribution
 - o Guests may make a donation during the time of Membership purchase
 - Check the box for Tax-Deductible Contribution
 - Write the amount of the contribution on the line (located below the member address on the form)
- o TD staff writes method of payment in upper right corner of completed Membership form (using abbreviations - CA, CC, or CK)

Register Keyboard

M = Membership - Press “ M ” on the keyboard to input a membership sale into the register

V = Member Visit - Press “ V ” on the keyboard to input the number (QTY) of member guests visiting the site on that day

Input Membership Sale Into The Register

- Type Zip Code in zip code window
- Press “Enter”
- Press “M” - Membership - on the keyboard
- Type in exact amount of Membership under “ price ”
- Press “Enter”
- Press “ V ” - Member Guest Visit - type in the number (quantity) of member guests visiting
- Press “Enter”
- Receive Payment (see Payment Types)
- Follow Transaction Closing instructions: the members will receive membership cards within 2 weeks, if they visit prior to receiving cards - staff can look them up (Membership clipboard, Member Notebook, or PPS)
- Members receive Green Member Admission Tickets
 - Guests of members, not included in the membership, receive the daily admission ticket
- Once the member(s) is(are) on site, staff completes **3 part Membership Process**
 - 1) Using the Membership Form: Copy down Last Name(s), First Name(s), Membership Type, and Payment Total on the **Ticket Desk Cash Register Report** in “Membership Name” box
 - 2) Write: Date, Last Name(s), First Name(s), Membership Type, Payment Type, Initials of TD Sales Associate on the Member Sheet on the “**Membership Clipboard**”
 - 3) Insert Membership Form into the left slot of the Register Drawer (to be included in end of day envelope)

Note

Tax-Deductible Contribution - steps for when a guest is making a tax-deductible contribution at time of Membership purchase

- Check the box for Tax-Deductible Contribution
- Write the amount of the contribution on the line (located below the member address on the form)
- Combine the amount of the Membership and Contribution when entering the Membership into the register
 - Example
 - Family membership \$100, Contribution \$10 - Total amount entered for Membership is \$110
 - Attach a copy of the receipt to the Membership

Upgrading to a Membership

Admission fee for the current visit is applied to the cost of a membership. **Note:** Admission for the number of guests who would apply under the membership is the amount applied to the membership purpose.

- **Upgrade at BFM** - the guest may upgrade to a membership on the same day as purchasing admission to BFM or within 2 weeks of the site visit - guest is to retain receipt, if possible
 - If same day purchase, staff can use receipt for details of transactions: number of adults, price paid or take down information from the guest to complete the upgrade. See - “ membership upgrade in the register ”
- **Upgrade Offsite** - the guest may call the Administrative Office within 2 weeks of visit: request upgrade, relay details of sales transaction - type of admission - regular or discounted, number of adults, children noted on the receipt - to calculate amount to be applied towards a membership
- A member may upgrade their membership at any point during the year if they decide that they need a more extensive level of membership
 - **Example**
 - The member currently has a Family membership
 - After 4 months upgrades to the Friend membership - they are bringing more guests each visit
 - The Family membership is returned in the register and the Friend membership is sold
 - The member would pay the difference
 - The expiration of this membership is still the month of original purchase
 - If the original Family membership was purchased in February, this upgrade to a Friend membership is good through the month of February

Membership Upgrade Basics - see Input Membership Upgrade into the Register (below)

- Return each type of guest from original admission transaction who would apply under the membership into the register
 - **Example:** If three adults and five children visit together and one of the adults wants to purchase a family membership, return two adults and four children to the register.
- Sell Membership - “ M ” - input the requested Membership Level rate
- Enter the “Qty” of member guests - “ V ”
- Enter Payment for transaction (difference owed will show in register)

Input Membership Upgrade into the Register

- Type in Zip Code in zip code window
- Press “Enter”
- Press “Adult” key
- Press “Enter”
- Input number of **adults that would apply for that membership level** under “Qty”
- Press “Enter”
- Highlight Item line
- Press “ **Refund Item** ” - located in blue icon box on right of screen
- Press “Enter”
- Repeat process for the **number of children for that membership level**
- Press “M”
- Type exact amount of Membership under “ Price ”
- Press “Enter”
- Press “ V ”
- Type the QTY (quantity) of member guests visiting the site
- Press “Enter”
- The member guest will owe the difference - the difference equals the total regular admission fee and the amount of membership
- Receive payment: CC, CA, or CK
- Members receive Green Member Tickets
- Complete **3 part membership process, make note of upgrade on all paperwork**
- Insert Membership form into Register Drawer to be included in end of day envelope

Business Membership - A company or organization provides member admission as an extended benefit for the employee from the employer

- Business Memberships are listed in the Membership Notebook at the TD
- Guest presents business card
- Guests receive Green Member Tickets
- Guests receive Member discount at the Gift Shop, Dairy Bar, and Fee-based Programs

Accepting Donations on the Site

Billings Farm & Museum is a 501(c)(3) non-profit organization and we rely on the support of our donors and members. Gifts to Billings Farm & Museum support our mission of story-telling, our education programs and our farm.

We encourage guests to make gifts at points of sale in all areas on the site. Donation envelopes will be provided so that we can collect contact information to properly acknowledge our generous donors. Donors may choose to remain anonymous, however, we request contact information for all gifts of \$15 or more. The use of donation envelopes will also help us to track where on the site guests choose to make their gift and on what date the gift was made.

How to Accept a Donation at the Ticket Desk, Gift Shop or Dairy Bar

Guests are welcome to make a donation at the Ticket Desk or add a donation to their admission or membership payment.

a. Donation by credit card

- i. If they are adding the donation to their admission, offer them a **donation envelope**
- ii. Ask them to complete the donor contact information and check or circle credit card payment (they do not need to fill in the credit card information since the card will be run at the Ticket Desk)
- iii. Write **Ticket Desk** (or **TD**) and the **date** on the envelope so Development knows the source of the envelope and the date the gift was made
- iv. If they are adding a donation to their membership, offer them the **membership form** and check the box to indicate that a gift was made in addition to the membership payment
- v. **Thank the guest** for their support of Billings Farm & Museum!

b. Donation by check

- i. Ask the guest to make the check out to Billings Farm & Museum
- ii. Offer them a donation envelope
- iii. Ask them to complete the donor contact information on the envelope
- iv. Enclose the check in the envelope
- v. Write **Ticket Desk** (or **TD**) and the **date** on the envelope so Development knows the source of the envelope and the date the gift was made
- vi. Place the envelope in the cash drawer (same place membership forms go)
- vii. **Thank the guest** for their support of Billings Farm & Museum!

c. Donation by cash (Gifts of \$15 or more)

- i. Offer them a donation envelope
- ii. Ask them to complete the donor contact information on the envelope
- iii. Write **Ticket Desk** (or **TD**) and the **date** on the envelope so Development knows the source of the envelope and the date the gift was made
- iv. Place the envelope in the cash drawer (same place membership forms go)
- v. **Thank the guest** for their support of Billings Farm & Museum!

2. Gifts at other areas on the site

This season we plan to implement collection boxes for giving at other areas around the site. Donor envelopes will be provided which can be used collect donations. Guests are encouraged to include their contact information on the envelopes so they can be properly acknowledged for their support. Collection boxes will be emptied daily and envelopes marked with their location and date of receipt.

All envelopes should be returned to the office with the deposit to be recorded in accounting and development.

Complimentary and Discounted Admissions

Complimentary and Discounted Admissions

The Complimentary and Discounted Admissions page is part of this manual. Please refer to that document to determine reciprocal discounts or complimentary admissions.

Guests receive the Daily Admission Ticket (Red, Blue, Orange)

- Reference this page to determine benefits or discounts received by a guest
 - Listed on the document
 - VAA (Vermont Attractions Association) reciprocal Discounted Admission Policies
 - Lodging Discount Program
 - MTA - Massachusetts Teachers Association
 - Chamber of Commerce
 - National Trust for Historic Preservation
 - Family Resource Center
 - Vermont State Parks Seasonal Employee

Note

Green Mountain Passport is not applicable at BFM
BFM is not a State Park

- Guests will show employee card or ask if there is a discount on admission to BFM
- TD references the Complimentary and Discounted Admissions notebook to look up the business or organization
 - TD staff reads the policy detail to identify whether complimentary or discounted admission is applicable

Note

If the Museum / Business or Organization is not listed in the Complimentary Admissions notebook, there is no complimentary or discounted admission

Complimentary and Discount Admissions Notebook cont.

- In the Register
 - **“OTHER MUSEUMS / SITES ”** barcode
 - “OTHER MUSEUMS / SITES ” - Other Museums / Historic Sites barcode is used for recording any complimentary admissions listed in the notebook in the register
 - If complimentary admission is extended to the employee only and discounted admission for other guests in the party
 - Type guest zip code
 - Scan “ Other Museums / Sites ” barcode for the employee
 - All other guests are input into the register as the details of the policy reads
 - If additional guest receive a discount
 - Use the discount key (according to Adult, Senior, or Child)
 - Use regular admission key if no discount is extended to additional guests
 - Payment is CASH if admission is complimentary
 - Continue with guest payment type if transaction requires payment for admission
 - Complete transaction and orientation to the site
 - Discard receipt
 - All Complimentary and Discounted admissions receive Daily Admission ticket
 - No Discount in the Gift Shop or Dairy Bar

Complimentary and Discounted Admissions cont.

BFM EMPLOYEES

Family / Friends is a benefit of complimentary admission that is extended to BFM employees
Staff may bring members of their family or friend(s) to visit BFM, no admission fee

- Visiting the site with family or friend(s)
 - Staff contacts the MOD with date and number of guests they will be bringing to BFM
 - Same day visit - Call MOD to notify
 - MOD will make a note for the TD
 - Staff will check in at the TD when they arrive with family or friend(s) to BFM
 - Receive Daily Admission Tickets
 - Program information

- In the register - Register transaction is completed as staff / guest(s) enter site
“ **FAMILY / FRIENDS** ” barcode
 - Type “ 0 ” in zip code window
 - Scan “ Family / Friends ” barcode
 - Type total number of guests in “ Qty ” (staff included)
 - Press “ Enter ”
 - Select CASH
 - Press “ Enter ” 3 times to complete transaction
 - Discard receipt

- If the staff is unable to accompany their guest(s)
 - Staff will contact MOD with list the name of the guest(s), date of visit, and number of guests
 - Register transaction is same as above
 - Guests receive Daily Admission tickets, an orientation to the site, and program information

National Park Staff and Volunteers

- NP staff and volunteers (and family) receive complimentary admission
- They are recorded in the register under the “ **FAMILY/ FRIENDS** ” barcode
 - Scan “ Family / Friends ” barcode and select Cash
 - Proceed with transaction and site orientation
 - Receive Daily Admission tickets
 - Receive a 10% discount in the GS

Complimentary and Discounted Admissions cont.

PR Visit is complimentary admission extended to a person / organization promoting BFM

- Examples
 - Members of the Press
 - Guests with complimentary BFM Day Pass coupon
 - BFM Students! Coupon
- In the Register
- “**PR VISIT**” barcode
 - Type “ 0 ” in zip code window
 - Scan “ PR Visit ” barcode
 - Type “ Qty ”
 - Press “ Enter ”
 - Select CASH
 - Continue with transaction
 - Discard receipt

Notes

When receiving the Press,

- Notes about arrival will be at the desk
- Contact MOD if Press arrive unannounced
- Complete “In the Register”

When receiving a BFM Day Pass coupon

- In addition to “In the Register” under PR Visit
- Write the number of guests and type on the back of the coupon (Adults, Children)
 - Example - HCRS 6 Adults, 2 Children
- Place the coupon in the register drawer for End of Day collection

Complimentary and Discounted Admission cont.

Coupons

Guests may apply discounted admission coupons to BFM admission

Only One coupon or discount is applied per visit!

\$2 is typically the amount discounted off the admission price

- Carefully read the coupon to see if the discount applies to the individual or the entire party
- Discount Keys on the keyboard are used to record guests in the register
 - Adult disc.
 - Senior disc.
 - Child disc 4 -15
 - Child 3 and under are not discounted
- Complete the transaction
 - Type Zip Code
 - Use appropriate discount key
 - Receive payment
 - Complete transaction
- Write the No. of Adults, Seniors, and Children on the back of coupon
 - Place in register drawer for End of Day collection
- When presented with an electronic coupon (phone) make note in the Admissions Notes Box - No. of Adults, Seniors, and Children

Group Discounts

Groups of people that ask for a discounted admission price have options

1. Purchase a Membership
The purchase of a Friend Membership level or higher is recommended for large / extended friend or family visits
 - A discount is applied for additional guests
 - See Membership Brochure and relay details to guest
2. If one of the guests has AAA membership a \$2 discount may be applied to each guest
 - Verification of AAA Card and Expiration Date must be made
 - If expired, it is not valid / no discount may be applied
 - Use Discount keys on the keyboard

Complimentary and Discounted Admissions cont.

3. A Group Adult rate may not be applied if a business or group visits the site without reservations
 - The group must have made prior reservations, per the organization policy listed on the BFM website

Ski & Snowshoe Discounted Admission

Guests present a day pass or a season pass from the Nordic Center or Suicide 6,

- Apply \$2.00 discount to Admission rate
- Discount Keys on the keyboard are used to record guests in the register
 - Adult disc.
 - Senior disc.
 - Child disc 4 -15
 - Child 3 and under are not discounted
- Complete the transaction
 - Type Zip Code
 - Use appropriate discount key
 - Receive payment
 - Complete transaction
- Admission Notes Box
 - Write - “Nordic Center/S6 discounted admissions”
- Make a Tally Mark “/” for each discounted admission
 - Ex: five tallies = ###

Military Admission

National Guard / Active Duty / Inactive Military Service Members

- The Service Member plus one Adult receive a \$2 discount on admission
 - Use Adult Discount Key or Senior Discount Key for register transaction
- Additional guests or children pay a regularly applicable admission rate
 - Example: children receive the child rate
- Note the number of Military discounted admissions applied during the day in the Admission Notes box on the Ticket Desk Cash Register Report
 - Example: Military Discounts = //// (tally marks) representing 4 discounted admission
- All receive the Daily Admission ticket
- There is no discount in the GS

May - September the Blue Star Program will be in effect and overrides the above policy. Blue Star Program details will be communicated and posted.

- No tally necessary during Blue Star Program, tracked under the Military barcode

Blue Star Program Register Transaction

1. Type zip code in Zip Code Window
2. Press “Enter”
3. Scan Military Barcode
4. Auto default highlights “Price”
5. Press “Qty”
6. Press backspace
7. Type number of guests under “Qty”
8. Press “Enter”
9. Item will move to main screen
10. Select “Cash” for payment type
11. Tender - Cash window opens -
Ex: Amount [_____] (blank window)
 ✔ OK = Full Amount ✗ Cancel
12. Press “Enter” (1)
13. Amount will automatically show “0.00”
14. No cash is taken - All “complimentary” admission are put into the register under Cash as “0”.
15. Press “Enter” (2)
16. Press “Enter”(3)
17. Imrchnt window opens - “Do you want a cash tender line of 0?” - auto default highlights **Yes No**
18. Press “Enter” (4)
19. Receipt will print, discard
20. Hand out Daily tickets to the number of Guests

Educator and AAA Discount Admission

Educator Discount

- The educator receives a \$2 discount on admission
 - No ID required
- Use discount key for the transaction
- Accompanied guests pay regular admission rate
- Educator receives Daily Admission ticket
- Note the number of Educator discounted admissions applied during the day in Admission Notes box using tally marks

AAA Discount

- Guest must provide AAA Card
- A \$2.00 discount is applied to each member of party
- Guests receive a 10% discount in the gift shop and dairy bar
- Receive Member Admission ticket (Green - to receive automatic discounts on site)

Library Pass

Library passes may be taken out from local libraries and presented to BFM or complimentary admission for up to 4 guests. For extra guests (more than 4), we charge full admission price. For extra guests, charge admission for the youngest person or the cheapest ticket. Guests receive a Daily Admission Ticket.

Clipboard

Ticket Desk Tally Chart: Under “Libraries”

The Library Sheet tracks the number of times the Library pass is used
(The Register tracks the number of Guests using the Library Pass)

Make **One** Tally Mark “ / ” **per library pass** for the Library that the pass is from
Ex: Norman William Library /

Register

1. Type “0” into Zip Code Window
2. Press “Enter”
3. Scan Library Barcode
4. Auto default highlights “Price”
5. Press “Qty”
6. Press backspace
7. Type number of guests under “Qty”
8. Press “Enter”
9. Item will move to main screen
10. Select “Cash” for payment type
11. Tender - Cash window opens -
Ex: Amount [_____] (blank window)
✔ OK = Full Amount ✘ Cancel
12. Press “Enter” (1)
13. Amount will automatically show “0.00”
14. No cash is taken - All “complimentary” admission are put into the register under Cash as “0”.
15. Press “Enter” (2)
16. Press “Enter”(3)
17. Imrchnt window opens - “Do you want a cash tender line of 0?” - auto default highlights
Yes No
18. Press “Enter” (4)
19. Receipt will print, discard

Library Pass cont.

20. Hand out Daily Admission tickets to Guests

* Additional Guests - more than 4 - charge admission for the youngest person or the cheapest ticket price

Note

- Example

If there are many ages beyond the 4 guests:

4 adults

2 senior

3 4-15

1 3 and under

Use the 4 adults for the lib pass

Scan the lib barcode, enter 4 under qty

Sell admission to all else at regular price

The under 3 is put in the register (as a record of attendance and is free so that is nice)

The 2 seniors @ \$14 ea (it is a lower price than putting in an adult)

And the 3 children @ \$8 each

The register reads

Lib 4

2 Snr \$28

3 Chi \$24

1 under \$0

Total amount due \$52.00

Woodstock Inn Guest Transaction

Record guest visit on Woodstock Inn Guest Chart

At End of Day cash out - Total the guest visit Amount on the W Inn Guest chart and write total in “Woodstock Inn Invoice Amount” column of TD Cash Register Report

- Ask for the Last name on the room (or on the hotel reservation)
- Write under “NAME” followed by a comma “,” Ex: “Butler,”
- Ask for First name on the room / Write after Last name. Ex: “Butler, Sam”
- Ask for Room Number
- Write Room Number under “Inn Guest Room #” on chart Ex: 234
- If the Guest is staying at the Morgan House, write “Morgan House” under “Inn Guest Room #”
- Ask for number of adults staying in the room
- Write the number under the column -
“Adults
Inn Guests
9031-270
\$10.00” Ex: “2”
- Repeat this step for all age groups present - see Woodstock Inn Guests Chart
- Provide Daily Admission Tickets
- State that *A Place in the Land* can be viewed at their convenience in the hotel room
- Provide verbal orientation to the site
- Positive closing statement

Enter information into the register as the guest leaves the desk to enter the site

The transaction is processed as an Invoice

Note

If guest has not checked in and are waiting for a room or do not know room number

- Write “waiting for room” / “don’t know room number” in the comments section

When there are more people present in the party clarify if they are staying at the Woodstock Inn

- Ask for additional room number(s)
- If there are additional room numbers
 - Follow Woodstock Inn Transaction procedure
- If these additional guests are not staying at the Inn
 - Regular Admission Rate applies
 - Follow Regular admission transaction procedure

Woodstock Inn Guest cont.

In the Register

- Type “0” in the Zip Code window
- Press “Enter”
- Press “w.inn adult” key - highlighted in yellow on the keyboard
- Type the number of adults present under “Qty”
- Press “Enter”
- Repeat process for all age groups present
- Total amount due is located on center screen
- Press “Tender Simple” highlighted in yellow, 4th icon down from top under “Sale”, on right side of screen
- Tender box will show in upper left corner of screen
- **INVOICED SALES** highlighted as auto default setting
- Press “Enter”
- Tender window will pop up - left side of screen -
Amount [_____]
Account Number [_____]
- Press “Enter” (1) will automatically insert total amount due
- Press “Enter” (2)
- “End of sale” highlight blue Next Sale
- Transaction will close / Receipt will print
- Write the transaction total under “Total” on the Woodstock Inn Guest Report
- Write a check mark “✓” in the “COMMENTS” section as proof of transaction completion
- Discard receipt

Quilt Hall Admission Passes

July - September



Sample Pass

Transaction

- Enter as regular comp **"C"** on the register
- Put transaction through as "Cash"

Details

- Valid for unlimited admission for quilter and 2 guests for the duration of the quilt exhibition
- Do NOT collect the pass, they can reuse it
- Additional guests (more than 2) pay full admission

Sleigh Rides

Public Sleigh Rides

Public Sleigh Rides take place during designated holiday weeks/weekends in the winter when there is enough snow on the ground. Rides are **either** scheduled online in advance **or** in person on the day of the ride on a first come, first served basis. On the days when guests sign up for sleigh rides in person, there will be a designated BFM Staff person assigned to coordinate the in-person scheduling of the sleigh rides (TD/Ride Scheduler).

Note

Sleigh Rides take place every 15 minutes from 11:00 am – 1:00 pm, with the first ride leaving at 11:00 am and the last ride leaving at 12:45 pm.

There is a \$5.00 charge for each person taking a sleigh ride, except toddlers ages 2 and under who will sit on a lap

Guests Scheduling Sleigh Ride Online In Advance

- The TD/ride scheduler, sleigh loader and Teamsters will receive a print out of the list of scheduled sleigh rides for that day
- There is a \$5.00 fee per person charged **online** at the time of reservation
- Regular Admission Fee is paid at the ticket desk on the day of Sleigh Ride
- Guests provide a receipt of confirmation to the TD
 - If they do not have their receipt, TD can confirm purchase using reservation list
- TD will check off names on the list and confirm ride time as the guests are admitted to the site
 - Complete admission transaction procedure
 - Write the time of the sleigh ride on the admission tickets
 - Give instructions for where/when the guests should load for rides
 - Example – To be at the Garden Shed 5 minutes before scheduled ride

Note

- After 1pm, MOD will provide a list of names of guests who did not arrive for their scheduled sleigh ride or who cancelled within 48 hours of the scheduled sleigh ride.
- Guests who are requesting same day sleigh rides or who are cancelling same day are instructed to call the MOD cell phone.
 - MOD will check availability and give the guest the appropriate information.
- If guests cancel their ride the same day AND we are able to re-sell that time spot to other guests, we will NOT charge the guest who cancelled.

Guests Scheduling Sleigh Ride In Person On The Day Of The Ride

- The \$5.00 per person fee for sleigh rides is **IN ADDITION** to the regular site admission
 - Guests pay for sleigh rides, and regular admission, at the Ticket Desk when purchasing on the day of the ride
 - Members pay the \$5/person rate for Sleigh Rides and will be entered under membership level
- Sleigh Ride Binder - Used to schedule rides
 - Write guest name(s) into blank spots on the appropriate sheet using a dry erase marker
 - Example - If there are 4 spots available at 11:15am, write in the last name with 4 X's to show seat capacity
 - Scan the Sleigh Ride barcode and put in quantity of guests
 - Complete admission transaction procedure
 - Write the time of the sleigh ride on the admission tickets
 - Give instructions for where/when the guests should load for rides
 - Example - Be to the Garden Shed 5 minutes before scheduled ride.

Private Sleigh Rides

- Not open to the public policy
 - BFM Staff (TBA) usually schedule private sleigh rides on days we are not open, after January 1 and are paid for in advance.
 - Contact MOD when guests arrive on site
- When open to the public policy
 - Guests pay regular admission rate at the TD, Sleigh Ride paid for in advance
- BFM Staff (TBA) will inform Anna and Christine if there are private sleigh rides so that the guest can be greeted and walked to the sleigh ride starting location.

Gift Certificates

A BFM Gift Certificate may be used at the Ticket Desk, Gift Shop, or Dairy Bar
Located in the bottom drawer at the TD in the “ Gift Certificates ” file

How to Sell and Redeem BFM Gift Certificates

To Sell a Gift Certificate:

Select a Gift Certificate from the Gift Certificate folder in the bottom drawer at the TD

1. Fill out Stub completely - follow form prompts: Date, To, \$, For, From
2. Write the Address of Recipient on the back of the Stub
3. Fill out Gift Certificate completely and clearly - follow form prompts
4. Provide Billings Farm and Museum Envelope for the Gift Certificate
5. Place Stub in drawer for end - of - day collection

To Enter a Gift Certificate purchase into the register

1. Type “0” in the Zip Code Window
2. Scan “Gift Certificate” barcode: Labeled - “ to Buy a Gift Certif. - GIFT ”
3. Imrcht box pops up: ? Warning! This product is from the store Billings Farm & Museum
Do you want to include this in the sale? - [Yes] [No] auto default
4. Press “Yes”
5. Press “Enter”
6. Cursor will - Auto default - to Price window
7. Type in Amount the guest would like to put on the Gift Certificate
8. Press “Enter”
9. Select Payment Type
10. Press “Enter”
11. Complete payment transaction according to payment type
12. Print 2 receipts (to print 2nd receipt, Select “Print Receipt”, Press “Enter”
13. Separate Stub from Gift Certificate
14. Staple Stub and Receipt together
15. Place Stub and Receipt in register drawer slot for collection in End of Day envelope
16. Hand Receipt and Gift Certificate to guest
17. Make note of sale in Admission Notes box

To Redeem a Gift Certificate

A BFM Gift Certificate may be used at the Ticket Desk, Gift Shop, or Dairy Bar

The BFM Gift Certificate may Not be exchanged for cash

Balance Remaining may Not be given in cash

If Redeeming at the Ticket Desk

- Enter the types of admissions and number of guests per each category
 - Adult, Senior, Child...

If Redeeming at the Gift Shop or Dairy Bar

- Scan the barcode/s of the item/s for purchase

Complete the Transaction

- Select Tender Simple for payment
- Select “Not in System Gift Certificate”, Amount and Account Number window will open
- Enter the exact amount of the transaction
 - Account Number remains blank
- Press “Enter”
- Print 2 receipts

- **If a balance remains on the Gift Certificate**

1. At the top of 1 receipt
 - Write “ Gift Certificate ” and the Gift Certificate Number
 - Place the 1 Receipt in the register drawer for End of Day collection
2. Write the Gift Certificate number and transaction information
 - In the Admission Note box at TD
 - In the information box on Cash Out slips for GS/DB
 - Note partial use / balance remaining / Staff initials
3. Attach the 2nd receipt to the Gift Certificate
4. Write on the back of the Gift Certificate
 - The amount used in the current transaction
 - The balance remaining on the Gift Certificate
 - staff initials
5. Return the Gift Certificate to the guest for future use
6. Record the total amount of Gift Cert Redeemed at End of Day
 - For TD record on the Ticket Desk Cash Register Report
 - On the line for “ Gift Cert (redeemed) ” record the amount on the Register Tape and Actual
 - For GS / DB record on the Cash Out Slip
 - “ Gift Cert (redeemed) ” amount

- **If the Gift Certificate is used in full**

1. Attach 1 receipt to the Gift Certificate and place in the register drawer for End of Day collection
2. Record transaction details
 - GS / DB use Cash Out slip
3. Hand 2nd receipt to guest (if they would like copy)

4. Record total amount of Gift Cert Redeemed at End of Day
 - For TD record on the Ticket Desk Cash Register Report
 - On the line for “ Gift Cert (redeemed) ” record the amount on the Register Tape and Actual
 - For GS / DB record on the Cash Out Slip
 - “ Gift Cert (redeemed) ” amount

Note

Using 2 methods of payment to complete a transaction

If the balance of the transaction is greater than the remaining balance on the Gift Certificate

1. Select Tender Simple, as indicated above
2. Enter the full amount remaining on the Gift Certificate under “ Not in System Gift Certificate ”
3. Select the 2nd form of payment to complete the transaction
 - Credit card
 - Cash
 - Check

End of Day Admission

After 4 PM (when closing is at 5 PM) TD staff offer the guest the **2 options** for end of day admission sales

1. Guests pay a reduced rate and visit the site within the remaining time BFM is open for the day
 - **\$2.00 discount on the regular admission price**
 - **Use Discount Keys** and change price
Example: Press the Adult Discount Key and the price will automatically read \$14.00 (instead of \$16.00)
2. Guests pay regular admission rate, visit within the remaining timeframe BFM is open for the day and receive a blue “Return Visit Form” to return the next open day to complete their visit
 - TD staff performs an admission transaction in the register
 - Give receipt to guest
 - Staff completes a BFM Return Visit Form
 - Give to guest

Return Visit Form

This form is used to identify that a guest has purchased regular admission price tickets and will be returning to BFM the next day to complete their visit

It is a one-time return voucher and next day visit only

- The form is located in the bottom drawer at the TD in a file - Return Visit
- TD staff fill out form
 - Date of Visit
 - Number of Guests
 - Guest Name / Signature
 - Approved - Staff initials / Signature - Staff initials

Receiving a Return Visit Form

- Guests present blue Return Visit Form
- Enter “ 0 ” in zip code window
- Press Enter
- Collect the Return Visit Form
- Scan “ RETURN VISIT ” barcode
- Enter number of guests in “ Qty ”
- Press Enter
- Select CASH to process transaction
- Discard Receipt
- Provide guest with daily Admission ticket
- Orient the guest to the site
- Discard blue Return Visit Form

Ticket Desk Closing Procedure

Below is a detailed closing procedure. Following this is a closing checklist that is used once procedures are learned.

- **Use Closing Checklist to close down the TD at the end of the day**
 - Check off each task as it is performed
 - Make notes for the AM staff in “Notes” section
 - Date and list all information, updates, duties not completed to communicate to the AM staff
- **Film** - MOD will stop the film after 4:30 PM each day
 - Replace the cover over the clock by Theater door to cover the clock countdown
 - The cover is located on the TD phone counter
- **Front Doors** – Ticket Desk locks front doors at site closing time
- **Turn off TV monitors on the walls of the Visitor Center using remote**
 - The remote is located on the shelf below the TD
- **Discard past date information from the Communication Binder**
- **Print Sales Receipt Summary register tape**
 - Select “Admin Menu” button located on the lower right side of the screen
 - Select “Sales Receipt Summary ” - Print the summary and look for discrepancies between cash and invoice totals prior to closing out for the day
 - Discard Sales Receipt summary
 - **This Summary is only used to check for accuracy and look for discrepancy periodically during the day, not submitted at End of Day**

- **Count and balance cash drawer**
 - Bills - Begin with \$1's - count out 2 bundles of \$25.
Keep excess beyond \$50 aside to balance the drawer or deposit
 - \$5, \$10, \$20 Bills - follow the same process as above to achieve a total of \$100 in each slot
 - If you do not have enough to equal the amount needed for a particular type of bill, use larger bills to make up the difference
 - Example: The opening amount of \$1 bills is \$50
 - There are only \$38 in ones
 - Remove three one-dollar bills to make \$35
 - Place a folded \$5 and \$10 bill on top of the \$35 in the one dollar bill slot
 - The ones' register slot is now balanced with a total of \$50
 - The MOD will balance the drawer and exchange the larger bills for smaller ones at the end of day
 - Add up extra cash and enter the amount on the "YOUR CASH TOTAL" line under "ACTUAL" on the Ticket Desk Cash Register Report
 - Place cash for deposit in End of Day Envelope
 - Total in Cash drawer
 - \$100 in \$20 bills
 - \$100 in \$10 bills
 - \$100 in \$5 bills
 - \$50 in \$1 bills
-
- **Woodstock Inn Guest chart**
 - **Calculate and Record** the Total dollar amount for W. Inn Guest visits on the bottom of the Guest chart
 - Compare the Woodstock Inn Guest chart total dollar amount to the Invoice amount listed on the Sales Receipt Summary
 - Confirm all guests were entered correctly into the register
 - If the amount does not match
 - Locate discrepancies
 - Use Find Sale to locate issues
 - Correct guest input prior to close the day if possible
 - **Invoices - Woodstock Inn Invoice Amount** - Take the Total dollar amount from the Guest Chart and record it under "Invoices - Woodstock Inn Invoice Amount" on the TD Cash Register Report
 - This amount equals what is printed on the Close The Day tape

- **Print Close The Day register tape**
 - Select “Exit (ESC)” - located on lower right side of the screen
 - Select “Close The Day” - Register tape will print
 - “Close The Day” tape will go in the End of Day envelope
 - Use “Close the Day” tape to fill out **Register Tape** section on the TD Cash Register Report

- **Ticket Desk Cash Register Report**
 - **Admission Notes Box** - Review / confirm that entries are clearly recorded
Staff entering any details should include their initials at the beginning of each entry
 - Examples:
 - Group Not Listed on Daily Group sheet
KT - Vermontology - 3 adults @ \$9 (under Adult Group rate),
Total \$27, 1 guide comp, pd CC
 - Visitor cash donation upon exiting the site
TM - \$10 cash donation left by guest upon exiting, not rung into register
 - Error entering a transaction - staff member was aware of issue, but not able to be correct prior to closing
Reason for Short / Over amount - if known

 - **Visitor Total** - Record number from “Close The Day” register tape

 - **Minus Memberships, Masks, Ice Creams**
 - Confirm the number of memberships sold on the “Close The Day” tape matches the number of entries (names / etc.) recorded in “Membership Name ” box on the Ticket Desk Cash Register Report
 - If there is a discrepancy, correct
 - Record the actual number of purchased Memberships, Masks, and Ice Creams on “Minus Memberships, Masks, Ice Cream ” line
 - Note - Memberships, Masks, and Ice Creams sold at the TD will be recorded on this line and subtracted from Visitor total to give the Actual Visitor total

 - **Actual Visitor Total** - Calculate the true visitor total by subtracting the total for Memberships, Masks, Ice Cream from Visitor Total

 - **INVOICES**
 - **Woodstock Inn Invoice Amount** - The total calculated dollar amount from the Woodstock Inn Guest Chart
 - **List Invoice No. and Amount** - Record Invoice Forms individually by form number and total dollar amount
 - Example: #1234 @ \$125
 - **Calculate Total**
 - Calculate total for Invoice amounts (Woodstock Inn + Invoice Forms)

- **REGISTER TAPE**
 - Record corresponding amounts from “Close The Day” register tape under REGISTER TAPE on the TD CASH REGISTER REPORT
 - CASH
 - CHECKS
 - TENDER SIMPLE (INVOICE)
 - CREDIT CARD TOTAL (combine all CC types)
 - GIFT CERTIFICATES REDEEMED
 - TOTAL

- **ACTUAL**
 - Record calculated amounts from drawer
 - YOUR CASH TOTAL
 - YOUR CHECK TOTAL
 - INVOICE TOTAL - Use total from INVOICES column
 - CC TOTAL - Use “Close The Day” register tape
 - GIFT CERT REDEEMED
 - TOTAL - Calculate
 - SHORT / OVER - Record any calculated difference between REGISTER TOTAL and ACTUAL TOTAL
 - If Totals match, Record “Ø”
 - If there is a discrepancy write an explanation

- **End of Day Envelope** - Label Envelope with Location / Date / Name
 - Example: Ticket Desk 4 /18 / 20 Kathy or TD 4 / 18 / 20 KT
 - Cross out previous information
 - **Enclose**
 - Cash for deposit
 - Close The Day register tape
 - Ticket Desk Cash Register Report
 - Woodstock Inn Guests chart
 - Membership forms
 - Discount Coupon
 - Redeemed Gift Certificates
 - Group invoices
 - Receipts - with notes for transaction clarification
 - **Envelopes** are located in the large bottom drawer of the Ticket Desk register area
 - Extra stock is located upstairs in the Cash Drawer filing cabinet
 - Restock when low

- **Clipboards** - There are 2 clipboards located at the TD
 - Ticket Desk Clipboard / Checklist Clipboard

Ticket Desk Clipboard

- Attach - **Woodstock Inn Guest chart** and **Ticket Desk Cash Register Report** sheet for the next day.
 - All completed Woodstock Inn Guest Chart and Ticket Desk Cash Register Report sheets go in the “End of day” envelope
 - Copies of all sheets are in the large bottom drawer at the Ticket Desk
 - Make copies when low
 - Master Copies are located in the Copy Room
- Change to a new **Ticket Color Chart** when full - Record the current day’s date and the Daily Admission ticket color - continue rotation of 3 daily ticket colors
 - Replace the Ticket Color Chart if full
 - Place any completed Ticket Color Chart in the “End of Day” Envelope
- Replace the **Ticket Desk Tally Chart** on the last day of the month
 - Place the completed TD Tally Chart in the “end of day” envelope

Checklist Clipboard

- Review Opening Checklist to see that all duties were performed
 - Discard used Opening Checklist after review
- Closing Checklist
 - **Notes**
 - Write date and Make notes for the AM staff under “Notes”
 - This is information for the AM shift alerting staff of duties that need completing or information that impacts opening on the following day
 - Communicate any information necessary about the day to the MOD (example: low stock of brochures in boiler room; or anything out of the ordinary from the day)
- Place new Opening and Closing checklists on the Checklist Clipboard
 - Checklists are located in file folders, bottom drawer at the TD
 - Make new copies of each checklist when stock is low
 - Master copy is located in the Copy room
- Place today’s Closing Checklist with the Notes section facing up on top for the AM staff to review

- **Register Sign Out**

- **Close PPS 5** - Select PastPerfect icon, located on the bottom center of the screen



- Close data screen by selecting “X” (top right corner)
 - Close PastPerfect program by selecting “Exit” (bottom right)



- **Close POS - \$**

- To close POS

- Press X Exit (ESC) - low right corner of screen

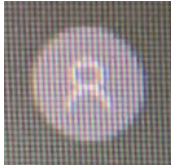
- “ Exit ” POS default highlights “Exit POS”
 - End of shift and Exit
 - Close the day
 - ✓ OK ✗ cancel - appears to allow to reverse the process
 - Select “ Close the day ”
 - Press “Enter”
 - Close the day receipt will print

Continue to Sign out of Register procedure

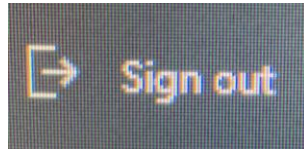
- **Sign Out of Register**
 - Select Windows system icon



- Select “ User ” icon



- Select “ Sign Out ” - Screen will show landscape scene, date, and time



- **Brochures**
 - Organize BFM maps (English and other languages), Membership brochures, BFM Event calendars and Film Series brochures on shelves under the phone counter at TD
 - Organize Visitor Center display area racks and brochure piles
- **Cleaning**
 - Clean - Use Windex disinfectant for all hard surfaces and touch points at the Ticket Desk
 - Counters, keyboards, phone, pens, CC machines, hard plastic surfaces, plexiglass
 - Use alcohol solution for cleaning TD
 - Always spray cloth prior to wiping, never spray directly onto a surface
 - Clear desk of debris or scrap paper / organize for the next day
- **Cash drawer** - Deliver cash drawer and the “End of Day” envelope to MOD office

Ticket Desk Closing Checklist

- Use Closing Checklist to close down the TD at the end of the day**
 - Check off each task as it is performed
 - Review Opening Checklist to see that all duties were performed
 - Discard used Opening Checklist after review
 - Make notes for the AM staff in “ Notes ” section of the Closing checklist

- Film** - MOD will stop the film after 4:30 PM each day
 - Replace the cover over the clock by Theater door to cover the clock countdown
 - The cover is located on the TD phone counter

- Front Doors** – Ticket Desk locks front doors at 5:00PM

- Turn off TV monitors on the walls of the Visitor Center**

- Discard past date information from the Communication Binder**

- Print Sales Summary register tape** - Check for discrepancy / Discard after comparison

- Print “Close The Day” register tape**

- Count and balance cash drawer**

- Woodstock Inn Guests chart**
 - Calculate and Record the Total dollar amount for W. Inn Guest visits at bottom of chart
 - Confirm amount totaled vs total on the Sales Receipt Summary tape
 - Record the Total dollar amount under “Invoices - Woodstock Inn Invoice Amount” on the TD Cash Register Report

- Complete the Ticket Desk Cash Register Report**
 - 1) Review / confirm entries in “ Admission Notes ” and “ Membership ”
 - 2) Confirm invoice numbers and amounts - Calculate total amounts
 - 3) REGISTER TAPE
 - Using “ Close The Day ” register tape
Record - Cash, Checks, Invoice, CC, Gift Cert Redeemed, and Total under REGISTER TAPE
 - 4) ACTUAL
 - Calculate and Record amounts from physical count of cash drawer under ACTUAL
 - 5) Compare Totals
 - 6) Record difference - “ SHORT / OVER ” line
 - 7) If Totals match record “ Ø ”
 - 8) If there is a discrepancy write an explanation

- ❑ **End of Day Envelope** - Label as Ticket Desk / Date / Name
 Example - Ticket Desk 4/18/20 Kathy
 - Enclose
 - Cash for deposit
 - Close The Day register tape
 - Ticket Desk Cash Register Report
 - Woodstock Inn Guests chart
 - Membership forms
 - Discount Coupon
 - Redeemed Gift Certificates
 - Group invoices
 - Receipts - with notes for transaction clarification

- ❑ **TD Clipboard** - Attach a Woodstock Inn Guest chart and a TD Cash Register Report for the next day
 - Replace the Admission Ticket Color Chart if current one is full
 - Place completed chart in End of Day envelope
 - Replace the TD Tally Chart when a new month begins
 - Write the new month at the top of the sheet
 - Place the completed chart in the End of Day envelope
 - Replace the Opening and Closing checklists on the ticket desk clipboard
 - Make additional notes for AM staff

- ❑ **Checklist Clipboard**
 - ⊘ Place a new Opening and Closing Checklist on the Checklist clipboard
 - ⊘ Place this Closing Checklist with Notes section facing up on the Checklist clipboard for the AM staff to review
 - ⊘ Write date and Make notes for the AM staff under “Notes”
 - ⊘ Communicate necessary information to the MOD

- ❑ **Register Sign Out** - Exit PastPerfect, close POS system / sign out of register

- ❑ **Brochures** - Organize ticket desk shelves below the phone counter, Visitor Center area displays, and Vermont Attractions wall rack in hallway

- ❑ **Ticket desk counter** - Place all TD information displays on the phone counter

- ❑ **Cleaning** - Follow TD cleaning procedure

- ❑ **Cash drawer** - Deliver cash drawer and the “ End of Day ” envelope to the MOD office
 - ⊘ Communicate any necessary information to the MOD from the day

PM Quiet Time Duties (TD coverage required prior to performing duties, when site is open to the public)

- Check restrooms
- Clean fingerprints on doors/windows
- Sweep doorways and stairs
- Restock brochures and pamphlet piles
- Clean returned laminated group coupons, organize by set(s) in drawer
- Check under and behind cabinets/drawers for items to discard
- Monitor cider table (in colder months)

Notes for AM shift:

Function Keys

Void - to remove (void) a sale from the register using a receipt

1. Press “ Enter ” to clear zip code
2. Select “ **Void Sale** ” - from screen menu, right side column
3. Void box will appear center screen:
4. **Scan the sale id number on the bottom of the receipt - BARCODE - or manually enter the number**
5. Window will show:

Void this sale?

Yes (highlight in blue as auto default) / No

6. Press “Enter”
7. Voided receipt will print

“void void void void void” - written across top of receipt

- To verify the sale has been voided compare the original sales receipt barcode with the voided receipt barcode, it will be the same number

See “Find Sale” procedure if no receipt is available

Clearing the screen

ESC - Press ESC key (upper left on keyboard) - used to “soft void”. Press ESC prior to completing a transaction, staff need to clear all items within the sale in order to create a new sale

Void a Tender Simple - Tender simple stands for “Invoice”

It is a transaction that will be billed at a later date through the Administrative Office - no money is taken at the Ticket Desk

- Example
 - o Woodstock Inn Guest
 - o Education Group
 - o Adult Bus Tour Group

A Receipt is Necessary to Void a Tender Simple (Invoice) Transaction in the Register.

- Follow Void Sale instruction using Receipt
 - o See “Find Sale” procedure if no receipt is available
- If no receipt is available - Write a detailed note in the Admission Notes Box - the error will be corrected by the Administrative Office on the back end

Find a Sale

Find sale by date

35. Select “**Find Sale**”
36. Find Sale window will open
37. Press “Select Field” arrow down “ v ”
38. Select “ Sale Date ”

Screen will read:

Select Field: Sale Date Select Operation: Like Choose Value: today’s date (6/18/2020)

39. Press “Sale Date”

Screen will read:

Select Field: Sale Date Select Operation: Like Choose Value: today’s date (6/18/2020)

40. “ Choose value: 6/18/20 ”

Press “Add”

41. Imrchnt window opens -

? You are about to make a change to this existing query!

This will save and change the query for all users.

If you do not want to change this query use the

‘ New ’ or ‘ New ’ from this query menu option.

Do you want to change and save this query?

Yes (highlighted in blue is default) / No

Press “Enter”

42. Remove any previous search fields that may be selected - located in
“ Selected Ranges ”

- Press to highlight any items in Selected Ranges
- Press “Remove” (to remove any existing search fields)
- If no existing search fields appear in “ Selected Ranges ” continue with #9

43. Press “Find” (binocular icon located below “ File ”)

This will show all sales from TD and GS

44. Scroll to locate date or transaction

45. Press “ Sale “

46. Press “Enter”

47. “ \$ ” POS Review - window will open

Details of sale will show in window

48. Select “Reprint Ticket”

49. Press x to close screen

Refund Item

The “Refund Item” key is used when returning a Guest Admission in the Register and selling another type of Admission in the same Transaction

The sale of a different type of Admission can be performed at this point in order to correct the original Admission ticket sale, if it was input incorrectly, or to sell an upgrade Admission of a Membership

- If receipt is available verify type of guest admission being refunded / or if receipt is unavailable verbally confirm of each type of guests - Adult, Child, Senior

Input original Sales Transaction into register (as seen on receipt) /

Return Each Type of Guest in the Register (verbal)

- Type in Zip Code
- Press “Enter”
- Press “Adult” key
- Press “Enter”
- Input number under “Qty”
- Press “Enter”
- Highlight item(s) being Refunded
- Press “ Refund Item ” - located in icon box on right of screen
- Press “Enter”
- Repeat process for all ages of Guests
- Sell new Admission in the same transaction
 - Press “M” (Membership)
 - Follow Membership Sales Transaction Instruction
 - Press “V”
 - Enter the number of Members Visiting for the day
- Complete Transaction - the dollar amount difference will show

(Guest will owe the difference between the return of admission and sale of new Admission / Cash return of difference Due)

- Receive payment: CC, CA, or CK

General Guest Questions and Interactions

Volunteer and Job Inquiries

Volunteer Applications

- Volunteer forms are located in the bottom drawer at the TD
 - Hand to guest - may be filled out and returned at a later date
 - Hand out contact # for Alec Fannin - 457-5315

Job Applications

- Job application forms are located in the bottom drawer at the TD
 - Hand out - may be filled out and returned at a later date
 - Hand out email for Christine Scales and Anna Berez - cscscales@billingsfarm.org / aberez@billingsfarm.org

Visitor Center

Ticket Desk Materials

- If you don't know the answer to a guest's question, say, "I do not know the answer to that question, but I will find the answer and get back to you."
 - If it is for an immediate need, ask the guest to wait a moment while you find the answer
 - If you need to contact the guest to provide the information, write down the guest's question and contact information before s/he leaves the TD area
- Refer to the TD Materials for the answer or contact the MOD

MOD Contact

- 802-356-2967
 - Call using the BFM TD or GS phones - press the preset number

Guests at the TD and in the GS

- Be polite, efficient and calm
- Input each guest and their party into the register
- Be methodical and pay attention to detail as you input the order into the register
- **Call MOD for assistance with the GS when there are guests at both TD and GS**

"A Place In The Land" Film

- The film runs at the bottom of each hour beginning at 10:30am
 - It runs 30 minutes with 2 minutes of credits
- If the film does not start, call the MOD

Restocking TD Forms

- Master Copies are in the Copy Room.
 - Check copies at the beginning and end of the day and make more copies when they get low to ensure the desk is fully stocked

Locked Restroom

- If the restroom at the end of the hall is accidentally locked from the inside with no one in there, use a fingernail or flathead screwdriver and gently turn to the right (no force is needed)

Internet

- We do not have Public Internet access

Visitor Center Alarm

- If the alarm in the Visitor Center goes off, call the MOD

Guest Injury / Illness

- Call the MOD any injury or illness
- Make sure the guest is comfortable while waiting for the MOD
 - The Clipboard with the Incident Report Form and first aid kit are under the TD
 - If the simple solution is a bandaid, provide one to the guest and instruct them clean the injury with soap and water in the bathroom before applying the bandaid
 - Write the guest's first and last name and phone number
 - MOD will complete the details of the injury by filling out the Emergency form
 - The form is brought to the MOD office to go to Admin Office

Pets

- Example - A guest does not want to leave their dog in the car because it is too hot.
 - "We cannot allow dogs on site because we are a working dairy farm and that policy is for the health and safety of our animals."
- Example - A guest brings a dog with them into the Visitor Center
 - Health Screener greets guest and explains that BFM is a working dairy and does not allow other animals or pets onsite
 - If the guest says that the animal is a service animal TD will write an "S" on the ticket and the guest places the ticket on the animal's vest or guest may wear
 - See Service Animal Standard

Service Animals

- See Service Animal Standard

Lost and Found

- The lost and found is located in the Boiler Room - Milk Crate labeled
 - All lost items are brought to the TD during the day
 - If the item is not in these locations, call the MOD and ask if they have seen the item

Ticket Prices

- Example - A guest comments that the prices are very high and asks why they should pay to come into BFM
 - "We are a non profit organization, so your admission goes directly into funding our education programming."
 - Billings Farm is an important part of the history of this area and the Billings and then Rockefeller families played a large and important role in the conservation movement over the last century.
 - You can learn about that history, learn about and see the animals that we have on site, learn about modern farming and dairy practices, participate in the activities that are available on site today, enjoy a picnic, learn about the Farm Manager's 1890's house, enjoy the walking trail that Lawrence and Mary Rockefeller walked every morning, see our heirloom and modern gardens and spend time relaxing and connecting with the land and nature.

- It is an extensive site with a rich and important history that is great for family and children of all ages

Walking on Site Without a Ticket

- “Are you aware that you must display your admission ticket on the outside of your clothing while on site?”
 - If the guest says they have not purchased a ticket, say, “I would be happy to walk you to the front entrance so you can go to the Ticket Desk and purchase an admission ticket as there is a health screening and a fee required to access the site.”

Quilt Exhibition

- “The Exhibit is a part of our site and there is an admission fee.”

Dairy Bar

- “The Dairy Bar is part of the ticketed admission experience here on site. If you would like to purchase a ticket to enter the site, you are welcome to do so, and you may then proceed to the Dairy Bar to purchase ice cream and enjoy the site.”
 - If the guest does not want to purchase a ticket, say, “If you walk into town, Mountain Creamery sells ice cream, the White Cottage is just west on Rt. 4, or you can purchase Wilcox Ice Cream at Mac’s grocery store, which is on your way out of Woodstock, east on Rt. 4.”
 - If you purchase a membership, you can come to the Dairy Bar any time we are open during the year and enjoy ice cream and as much of the site as you wish.

Business Requests

- Example - someone wants to visit BFM for future business (such as tours) and hands over a business card.
 - Take down the person’s name and business name and say, “Please wait a moment while I contact my Manager”.
 - Call the MOD and provide the guest's name
 - The MOD will contact the PR department for instruction about whether the guest should be admitted complimentary or should pay the admission price
 - If PR gives complimentary admission, enter the sale using the “PR” bar code

Recommendations / Directions

Food

- “Woodstock has a number of restaurants and stores for dining or takeout.”
 - Give general suggestions, not one place in particular.

Places to Stay

- Woodstock Chamber of Commerce has a list of accommodations and suggestions, also the guest can look online and view.

Directions

- Hand out local/VT map if available, give directions to the best of your ability

National Park

Directions to the National Park

- Across the street
 - The walking path outside of the VC leads up to NP
 - Once across the street head to the middle building NP VC

Mansion

When the National Park is open, Mansion visits

- “The grounds of the NP are free to roam, you can walk around the outside of the Mansion. There is an admission fee to take a tour / go inside of the Mansion. A NP ranger or volunteer representative can answer all of your questions regarding the NP. They are located just outside in the Kiosk or up at the NP visitor center”

Billings Farm and Museum is not a National Park

- BFM is not a NP
- Billings Farm and Museum is owned and operated by the Woodstock Foundation (local Non-profit educational institution) created by L and M Rockefeller to preserve this historic farm and landscape /Vermont's rural heritage.

Park Pass Stamp Location

- Park Passes can be stamped at the NP Kiosk (located on the pathway to the NP)
 - Or at the NP desk in the NP Visitor Center (located a short walk away, up the path outside the BFM VC, and across the street
- Park Passes do not work at BFM

Places to Hike

- The NP has 550 acres of forested woodland and trails.
 - The Rangers and Volunteers for the National Park have a map and excellent suggestions of trails for hiking

Farm Animals

Interacting with the Animals / Fencing Guidelines

- Due to COVID-19, for the safety of our animals, farm staff, and other guests, we ask that you please use hand sanitizer before and after petting the animals.
- **Please do NOT feed the animals at any time.**
- For safety reasons, please refrain from leaning, sitting, or standing on the farm fence rails, or having your children climb on them.

Cows

- BFM raises Jersey cows.
 - A breed from the Isle of Jersey - in the English Channel between the Northern coast of France and southern coast of England

Animal Incidents

- Example - a guest finds a dead chicken in the chicken barn or an animal on the loose
 - “Thank you for letting us know, we will take care of that right away.”
 - Get any specific information from the guest that would help to locate the area on site where the animal was last seen.
 - Call the MOD