

# RECEPTION TEAM

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## Information to help you undertake your duties

**The following is an A–Z of the kind of things people may ask you. Please don't be put off by the amount of information – everything is straightforward and will become clear once you arrive!**

### **Answering the telephone:**

- There will be two telephones in the front office and we ask you to pick calls up as soon as possible
- Always answer – 'Keswick Ministries – how may I help you?'
- Take down any details on the telephone message pad. Ensure you get full details of the person leaving the message: contact name, number, nature of message, date & time
- Always ensure you put calls on hold when finding things out – don't just cover the phone with your hand (instructions will be next to the handset)
- If someone has left a message on the answer phone, the machine will flash. Listen to any messages and deal with any you can, or make sure someone else deals with them – then delete them
- Try to keep conversations to a minimum when the phone is being answered as it can be difficult to hear with lots going on – be considerate

### **Bookshops:**

- One in Base Camp at Rawnsley
- Opening times in Reception window

### **Comments cards:**

- Place in labelled box

### **Contact Numbers:**

- Useful numbers are displayed in the Reception window
- Keswick Convention personnel numbers are kept on our computer system so you will have to ask a member of staff for these
- Certain team members' details are available on the notice board in Reception but these are not for general use or knowledge

### **Deliveries of parcels:**

- There will be a designated area for storage of parcels and a ring binder on the shelf with a sheet for completion on receipt of a parcel. (This is to minimise the risk of deliveries going astray in the busyness of everything!)

### **Giving Forms:**

- There will be a supply of giving forms in Reception and on display around the site.

### **Keep in touch cards:**

- Place in labelled box

### **Kids Programme (3–11s):**

- If parents want their differently aged children to be together in a group, the older child will need to move down to the lower age group



**Large print song words:**

- We will be making Braille and large print song words available for the morning Bible Readings and Evening Celebrations

**Live Relay:**

- The morning Bible Readings (Mon–Fri), Lectures (Wed) and Evening Celebrations (Sun–Thu) will be relayed to other venues.

**Lost Property:**

- Place 'found' property in marked box and complete details on appropriate form (to make locating it easier if anyone comes to claim it)
- Valuables can be stored in the safe (in the staff office)
- Do remember to cross off any items once they have been reunited with their owner!
- There is also a separate list for details of 'lost' items – in a quiet moment you may like to play 'matching pairs' with the two lists!

**Mail & Messages:**

- In-coming mail is dealt with by Staff
- You may be asked to drop out-going mail off at the post office on occasion.
- Any mail or messages addressed to Convention personnel (ie. speakers, volunteers etc) will need to be passed on – keep an eye out for that person or their team leader to pass onto. There will be an allocated space to keep these in until they are distributed

**Message cards:**

- People visiting the Convention can write on these postcards and we will display them on a notice board in the Reception window
- They should be dated, and removed when no longer appropriate

**Mission Personnel Track:**

- Missionaries wanting to attend this event are asked to register at Reception
- There will be a sign-up sheet and a separate Children's Registration Form if they have children who will be attending the organised activities

**Notes:**

- Any additional notes, important information or changes to procedures already given will be written on a 'Notes' pad in the Reception area
- Please keep checking this pad for anything of which you need to be aware, and tick against your name to confirm that you have read it

**Notices from the platform:**

- The notices given from the platform each morning and evening will be copied to the office so you know the details that everyone else is hearing
- Please familiarise yourself with these when checking through the 'Notes'

**Prayer Team Appointments:**

- These are for those serving in church leadership only. They can be arranged through Reception or the prayer team leader for that week. We ask that you are discreet and sensitive when handling these enquiries
- A sheet detailing the times available for each day will be kept in Reception. Take the notepad to the desk when taking down details as we don't want people seeing other details, then transfer details onto timetable immediately after the person has gone
- Ensure that the prayer team leader responsible for Prayer in that week is notified of the appointment
- Those requesting appointments will be met at Reception, unless requested to do otherwise.

**Procedures:**

- Instructions relating to equipment in the Reception area will be found at point of work – ie. card machine, and you will be briefed on the specific procedures at the briefing meeting



**Rugby Ground Parking:**

- This parking is operated on a pay and display basis. Please check the signs for payment details.

**Speaker Office & Lounge:**

- An upstairs room above Reception will be available to speakers as an office and lounge.

**Tickets:**

- Will be required for some events at the Convention. Details will be given to you at the briefing meeting
- Ticket prices are individual or for a family – a family ticket consists of two adults and any number of children
- If someone is buying a family ticket you need to give them the actual number of tickets to correspond with the number in their family (ie. one ticket means one bum on seat!)

**Volunteering for Keswick 2025**

- Application forms will be available online for next year's Convention from November 2024

**Registration for Kids & Youth (3–18s):**

- Online registration has streamlined the process – so once registered parents simply update details each year
- Youth (11–18s) can get their wristband from Reception, but Kids (3–11s) have to wait until Saturday evening or the Sunday after All Age Service.

**Other things available:**

- Parking Discs
- Keswick Town Map
- Wills & Legacy leaflet
- Giving envelopes
- Convention Centre brochures
- Keswick 2025 flyers

**Please remember:**

- The offices are the regular workplace of the Keswick Staff Team – please respect their space and their belongings
- If you ever feel you can't cope with something or someone, call a member of the Staff Team (Lucy, Carolyn, Ruth, Sam, Simon, Emma)
- There will be at least one member of Staff in the office at all times, or at the very least, details left as to how they can be contacted if they have been called off-site
- Queries regarding finance should be addressed to the Gift Processing team leader in the first instance or another member of the Gift Processing team.
- Please be sensitive about the confidential nature of much of what you will see while working in Reception ie. people's giving, prayer team appointments.

