

## **Arrowhead Lodge Attendant Duties –Updated 1/2/2024**

### **Upon your arrival:**

Make sure to punch in at the maintenance garage office. Open the gate.

Unlock the carport, bar porch, exterior kitchen and front door (only unlock the panic bar do not use the key on the exterior lock). Allen wrench is in top desk drawer. Make sure furnace room, pipe chase and storage room doors are kept closed.

Turn on all necessary lights, some of the outside lights for evening functions are on timers and sensors, so they do not need to be addressed. There are 2 switches in the furnace room that you may need to turn on next to the breaker box. Please turn off at the end of the evening. They are marked.

Open all blinds.

Sweep/Shovel and salt sidewalks and carport area as needed or reach out for assistance to maintenance staff or crew leader. During winter months please use the on-call plow list as needed.

### **Prior to event start or guest arrivals:**

Walk the room. Check all areas for cobwebs and dust or sweep down any noticeable areas that may have been missed.

Check and clean windows, sills and sliding glass doors of noticeable finger prints

Make sure rugs floors are clean. Sweep, vacuum if necessary.

Check kitchen to make sure it is clean and ready to use. Refrigerator stays at about 37-39 degrees. Constant opening and storing warm product will increase that temperature. We do not have a freezer. Guests cannot use the ice chest outside as their freezer.

Check all trash cans. Empty and replace liners if necessary.

Check bathrooms. Make sure floors, toilets, sinks and fixtures are clean and all paper products are full. Wipe down with paper towels and restock or advise maintenance of any greater problems.

### **Upon Contract Holder arrival:**

Greet the contract holder and introduce yourself to the individual(s) renting the lodge.

Review our staff plan for the day including where you will be and how to contact you if you are not in the office. Confirm rental agreement, particularly clean-up time. It must be 1 hour prior to event rental end.

Walk through the lodge area with them and verify that the floor plan is correct and the facility is prepared as discussed. Make any changes needed, if needed reach out to maintenance staff or Crew Leader.

Please greet and introduce yourself to any outside vendors for the event. This includes caterers, photographers, DJ's, etc. Make sure they do not have special needs that we cannot accommodate.

You may assist contract holders within reason and if you are not tending to other lodge duties. At no time is anyone but County Staff allowed on a ladder to hang decorations. Any hanging décor must be done by lodge staff. No nails in the walls, No tape or anything sticky put onto the floors and No helium balloons inside facility. Review Lodge rules if any questions. Customers have all received copy of this.

Boxes, bins, etc. used during set-up and needed for clean-up may be stored in the back storage room during the event. **ALL ITEMS MUST BE REMOVED PRIOR TO EVENT DEPARTURE** OR THEY WILL BE SUBJECT TO DISPOSAL. WE ARE NOT RESPONSIBLE FOR ANY LOST, STOLEN OR FORGOTTEN ITEMS.

Explain that if any changes need to be made in heating, air conditioning or fireplace that they should notify the attendant. Typically, the thermostat is not to be touched, if temperature is more than 3 degrees from the normal 68, notify park superintendent or crew leader. Leaving doors open, including the screened in porch will affect the temperature greatly. Having a fire may cause the entryway, bathroom hallway and kitchen to not quite get to the temperature as the main room. Using A/C with windows or doors open will cause it to not properly cool the space.

Build fire in fireplace only if requested by group. The fireplace is a heat source, it is not decorative. We do not light fires when the AC is on. Close fireplace doors after fire has warmed up. **DOORS ARE TO STAY CLOSED EXCEPT TO TEND FIRE BY LODGE STAFF ONLY**

Be a visible presence until the actual event has begun. Once the event begins return to office.

We offer ice for sale at the Lodge. The cost is \$2/bag and it is located outside the carport area. Please make sure that the customer gets a receipt for all sales (keeping a tab is acceptable but **money must be collected before the end of the evening**).

Accurate documentation of sales must be made, this includes the hand written receipt (from the office drawer) with a name of the person buying the bags, the amount of bags that were sold, the total amount you are collecting and your signature. One copy of the receipt goes to the customer, one goes with the cash or check into the money / bank bag and one stays attached in the book. Please advise office staff if change or supplies are needed. Communicate any needs via text, email or note to office staff on the white

board in the maintenance garage kitchen. Money / bank bag and the receipt book are to be kept in the office drawer. **Do not leave ice chest open for self service.**

**During the event:**

Assist with equipment if it has been borrowed (easel, projector, extension cords, screen or any other items). Return it to the proper location when the group is finished with it. Verify that any items used during the event, property of the lodge and Onondaga County, are returned prior to group leaving.

Periodically check trash cans. Empty and replace liners as necessary.

If applicable, periodically check fire and stoke it up as necessary.

Check outdoor areas and parking lot. Shovel, salt sidewalks if needed, sweep, pick any ground litter up as necessary.

Monitor carport area and prevent cars from parking there as it must be kept clear for any emergencies that could occur. Area may be used for loading/unloading food and equipment but vehicles must return to main lot upon completion.

Monitor all lodge functions as necessary. Troubleshoot as best you can, and call appropriate person/s if a problem arises that you cannot handle.

If there is a complaint or a problem, use listening skills and attempt to solve it if it is reasonable. Do not try to justify, explain or make excuses for any situation. Call the park superintendent or crew leader if the customer is adamantly dissatisfied and you feel the need for assistance.

**After the completion of the event:**

At one hour prior to the event completion, kindly advise the contract holder, DJ, caterer, etc. that it is time to begin clean-up.

Make sure the refrigerator is empty and the oven is turned off. Pilot lights remain lit (10 of them).

Empty the trash cans and put new liners in them as needed throughout the clean-up process. Put full trash bags in the large barrels outside of the lodge carport area.

Check to make sure all equipment has been returned and that it is in the condition you released in before the contract holder leaves. If something has been broken or damaged in any way. Please make sure to get a name and phone number of the person returning

the equipment. Advise the contract holder that the Park staff may be calling them for further information.

Close blinds. Turn off all lights, including the 2 outdoor lights on the furnace room. Turn off ceiling fans. The light outside the office does stay on 24/7. If applicable, check the fireplace. Be sure doors are closed and fire is nearly out before leaving the building.

Lock all outside doors to the lodge, including 3 sliding glass doors. Double check to be sure.

Make sure to close the gate at the top of the road.

Punch out at the maintenance garage office, be sure door is closed and locked behind you.

Make a note and report any lights that are out, damages that occurred, supplies that may be needed or any other maintenance issues or concerns. These can be documented in the form of a hand written, text message or written on the whiteboard located in the maintenance garage kitchen.