

CHECKLIST FOR OPENING AND CLOSING A MORALE WELFARE AND RECREATION FACILITY

Opening a Facility:

- a. Manager or designated staff member(s) should arrive prior to operating hours to allow enough time to prepare the facility for the start of the day and complete the following tasks.
- b. Clock in before performing any duties.
- c. Enter the appropriate doors and turn on lights; relock door if necessary.
- d. Do a visual check of entranceway to ensure it has not been left open or tampered with.
 1. If tampering has occurred, contact Installation Security.
 2. Once Security has been notified, contact your MWR leadership chain of command.
- e. Visually inspect exterior area for litter or overflowing trash cans.
- f. Visually inspect entry ways, walkways and other pedestrian foot traffic areas for safety concerns and trip or fall hazards (i.e. torn rugs, loose stair-rails, free standing water, water leaks, loose cords, etc.).
 1. If safety hazards exist and if appropriate, Public Works should be notified.
 2. Any hazards should be corrected or roped off until corrective action can be taken.
 3. Once a hazard is roped off, your MWR chain of command should also be notified.
- g. Prepare for opening the facility.
 1. Walk the interior of the facility to inspect housekeeping:
 - i. Ensure all trash cans are empty.
 - ii. Ensure office equipment is clean and organized.
 - iii. Ensure furniture (inside and outside) is straightened and realign if necessary.
 - iv. Ensure restrooms are clean and stocked.
 - v. If any patron property was left behind, properly document and account for it in the pass down log. Deposit any property with an estimated value of less than \$300 in a designated lost and found bin (i.e. shirts, shoe, book, etc.). Property with an estimated value of

greater than \$300 must be documented, logged, and stored in a secure, locked room, desk or cabinet with limited access until it can be turned over to Base Security.

2. Verify customer display areas are replenished and organized, and that any expired advertisements have been removed.

3. Power on all electronic displays.

4. Ensure all equipment is accounted for and that there is no broken or damaged equipment or furniture on the floor.

6. Ensure facility is ready for patron use (i.e. turn on and uncover equipment).

7. Verify Wi-Fi is online and working properly (when Wi-Fi is available).

h. Review information from previous shifts (i.e. Pass down log, notes, contracts).

i. Turn on and prepare point-of-sale (POS) workstation(s).

1. Log into RecTrac, Epitome or other POS system reference Appendix (A)

2. Obtain and secure Change Funds in POS drawer (Refer to your Region Change Fund and Cash Handling Procedures for specific guidance.)

j. Check messages (phone and email) and respond as needed.

k. Review, print and prepare necessary documents (i.e. sales, rentals, reservations).

l. Create a daily task list.

m. Ensure any reserved items that are scheduled for pick up are ready.

n. Ensure a list of rental items that are scheduled to be returned has been prepared.

o. Ensure patron counting system is fully operational.

p. Unlock entranceway and open facility for the scheduled hours of operation.

Closing a Facility:

a. Announce at 30 minutes and again at 15 minutes prior to closing that the facility will be closing to the patrons.

b. Do not dim any lights until all patrons have left the facility.

c. After all patrons have departed, lock doors and check to ensure facility is secure.

- d. Close the POS station.
 - 1. Refer to your Region Change Fund and Cash Handling SOP for guidance.
- e. Ensure the next day checkout and return list is prepared for the following shift.
- f. Verify that patron counting system is fully operational.
- g. Walk the facility to ensure:
 - 1. All patron entry points are secure.
 - 2. No one remains in the facility.
 - 3. Trash cans are empty.
 - 4. Patron display areas are replenished and organized.
 - 5. Patron service areas are secure.
 - 6. Office equipment is clean and organized.
 - 7. Furniture (inside and outside) is straightened and realigned.
 - 8. All surfaces in facility are clean.
 - 9. Restrooms are clean and restocked.
 - 10. Any safety issues that were noticed and reported during the day were remedied and mitigated to ensure patron safety.
 - 11. If safety concerns exist make sure they are roped off, secured or remedied.
- h. Document helpful and needed information, in writing, for incoming staff.
- i. Before leaving ensure all lights and electronics are placed in the proper setting.
- j. Clock-out.
- k. Lock door and secure facility.