



# Monitors' Duties

Note: **Two** monitors at all times and **one** Shop Foreman at all times when work is being done in the shop area.

- One monitor may be a desk/reception monitor and one a floor monitor. They are signed up for a four-hour period: **8 AM to 12** and **12 to 4 PM** Monday through Friday.
- Note: **If there are not at least two monitors, the shop must close! For safety reasons, no one may be in the building alone!** This is a RSCW and ARC safety policy.
- The door key for the shop is at the RH Johnson Fitness Monitor's desk on an ARC Key Ring (at the RH Johnson pool/spa/fitness rooms located left of the outside pool entrance) and must be signed out daily (Monday through Friday) by the authorized members on the list they have.
  - The Shop Forman for the day will obtain the key in the morning to open the shop. The Shop Foreman may ask the Monitor on duty to return the key to the Fitness Center at the end of the day.
  - On the main door toggle the panic bar lock to open so the handicap button will be unlocked using the hex key. The hex key is at the left of the door. All other doors must remain locked and the panic bar locked on the other three man-doors.
- Overhead doors remain closed until opened for a vehicle to enter or exit.
- Turn on the lights.
- Wear a MONITOR badge.
- RSCW and ARC policy prohibits smoking, drugs, alcohol and weapons in the building.
- Pets are not permitted. The only exception to this is a service animal, however, the animal must be wearing a service vest and the owner must present documents for your inspection proving the animal is a service animal.

## Desk/Reception Monitor General Duties

- Answer Phone: **Thank you for calling ARC. This is \_\_\_\_\_, how may I help you?**
- Address of building: **19803 W. R.H. Johnson - Building B-2**
- Phone number: **623-518-3226**
- Check the phone to see if there are messages. The phone will display on the base unit if there are any message. If so, press Play/Stop button to play the messages. Write down the message for whoever should answer/return the call.
- Place the key in the petty cash/key storage box on the wall under the First Aid Box.
- Monitors should always check the "Monitor's Duties Folder" for any updates listed on the inside cover.
- Greet visitors and ask them to sign the guest book. Advise them they can log onto the ARC website: [restoration.scwclubs.com](http://restoration.scwclubs.com) for additional information.
- Answer questions, supply membership forms if they are SCW residents and want to join the club or renew their membership.
- If a new member is joining ARC...
  - Make sure they have a current SCW Recreation Card and live in SCW, ask to see their Rec. Card.
  - Collect \$25 in cash or check only (credit cards cannot be used for membership fees) and have them fill out the membership form. **(Be sure it is filled out completely and legibly especially the email address. If it is not legible, rewrite the info.)** **If the new**

membership is during the timeframe of September 15<sup>th</sup> to December 31<sup>st</sup>, then the new member pays \$5 for the current year **PLUS** \$25 for the next year for a total of **\$30** to be collected with the application.

- Take their photo for their using the ARC camera and recording their name on the sheet as they wish it to appear on the badge. (If you would like, use your cell phone for the photo, but be sure to send the photo to [simicrosmith@aol.com](mailto:simicrosmith@aol.com) making sure to include the member's name in the email to Sparky/Suzanne.) Make note if no photo was taken on the Membership form so we know we need to take their photo later.
- Badges will be available at the ARC building when the new member is notified via email.
- Money: Put cash or checks made out to ARC into envelopes, write on the outside and place in the lock box. You may want to wait until the end of the shift and consolidate monies.
  - Examples:
  - Fees for use of equipment and shop space as set forth in the Fee Schedule.
  - Sale of apparel and other ARC items (prices are listed at the apparel table)
  - Membership dues \$25 per year unless during the last quarter, then it is \$30 (\$5 for the remainder of the year and \$25 for the coming year ALL COLLECTED AT ONCE).
  - Donations (monetary) made out to **ARC of SCW** [ARC is a 501 (C) (3) charity]
  - Donations of any other items need to be approved by at least one member of the Donation Committee before acceptance; Lauren Matley, Dean Lewellen, Bob Janis and Fred Burk and on the Donation Committee.
  - Raffle tickets, other event monies, brick sales, etc.
  - Note: credit card machine may be available for purchases over \$10 when it is not being used at events. Membership dues are payable by cash or check only. Contact Dean Lewellen (Treasurer) or Mike Libertore (Crossfire Raffle) if credit card machine is not at the Monitor desk.
- Check out equipment and keys and enter in the Equipment & Key Log located at the Monitor's desk. Check out key to the storage sheds or toolboxes. Note in the Log who checked out the item, by whom and when it was returned.
- Tours: Give the person safety glasses and accompany them in the shop area if going past the yellow chain.
- The Monitor should also wear safety glasses. Ear protection may be offered.
- Desk Monitor will greet and wand in the member and check to see if they are current on their yearly dues and have their Recreation Card current. Check computer to see if the member has passed the classes needed to do the task, has eye wear and ear wear when needed.

### **Monitor's Procedures for Member Login in**

#### **Opening Monitor Checklist Duties:**

**Fill out the printed checklist which includes the following**

- Turn outside entry door magnet to **OPEN**
- Use hex key on panic bar of entrance door to unlock it for handicapped use
- Turn on interior lights for building (use the switch by the Great Race cabinet)
- Double left click program "Master Login File"
- Scan your Badge to make sure it is working
- Take key hanging on cord above the new member badge box and unlock the key box, remove the credit card machine, place it on the back counter and leave the key in the lock
- Check the current day's work schedule forms (the Shop Foreman will schedule work and assign bays)
- Open the overhead door and drive the raffle vehicle outside and place ignition key in key box
- Place signs (A-frame and windshield sign) on/around vehicle
- Close the overhead door

- Make coffee (one pot is for regular and one pot is for decaf)
- Place all trash cans in proper places throughout the shop if they have been emptied
- Check phone for messages. If there are messages, press Play/Stop on base unit to play them and write down message for whoever should answer/return the message

### **Daytime Procedure with Member Log In Computer and Scanner:**

- “Error Message:” All messages can be erased by left clicking mouse on the “Add member or Clear Entry” box. Error messages include the following:
  - Duplicate (means that someone has already been logged into the program that day)
  - No Match (means that the SCW Rec. Center number is not in the database. Document the correct SCW Rec. Number, ARC Number, and person’s name and give this information to Dean Lewellen, as not in the database so they can be added.)
  - No SCW Rec. Card Entered (means no SCW Rec. Number was entered in the box)
  - Setup Program Not Run (means the morning procedure was not followed or the Program was not closed properly the previous day).
- “Members Taking Safety Classes” Area is information for the Shop Manager so he/she knows who is qualified in various safety procedures.
- Entering Member in the system:
  - Scanning Method of Entry:
    - Use scan wand to scan barcode on the member’s badge or SCW Rec. Card.
  - Manual Method of Entry:
    - Enter member’s SCW Rec. number manually on the computer keyboard and press “Enter” key.
- Verify Member information (including photo and dues paid), check for error messages.
- Monitor will examine personal tools and have the Shop Foreman deem if it’s safe to use in the shop and put his mark on it. Monitor will note if the member is certified on the Tools, Equipment and Machinery (TEM) as shown in the computer. Note: two-post and four-post lift certification must be completed in order to use the lifts.
- If there are any computer login problems, fill out the form provided to alert Paul Cowley of the issue or call Paul at 623-214-9944.

### **Closing Monitor’s Checklist Duties:**

- Shut off coffee maker(s) and **UNPLUG**
- Clean coffee pot(s) and filter(s)
- Clean counter top
- Clean Social Table, clean monitor’s desk and floors in all these areas by sweeping/mopping
- Check that Ozone machines are off in both bathrooms
- Check all trash cans throughout shop and bring those with trash to bathroom area
- Count number of guests in Guest Book today and write the number beside the last guest. Then on computer screen, go to “**Total Guests in Shop Today**” (bottom right of computer) and press “**Press to Enter Number**” box, enter the number of guests in the blank box and then press the “**Save**” box
- Put the credit card machine in the key box, lock it and put the key away so it hangs on the cord above the new member badge box
- Open the overhead door and drive the raffle vehicle back inside
- Bring in signs (A-frame and windshield signs)
- Close the overhead door
- Use hex key on the panic bar of entrance door to lock it
- Turn off interior building lights using switch by the Great Race cabinet
- Turn off the swamp coolers (these are labeled)

□\*NOTE: If the Shop Foreman leaves prior to the end of day, the Shop Foreman will turn off the Compressor, however the Monitors will lock all doors to the building and return the building key to the RCSCW. Also, after the building is locked, walk around the outside and check all doors to be sure they are each locked.

□Turn outside entry door magnet to **CLOSED**

### Procedures for "Drive in" Facility Usage

1. Monitor Checks the following: See if membership is current. Have they had safety training? If using the lifts, are they qualified?
2. Check with the Shop Foreman to see if space is available.
3. ARC member fills out shop usage form. Have the Shop Foreman fill out the lower portion of the form and figure the cost for the usage of the shop.
4. Collect the required amount (cash or check only). Put the money and form in an envelope with the member's name and badge # on the outside. NOTE: If for some reason the work was not completed on the day scheduled, photocopy the form and place it in the folder for the next day.
5. Tell the Shop Foreman the member is ready to go. He will take it from there.

### Accidents

Any accident or injury must be noted on an ARC form CR-20-5 equivalent. These are located at the monitor's desk in the file cabinet. These must be filled out as completely as possible as soon as possible by the monitor and persons involved. A witness is encouraged. An officer will fill out a Recreation Center form from the information provided. Any accidents or health concerns where the person is unconscious must have one of the Monitors dial 911 and give the location to the operator; **19803 West R.H. Johnson B-2**. If a fire occurs, the monitor must make everyone leave the building and assemble in the Courtyard nearest Meeker street. Small fires may be extinguished with a fire blanket or fire extinguisher using the P.A.S.S. method: **P**ull the pin, **A**im the extinguisher, **S**queeze the trigger, and **S**weep from side to side at the base of the fire.

### Roving Floor Monitor

Conduct tours and answers questions.

### FAQ's

**What does ARC stand for?** Automotive/Restoration Club of Sun City West. Note that we are not restricted to only working on automobiles. Members can restore almost anything. We are a SCW Chartered Club as of Nov 2011.

**What is your mission and purpose?** We work with charities to raise money and youth to further the love for the past. Make-A-Wish, American Cancer Society, local schools, SCW Firefighters Charities are some of the ones we work with.

**Is this a club for men only? And do you have to own a classic car?** No. We have many women who are active members including some with their own classic cars. Many of our members do not have classic cars at this time, but still have a love for the automobile and being around others who enjoy the hobby.

**Who can work on vehicles?** Members may work on their own vehicles or other member's vehicles. We do not allow non-members to work in the shop. We do not work on general public vehicles nor compete with local repair shops. No member may conduct a business out of ARC.

## **Do you have to be a resident of SCW with a valid Recreation Center Card to use the building?**

Yes, you must be a member in good standing with a current valid Recreation Center card. We use Member Verify to check this.

**Do you have an associate membership for non-SCW residents?** No. Only SCW residents may join this Chartered Club. This is a RSCW and ARC policy.

**How is work scheduled?** Members may schedule shop space and shop equipment as available. The fees must be paid prior to using the space/equipment. See fee schedule.

**What is the cost to work in the shop?** There is a fee schedule at the monitor's desk for hourly, daily and weekly fees. That includes lifts, and bays for vehicles. There will also be a "free" space for walk-in minor repairs or work. Members are allowed to work on projects only on the shop side of the yellow safety chain dividing the shop area from the social and office area.

**May we suggest local businesses?** Our ARC Angels may be able to help with recommendations for shops and services. Contact Randy Robinson or Lauren Matley to discuss your individual situations. Members may also give their recommendations of businesses they have worked with personally.

### Additional Information

- Building name dedicated to John S. Chaney donated by Chaney & Jones Families
- Front landscape "Anna's Courtyard" dedicated to Anna Scheidt donated by Don Scheidt
- Shop interior named "Don's Workshop" dedicated to Don Scheidt donated by Anna Scheidt

### Point Out Equipment

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| <ul style="list-style-type: none"><li>• Air Compressor donated by Don and Anna Scheidt</li><li>• 1946 Juke Box donated by Ken Weaver</li><li>• Collection of scale vehicles donated by the Bob Pratt family</li><li>• One 4-post lift donated by Andy &amp; Sue Schiestl</li><li>• One 2-post lift donated by Andy &amp; Sue Schiestl</li><li>• One 2-post lift donated by Bob Janis, Gary Konop, Dave Meyer and Wayne Halladay</li></ul> | <ul style="list-style-type: none"><li>• Welding bay (Lugnut's Lair) donated by Gordon &amp; Mary Jo Monten</li><li>• Upholstery bay donated by the Chaney family</li><li>• Radiator bay donated by Rainer Willingham</li><li>• Corvette Corner (future classroom) donated by the David Pierce family</li><li>• Future paint booth and preparation station donated by the Monten &amp; Chaney families (Phase 2 building will be at the back corner of the ARC building)</li></ul> |
|---|---|

Bricks in the courtyard may be purchased and are \$125 for a 4" X 8" brick or \$250 for an 8" X 8" brick and can be inscribed. Forms are available at the monitor's desk for ordering.

Tiles are available for \$1000 and can be inscribed. Logos will be an additional \$125. Forms are available at the monitor's desk for ordering.

Great Race participation in 2014, 2015 and 2016 – see the shadow box by Monitor's Desk.

## Safety Equipment/Duties

- **First Aid Box** at monitor's desk (make sure it is fully supplied)
- **Safety eye glasses** (side shields and full face shields may be purchased at monitor's desk)
- **Ear protection** for noise (ear plugs & ear muffs may be purchased at monitor's desk)
- **Fire extinguishers** (four with one at each man door)
- **AED** at men's bathroom on the wall behind monitor's desk Note: alarm will sound when box is opened.
- **Eye Wash Station** located just past drinking fountains and hand wash sink.

## Credit Card Machine Operation

### **Step 1**

Turn on machine by pressing and holding down the **red** key until the machine turns on.

### **Step 2**

Receive the card from the customer. Ask if it is credit or debit. If credit, press the word **Credit** on the machine. If debit, press **Debit**. On the next screen press **Sale**. Next it will ask you to swipe the card. Swipe it with the back strip facing the appropriate direction. If the strip is damaged, the machine will prompt you to enter the account number printed on the face of the credit card. Enter each number and then press the **green** key. Next, you will be asked to verify the last four digits on the card. If they match, press the **yes**. If this was a debit sale, the machine will prompt for the customer to enter their pin number (remember, the enter key is the **green** key).

### **Step 3**

Enter the total amount of the charge including the zeros. Double check the amount entered and then hit the **green** key. A receipt will be issued if the transaction is approved.

### **Step 4**

Ask the customer to sign the receipt after you are sure that it is the correct amount of the transaction. If the customer wants a copy of the receipt, press the appropriate **yes** button and it will print. If no receipt is needed, press the **no** button. You are finished with the machine and it is ready for the next transaction.

### **Step 5**

Give the credit card back to the customer and place the signed receipt in an envelope in the cash drawer.

### **Step 6**

At the end of the day, turn off the machine by pressing and holding down the **red** key until the machine displays a screen with three options. Press the **turn off** option.

**If there are issues or questions with the credit card machine,  
call Dean Lewellen at 623-546-7649.**

## Contact List

Herb Clark, President of ARC 2016 .....	623-444-7778
Andy Schiestl, VP .....	907-632-2221
Lauren Matley, VP & ARC Angels .....	623-544-3253
Jackie Meyer, Secretary .....	405-250-3733
Dean Lewellen, Treasurer.....	623-546-7649
Sue Steward, Treasurer .....	623-262-5225
Paul Cowley, Mgr Purchasing.....	623-214-9944
Randy Robinson, ARC Angels.....	623-556-1235

### Building

Fred Burk, Building Mgr of Ops .....	360-250-2730
David Eicke, Mgr of Safety .....	623-546-0735
Brad Huber, Mgr of Building .....	623-584-3136
Roger Babler .....	608-558-7263
Bob Janis, Mgr Training .....	602-614-4878
Walt Jefferson .....	623-826-6384
Gary Konop .....	920-621-1074
Mike Libertore .....	815-263-8686
Don Scheidt.....	623-556-1065

### Shop Foremen:

Paul Bromund .....	847-513-4862
Fred Burk, Building Mgr of Ops .....	360-250-2730
Gordon Carlson.....	408-892-2538
Ron Carson.....	503-881-0818
Gary Curtis .....	623-251-3933
Fred Cox .....	623-556-5711
John Dorssom.....	623-975-5962
David Eicke, Mgr of Safety .....	623-556-5711
Greg Gayhart.....	440-781-3629
Bob Janis, Mgr Training .....	602-614-4878
Bill Kellner .....	623-975-3087
Joe Knese .....	314-630-0416
Gary Konop .....	623-594-1849
Craig Landers.....	209-769-6771
Gary Masak.....	219-776-3507
Lauren Matley.....	623-544-3253
Dave Meyer .....	405-250-5084
Steve Mohyer.....	623-556-8119
Tony Palozzi .....	585-315-1344
Bill Podsedly .....	928-537-4608

### RECREATION CENTER OF SUN CITY WEST:

David Bennett.....	623-544-6524
Patte Smith .....	623-544-6095
Don Crumley.....	602-206-8521
Russ Boston.....	623-544-6008
Mike Bauserman Asssitant to Russ Boston (Maint.) .....	623-692-7589