

# Houston Maritime Center Front Desk Handbook

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## Database Access

**VOLUNTEER:** HMC volunteers do not have direct access but are able to view certain information. Throughout this handbook, follow the “VOLUNTEER” instructions when utilizing the database.

You will need a login to the HMC website. If you do not have a login, please contact Amanda at [alubow@houstonmaritime.org](mailto:alubow@houstonmaritime.org) to request access.

Once you are logged in, you can access the general membership list and corporate membership lists in the “Volunteer Portal”. This is a menu option under “Account” in the upper right of your screen.

Please note, you will not be able to make changes to or update the database but you will be able to view the necessary information referred to in this handbook.

**STAFF:** HMC employees have direct database access and can update and make changes to the database as needed. You will simply need to be logged into your Airtable account to access the database. Throughout this handbook, follow the “STAFF” instructions when utilizing the database.

## Guest Sign In

**ALL GUESTS MUST SIGN IN!** This is primarily for accounting purposes, but is very important and helps us track who is in our gallery.

## POS – Square

If the screen is off, press and hold the power button at the base of the screen.

We accept all major credit cards and have a chip reader, magnetic swipe, tap, Apple Pay, Samsung Pay, etc. We also accept cash. We do not accept checks from non-members.

Use the “Common” view of the POS to access the most commonly used items.

All admission levels, including guest passes, military, and member admission, are listed under “Tickets”.

If you cannot find a gift shop item in the POS, use the keypad to enter the correct amount and make a note in the order of what item was sold.

For apparel and other items with varying sizes or colors, be sure to select the correct variation to keep the inventory correct.

**Once you have completed the check out process, write the order number next to the guest’s name on the sign in sheet.**

## Applying Discounts

To apply a discount to the entire order, such as a member discount, select the “Discounts” button on the main screen and select the discount amount.

To apply a discount to a particular item, such as logoed apparel, select the product. The discount options are available at the bottom of the product popup. Once the correct discount is selected, add it to the cart.

The POS will total all discounts together, even if you are using order discounts and product discounts.

## Member Museum Admission

Ask everyone if they are a member. **STAFF and VOLUNTEERS:** Confirm using the database. If they are expired, try to get them to renew. If they are not, ask if they would like to become one.

If they are an active member, their admission is free of charge but still needs to go through the POS for tracking purposes. Member Admission is an option in “Tickets” and can be used to count the number of adults using memberships.

Individual Memberships allow entry for one person. Dual memberships and above allow entry for two people and a varying number of children.

## Member Guest Passes

Members are entitled to guest passes depending on their membership level. Individual and Dual memberships do not include guest passes.

Family memberships and above include guest passes. These are paper tickets that are mailed to the member along with their membership cards. They will need these tickets in order to use their guest passes. Be sure to add the “Guest Pass” ticket to the POS order when you take the ticket. You can tear off the bottom and return the upper portion to the member if they would like it back.

**STAFF:** If the member doesn’t have their guest passes with them but would still like to use them, the tickets will be assigned in the “Tickets” tab of the database. Search for the member’s name to see the tickets assigned to that member and the status of the ticket. If the ticket hasn’t been used, you can mark the status as “Used”.

## Membership Cards

Individual and Dual memberships do not receive membership cards. Family level and above memberships include membership cards. The member does not need to have their membership card with them in order to receive their benefits as long as their membership is active. **STAFF and VOLUNTEERS:** Please refer to the database for membership confirmation.

If a member presents their membership card, confirm the expiration date on the card. Use the POS to track their entry (see Member Museum Admission).

## Membership Benefits

Please refer to the printed membership form or the membership page on the HMC website for current benefits.

Discounts for gift shop merchandise are available in the POS to apply to orders. Discounts DO NOT apply to admission for guests beyond the member.

## Renewing Existing Members

**VOLUNTEER:** If a membership has expired and the guest would like to renew their membership, you can take their payment using the POS for their desired membership level. Send an email to Amanda ([alubow@houstonmaritime.org](mailto:alubow@houstonmaritime.org)) IMMEDIATELY with their membership renewal. Amanda will update the database and update their membership online within 24 to 48 hours.

**STAFF:** If a membership has expired and the guest would like to renew their membership, you can take their payment using the POS for their desired membership level and update their information in the database. Be sure to put in the new expiration date (1 year from the date of renewal).

You will also need to update the expiration date in WordPress. Log in using your HMC email. Navigate to the “Paid Member Subscriptions” option in the left menu. Open up the “Members” section and find the member, usually using their email address. Click on the member and update the expiration date. Save the member and close the window.

### Signing Up A New Member

If a guest would like to become a member, have them fill out a membership form. Be sure the name and email address are legible. Take their payment through the POS system for their desired membership level.

**VOLUNTEER:** Set the membership form in the box for Amanda to add them to the online system and the database.

**STAFF:** If they are already in the database, update their information and add their membership level and expiration date (1 year from the date of sign up).

If they are not in the database, add their information, making sure to include their membership level, expiration date, and email.

To be added to the online membership system, Amanda will need to create their account. Put the membership form in the box for Amanda. They will be added to the system and receive an email about their online account within 24 – 48 hours.

### NARM Reciprocal Museum Entry

HMC is part of the North American Reciprocal Museum Association. This gives our members the benefit of complimentary entry at over 1,200 museums across the country. It also gives members of other NARM museums the benefit of complimentary entry into our museum.

In order for someone to use this benefit, they must present a membership card from another institution with the NARM seal (shown on our membership card). This benefit applies to two members of the party. Any guests beyond the first two must pay standard admission rates.

In the POS, there is a ticket option for NARM Member. Please use this to track the entry.

### Group Admission

Groups of 8+ guests receive a discount on their admission. Groups are pre-scheduled through HMC staff.

The POS has a section for Group Admission. Use the appropriate selection and edit the quantity to record and charge for group admission.

### Corporate Member Entry

**VOLUNTEER:** Corporate members receive complimentary entry for their “cardholders”. The names of Cardholders as listed in the database.

In the POS, use the Corporate Member ticket to track this entry.

Corporate members also receive guest passes for their employees. The number of guest passes varies based on the membership level.

Employees can show a company ID or business card for entry. Record this guest pass as a “Corporate Guest Pass” ticket in the POS. On the sign in sheet, note that the guest used a corporate guest pass and which company they are with. Amanda will record this information in the database within 24 to 48 hours.

**STAFF:** Corporate members receive complimentary entry for their “cardholders”. These folks do not have physical cards but are listed in the database. Navigate to the Companies tab and open the “Members” view. Corporate cardholders will be listed in the “Cardholders” column.

In the POS, use the Corporate Cardholder ticket to track this entry.

Corporate members also receive guest passes for their employees. The number of guest passes varies based on the membership level.

Employees can show a company ID or business card for entry. Record this guest pass as a “Corporate Guest Pass” ticket in the POS. You will also need to add the entry to the database in the corporate member “Guest Pass” column.

If the employee is not already in the database, you will need to add them before you can link their record to the guest pass column.