

What to do on Duty

- **Arrive on time:** 10am on a Sunday – or 6pm on a Tuesday
- **Pick up keys from Reception**
- **Set up the table with documents from Duty Folder:**
 - Sign on/off water sheet
 - First Time free trial sheet
 - Information for first timers
 - Membership forms
- Regularly **check for anyone waiting** at Reception for a free trial (radios may be provided)
- **Remind everyone to sign on / off water**
- **Give any first timers a tour of the facilities and an introduction to the club** – an example of what to cover is given below
- If you leave the desk to show people round, **lock the cupboard and leave the notice** saying you will be back soon.
- **You can paddle for the last hour** of the session (12-1 on Sunday, 7-8 on Tuesday)
- At the end of the session, check everyone has signed off the water, then put all files etc back in

Free trial / First timers

- Give a brief tour of the facilities (changing rooms, lockers, equipment)
- Introduce signing on / off form and cover basic safety issues. Check they can swim and have footwear for on the water and a change of clothes
- Advise on boats / kit, e.g. point out size guide for buoyancy aids. Unless experienced, first timers should start in a Kiwi (or open boat) as this is stable and easy to get out of.

Health & Safety

- Point out site rules (on corridor wall on way from Reception)
- Point out information on risks (Weil's disease, blue-green algae)
- Footwear is essential – no flipflops
- Novices should stay near the building or other suitable area as advised by West Reservoir staff (weather-dependent so seek advice!) – unless with experienced member
- Remind of safe lifting principles – bent knees not bent back, 2 people where possible
- Remind if they do fall in – stay with your boat

* If you're unsure – just ask West Reservoir staff or another member of the club and they'll try to help *

Membership forms

- Kept in file.
- Cheques are preferred
- Issue receipts for all
- Collect in plastic wallet in folder
- If possible, collate list and give to Reception at end of session

Borrowing equipment

- Items in the cupboard can be borrowed if signed out by a member.
- Equipment must be returned cleaned and dried

Capsize / Spraydeck test

- Capsize test needed to paddle any closed cockpit boat (most boat except Kiwi / open)
- All paddlers who wish to wear a spray deck must know how to use one. They should either have BCU1star test, have done a capsize test at West Reservoir or be able to detail their experience (ask for details).
- List of members able to carry test out is on the wall – those present at session who are able to carry out test are identified on signing on water sheet

And finally...suggested itinerary and points to mention on tour for first timers

Itinerary	Points to cover	Good time to...
Greet at Reception	<ul style="list-style-type: none"> • Introduce self and welcome to club! 	...find out about previous experience of paddling
Enter corridor	<ul style="list-style-type: none"> • Point out lockers, changing rooms, toilets • Point out site rules on wall on left 	...mention health and safety side of rules, e.g. no running ...mention hot showers
Buoyancy aid / bag store	<ul style="list-style-type: none"> • Explain buoyancy aids must be worn on water • They must fit properly – point out size guide • Cags also available to borrow 	...check they have change of clothes and suitable footwear (no flip flops)
Paddle store	<ul style="list-style-type: none"> • Which paddles to use, e.g. single blade for open boat • How to hold paddles (basic position) • Left handed paddles are marked 	
Walking towards wet classroom	<ul style="list-style-type: none"> • Point out white railing – buoyancy aids must be worn past this point and especially on the wooden jetties at all times 	...show them where they can paddle if they are a novice ...point out polo area and let them know about polo
Boatshed	<ul style="list-style-type: none"> • Which boats we have • Novices should go in a Kiwi until they have done capsize test in a closed cockpit boat • Manual handling: how to carry a boat safely (ideally 2 people) 	...let them know about capsize / spraydeck test
Wet classroom	<ul style="list-style-type: none"> • Check they are over 18 and can swim (essential!) • Explain signing on and off the water • Show / discuss information on Weil's disease and blue-green algae • Get them to sign First Timer sheet 	...suggest they pick up a membership form!