

Standard Operating Procedures

For the Darwin Tourist Facility

November 5, 2024

Royal Flying Doctor Service

45 Stokes Hill Road, Stokes Hill Wharf, Darwin NT 0800

In Drafting

# TABLE OF CONTENTS

Contents

[TABLE OF CONTENTS 1](#_Toc181699766)

[Admissions 3](#_Toc181699767)

[Opening Procedure 3](#_Toc181699768)

[Closing Procedure 4](#_Toc181699769)

[Selling an Admission Ticket 6](#_Toc181699770)

[Adding a Discount to an Admission Ticket 8](#_Toc181699771)

[Redeeming Hop On Hop Off Tickets 8](#_Toc181699772)

[Redeeming a Rezdy Booking 9](#_Toc181699773)

[Redeeming Distributor Tickets 10](#_Toc181699774)

[Territory Passes 11](#_Toc181699775)

[Entering a Pass 11](#_Toc181699776)

[Checking a Pass 12](#_Toc181699777)

[Retail 13](#_Toc181699778)

[Opening Procedure 13](#_Toc181699779)

[Closing Procedure 14](#_Toc181699780)

[Higher Duties 16](#_Toc181699781)

[Mobile Phone 16](#_Toc181699782)

[Banking Procedure 16](#_Toc181699783)

[Live Flight Display Computer 16](#_Toc181699784)

[Higher Duties Reports 17](#_Toc181699785)

[Incident Forms 17](#_Toc181699786)

[General Facility Information 17](#_Toc181699787)

[Proximity/Swipe Cards 17](#_Toc181699788)

[Shift Swapping 17](#_Toc181699789)

[Availabilities 17](#_Toc181699790)

[Timesheets 17](#_Toc181699791)

[Shifts & Breaks 18](#_Toc181699792)

[Facility Keys 18](#_Toc181699793)

[Passwords 18](#_Toc181699794)

[Visitor Sign In 18](#_Toc181699795)

[Uniforms 19](#_Toc181699796)

[Emergencies 19](#_Toc181699797)

[Fire 19](#_Toc181699798)

[Contacts 19](#_Toc181699799)

[Appendices 20](#_Toc181699800)

[Appendix A – Numbers Report Example 20](#_Toc181699801)

[Appendix B – Finance/Income Report Example 21](#_Toc181699802)

[Appendix C – Admissions Banking Slip Example 22](#_Toc181699803)

[Appendix D – List of Discounts 23](#_Toc181699804)

[Appendix E – Hop On Hop Off Ticket Example 25](#_Toc181699805)

[Appendix F – Hop on Hop Off Form in RFDS Dashboard 26](#_Toc181699806)

[Appendix G – Retail Banking Slip Example 27](#_Toc181699807)

[Appendix H – ANZ Slip Float Count Example 27](#_Toc181699808)

# Admissions

## Opening Procedure

1. Take safe key out of Nerida’s desk (second drawer).
2. Use this to open the first drawer and the red door to the safe.
3. Grab the master keys from the first drawer.
4. Open the safe and grab the till floats for admin and retail.
   * Give retail float to retail person.
5. Count the admissions float to ensure $300 is present and put into till
6. Place the calico float bag and Ziploc money bags into the second drawer of the cabinet at the front desk.
7. Turn on both admin computers.
8. Login to the computer:
   * Email: [*RFDSDarwin@flyingdoctor.net*](mailto:RFDSDarwin@flyingdoctor.net)
   * Pass: *sendmorecorn*
9. On main computer, open:
   * Rezdy (Chrome Bookmarks Bar)
     1. Sign in details should be pre-filled
   * Retail Express (Chrome Bookmarks Bar)
     1. Username – \_\_\_\_\_
     2. Password – \_\_\_\_\_
   * Retail Express POS (Retail Express Navbar)
     1. Username – \_\_\_\_\_
     2. Password – \_\_\_\_\_
     3. Outlet – *Darwin TF*
     4. Register – *Admissions Main 1011*
   * RFDS Dashboard (Desktop – Red application)
   * Outlook
10. Check Outlook Calendar and Rezdy Manifest for any group bookings.
    * No need to do anything, it’s just good to check so that you are prepared for when they come in.
11. Set up the VR Headsets
    * Wipe the mask down
    * Turn on headsets
    * Clean lenses
    * Un-twist cables
    * Face chairs to the front
12. Turn on crocodile lamp at the front.
13. Ensure toilets are clean and equipped with toilet paper & soap.
14. Ensure Theatre, 1942 wall, and Ghost holograms are all on.
15. Set the main door to Auto at 0900 with master keys.
16. Place the sign outside.
    * Do not block ramp or stairs
    * If too windy, leave inside

## Closing Procedure

START AT 1500 (Wet Season) or 1600 (Dry Season)

* Bring in the sign from outside
* Turn doors to ‘Exit’ mode at last entry time with master keys (Located in Nerida’s top drawer).
* Finalise any stray distributor tickets.
* Navigate to Retail Express POS and select ‘Cash Up’
  + Login
  + Count cash in till and input into the cash up and click next
    1. Type in how many notes/coins, not the value.
  + ‘Cash Variance’ Should be zero and green
  + Select next and print EFTPOS machine totals
    1. Pre-Settlement – *Black Dot/3/3/2*
  + Input EFTPOS machine totals into the POS and ensure no variance
    1. **Variance** – Check EFT totals again. You may have forgotten to put people through the register. Correct this and ensure no variance. If unsure, alert supervisor.
    2. **No Variance**– Continue from next step
  + ‘External Voucher’ should be left blank and have a deficit/negative variance if there were tickets for that day
* Run the end of day reports (Retail Express Back End) in TWO DIFFERENT TABS[[1]](#footnote-1):
  + Numbers report/Top Sellers Report (Appendix ## for Example):
    1. *Reports/Product Performance/Top Sellers Report*
    2. *Select date (Automatically set to current day)*
    3. *Select ‘Admissions’ from product type*
    4. *Search*
  + Finance Report/Income Report (Appendix ## for Example):
    1. *Reports/Finance Reports/Income Report*
    2. *Select date (Automatically set to current day)*
    3. *Choose ‘Admissions Main 1011’ from list of registers*
    4. *Search*
* Navigate to RFDS Dashboard
* Open the End of Day Report Generator (EODRG):
  + From home tab:
    1. Reports
    2. End of Day
* Enter the information from the Retail Express reports (Step 4) into the form.
* Check that the ‘External Vouchers’ amount on the EODRG matches the ‘External Vouchers’ amount on the Retail Express POS cash up.
  + **Variance** – Click see tickets on the EODRG and make sure all physical tickets are in the system and prices match, then ensure the same on the POS
  + **No Variance** – Continue from next step
* Click ‘Okay’ on EODRG and confirm no variance between ‘External Vouchers’ amounts, then print the EOD Report.
* Navigate back to POS Cash up and submit and print the cash up
* Staple the POS Cash up and the EOD Report together.
* From the second drawer, grab:
  + Cash bag
  + Banking slip (admissions)
  + ANZ deposit slip
  + Ziploc Money bags
* Remove the days cash takings from the till and place in Ziploc money bag
* Count the rest of the money (float) left in the till ($300) and write the values of the notes and coins on the ANZ deposit slip.
  + E.g. 1 x $50 = $50, 2 x $20 = $40
* Deposit this in the calico bag labelled ‘Booking Boss’.
* Gather paperwork to accompany cash takings in the Ziploc money bag
  + Cash takings
  + The days distributor tickets
  + Receipts + EFTPOS Settlement (Stapled together)
    1. EFTPOS Settlement – *Black Dot/3/1/2*
  + Banking Slip
    1. Fill out details on this slip. All details can be found on the EOD report that was printed. See Appendix ## for example
* Remove large donations from the donation boxes (if any)
  + Place in separate Ziploc money bag with donation slip totalling the amounts taken.
* Put the cash takings, float, and donations (if any) into the safe and lock it

END OF PROCEDURE FOR NON-SUPERVISOR STAFF.  
IF SUPERVISOR, CONTINUE WITH PROCEDURE.

* When all money is in the safe (Retail Included), lock the red door with the master keys
* When no customers are left in the facility, put the front door on lock with master keys
* Put master keys in the top drawer (Nerida’s desk)
* Lock the top drawer with the key found in the second drawer
* Shutdown VR headsets
* Ensure theatre is clean from rubbish
* Check toilets are clean and stocked up
* Leave and arm the facility
  + Wave your FOB over the swipe 3 times, ensuring to remove the FOB from the vicinity of the swipe in between waves.
  + Should hear three beeps, then the light on the swipe will turn red.
  + Peek inside to ensure lights are turning off and wave hand in front of the door to make sure it doesn’t open.

## Selling an Admission Ticket

1. Login to the POS
2. Locate and click the Quick Products menu in the bottom middle of the screen   
   (See icon below)
3. Click the type of admission you would like to sell, and the ‘Add to Order’ number will increase.
   * Can do multiple at one time – e.g. 2 adults 2 concession
4. Press the red ‘Add Item(s)’ button at the bottom right of the screen
5. The total items added will appear on the screen as well as a total at the bottom.
6. When the customer is ready to pay, proceed to the green ‘Payment’ tab.
   * **Pay by Cash**:
     1. Type the total amount of cash received into the ‘Cash’ field.
     2. The grey arrow will turn into a green pay button. Click this.
     3. The balance will change to $0 (exact cash) or negative value (Change to be given)
   * **Pay by Card**:
     1. On the EFTPOS machine, enter the total amount to be paid and click the green OK button.
     2. Prompt the customer to pay, and tell them the amount
     3. Check the receipt to see what type of payment (Debit = Savings, Mastercard, AMEX, Visa, etc)
     4. On the payment type in the POS, click the grey arrow to automatically input the amount due, then click again to pay that amount
     5. The balance due should go to $0
7. Click finalise and give instructed change (if any)
8. Print receipt if required (ask customer)

## Selling a Combo Ticket

### Croc & Aviation Combo’s

1. Start a new sale
2. Open the quick products menu
3. Navigate to the tab with the combo ticket the customer would like to purchase
   * Croc Combo
   * Aviation Combo
4. Select the type and amount of admissions
5. Click ‘Add item/s’
6. Change to the payment tab and tell them how much it costs.
7. Take their payment and input it into the POS.
8. Select the ‘Invoice’ tab but DO NOT FINALISE the sale.
9. Open Rezdy in a new tab or go to the Rezdy tab that is already open.
10. At the top, select ‘New Order’
11. Fill out the details on the new order form:
    * Customer: First name, last name, email and/or phone
    * Agent: Leave blank
    * Products: Select the respective combo ticket from the drop-down box
    * Additional Information: Leave blank
    * Customer Payment: Payment type will be CREDIT CARD or CASH, depending on what the customer paid with. Ref Number is the invoice number from retail express – E.g. 24-00001234 – Date is current date and the Amount is the amount that the customer paid
12. Select ‘Create Order’
13. Rezdy will generate a 7-digit alphanumeric reference for the booking. Copy this.
14. Go back to the Retail Express POS and paste this reference into the ‘External Reference’ of the ‘Invoice’ tab.
15. Select ‘Print Invoice’
16. Go back to Rezdy and select ‘Print’ in the top right of the page.
17. Select ‘Ticket / Receipt’ and print this on the receipt printer.
18. Staple the invoice and ticket together and hand this to the customer.

### Sea Darwin & 007 Combo’s

1. Open Rezdy
2. Navigate to ‘Marketplace/Tours and Activities’
3. Type RFDS into the search bar
4. Scroll down until you see ‘Bombing of Darwin Double’ or ‘007 Jet Ski RFDS Package’
5. Select the ‘Next available date’ link
6. Change the admissions to the amount of people that the booking is for.
7. Find a date that suits the customer
8. Select ‘Book Now’ on the date
9. Type in the details of the customer
10. Scroll down and select ‘Proceed to payment’
11. Navigate to Retail Express POS and start a new sale
12. Open the ‘Quick Products’ menu and select ‘SELL Sea Darwin’ or ‘Sell 007’ as appropriate.
13. Add the customers admissions to the sale and proceed to the green ‘Payment’ tab
14. Take the customers payment and note down the Invoice number.
15. Go back to the Rezdy sale page and click ‘Record an External Payment’.
16. Select ‘Cash’ or ‘Credit Card’ from the drop down
17. Type the invoice number from the POS into the ‘Transaction Code’ field, as well as the ‘Agent Reference’ field.
18. Select ‘Confirm Payment’
19. Print the ticket from Rezdy and hand it to the customer.

## Adding a Discount to an Admission Ticket

For a list of valid discounts included in customers, see Appendix ##

1. Follow steps 1 through 5 of [Selling an Admission Ticket](#_Selling_an_Admission).
2. Navigate to the red ‘Customer’ tab
3. Type the name of the discount into the first or last name box (refer list in Appendix ##
4. Click the appropriate customer that appears on the right-hand side. This should automatically change the total price to a predetermined rate.
   * If no customer appears, go back to the ‘Products’ page and manually input the percentage discount into the ‘Disc %’ field located just above the quick products menu button.
5. Proceed with steps 6 through 8 of [Selling an Admission Ticket](#_Selling_an_Admission).

## Redeeming Hop On Hop Off Tickets

1. Log in to the register and open the Quick Products menu.
2. Select the amount and type of admissions that are on the HOHO tickets
   * If you were given 2 Senior HOHO tickets, select 2 seniors on the POS
   * Try not to mix different types of admissions through on the same transaction.
3. Add item(s)
4. Navigate to the ‘Customers’ tab and type in “Hop” into the first or last name field.
5. Select ‘Hop On Hop Off’ from the right side of the customers tab
6. Navigate to the ‘Payment’ tab
7. Type the amount into the ‘External Vouchers’ field and pay the amount
8. Navigate to the ‘Invoice’ tab and type the HOHO ticket numbers into the ‘External Reference’ field located at the top right of the tab.
   * Ticket numbers should be separated by a dash if putting multiple tickets through one transaction.
   * **E.g.** *34925-34526-34927-34928*
9. On the physical HOHO ticket, note down:
   * Invoice number – Located in yellow writing on the ‘Invoice’ tab
   * Final cost – Located in the ‘Grand Total’ line of the picture of the invoice
   * How many tickets were grouped together – E.g. X2, X3, X4
   * That date that the tickets were received on – Regardless of the date specified on the actual ticket.
   * See Appendix ## for example ticket
10. Finalise the transaction – No receipt required
11. Open the RFDS Dashboard
12. From Home tab, click ‘Tickets’, then ‘HOHO’
13. Fill out the form with the details on the HOHO tickets
    * If multiple, click ‘Another’ to save the details from the last ticket, bar the ticket number which will be different.
    * See Appendix ## for example form
14. Click ‘OK’
15. Put tickets away in till for EOD Cash Up

## Redeeming a Rezdy Booking

If a customer comes in claiming they have bought a ticket online:

1. Ask the customer their name – First and/or Last
2. Bring up Rezdy and navigate to the manifest for the current day
3. Look through the bookings for that day
   * **Found**: Check them in and continue from Step 7
   * **Not Found**: continue reading
4. Ask the customer if they have the invoice, or a reference number we can look them up with.
5. In the search box located at the top of the Rezdy page, type in their reference number.
   * **Booking shows up**: Click on the booking and check them in, then continue from Step 7
   * **No booking found**: Continue from next step
6. If no booking is found, ask the customer for their invoice/confirmation receipt email they should have received.
7. Note the following information down on the distributor ticket template slip:
   * Customer Name
   * Company Name

All information can be found on the customer’s invoice/receipt or the Rezdy booking

* + Ticket Type:
    1. Gen admission
    2. Bombing of Darwin Double
    3. Croc n History
    4. Croc n History Explorer
    5. Aviation Combo
  + External Distributor Name (If any)
  + No. of people on the ticket (# of adults/seniors/children/family)
  + Booking reference number

1. In Retail Express, start a new sale
2. Enter the amount and type of people (as in a normal sale)
3. Navigate to the red ‘Customer’ tab and start typing the name of the COMPANY
4. Select the appropriate customer form the results
5. Navigate to the green ‘Payment’ tab, and put the payment through as ‘External Voucher’
6. Navigate to the grey ‘Invoice’ tab and fill in the following information:
   * External Reference: “*{CUSTOMER NAME} – {REF NUMBER}”*
   * Comments -> Public: *company name, external distributor, ticket type*
7. Finalise the sale and print the receipt.
8. Staple the receipt to the distributor slip you filled in
9. Open the RFDS Dashboard
10. Navigate to ‘Tickets’ page and click ‘Distributors’
11. Fill in all the information from the receipt into the form.
12. Click okay and place receipt into the till drawer.

## Redeeming Distributor Tickets (TBC)

## Territory Passes

To be filled out when you ask a customer if they are local.  
Give them the paper pass to fill out and let them know that when they come back in, they just have to give a last name, and we will look them up on our system.

### Entering a Pass

After the customer has filled out the paper territory pass application:

1. Open the RFDS Dashboard
2. Select Passes
3. Select New
4. Fill in the information on the form from the paper pass the customer has filled out.
5. Click okay

### Checking a Pass

1. Open the RFDS Dashboard
2. Select Passes
3. Select Lookup
4. Type in the name of the customer
   * First and/or last name
   * Can also search by phone number if available
5. If no names show up:
   * Check name/s are spelt correctly. Try Just searching last name
   * Customer is not in database; they must pay and fill out details on a new pass to be entered.
6. If their name shows up, check the expiry date in the expiry column
   * Alternatively, select the customer’s name and then click the edit button, this will show if the pass is ‘Valid’ or ‘Expired’ at the top of their information page.
7. If Expired:
   * Can extend the pass by paying again today, valid for another 12 months
8. If Valid:
   * Let them through and put Territorian FOC in through the Retail Express POS

## Taking Donations Through the POS

When customers want to donate with their card, or want to donate with cash but would like a receipt:

1. Start a new sale
2. Select the donation product at the bottom left of the POS ‘products’ page
3. Change the quantity to the amount that the customer wants to donate
   * Whole dollars only
4. Select ‘Add’
5. Proceed to the green ‘Payment’s tab
6. Take the customers payment and finalise the sale.
7. Print the receipt

## HOHO/Distributor Ticket Reports

1. Open the RFDS Dashboard
2. Select ‘Reports’
3. Choose which report you want to generate:
   * Survey
   * Hop On Hop Off (HOHO)
   * Distributor Tickets
4. On the red pop up, select the start and end dates for the report
5. if you just want the report for today, tick the ‘Today?’ box and it will auto fill the start and end dates with today’s date
6. Click ‘Generate’ to run the report and open a new tab
7. You can print this via the top left of the toolbar
8. You can also see the different pages using the navigation arrows at the bottom of the page.
9. Alternatively, to export the report to an Excel file, click ‘Export to Excel’ instead of ‘Generate’. This will create and open an excel file with all of the report data inside.

# Retail

## Opening Procedure

1. If not already done, take safe key out of second drawer (Nerida’s desk)
2. Open the safe and grab the till float bag (labelled ‘Retail Express’)
3. Head down the back and turn on both computers
4. Count the money to ensure there is $300 float
5. Place money in the main till (Till should be open. If not refer notes[[2]](#footnote-2).)
6. Login to the computer (*sendmorecorn*)
7. Open google chrome and then “Retail Express – Login” (Located on bookmarks bar)
8. Login to Retail Express:
   * Username – \_\_\_\_\_
   * Password – \_\_\_\_\_
9. Find POS in the top navigation bar and click it
10. Login to POS:
    * Username – \_\_\_\_\_
    * Password – \_\_\_\_\_
    * Outlet – *Darwin TF*
    * Register – *Retail Main POS 1012*
11. Turn on KOH lights
12. Start headsets
13. Walk through the plane to ensure clean and no clutter
14. Ensure ghost holograms are on (If not, inform supervisor)
15. Make sure the ‘Touch and Learn’ screen is on (If not, inform supervisor)
16. Check toilets are clean and tidy
17. Check theatre is operational
18. Check 1942 wall is on

## Closing Procedure

1. Click Cash up and login
2. Open the till via the ‘Open Register’ button
3. Count the money and input the amounts into the POS
4. Click next and check that there is no variation.
   * **Variation** – *Recount*[[3]](#footnote-3)
   * **No Variation** – *Continue from next step*
5. Click next to show the EFTPOS page.
6. Print the pre-settlement on the EFT machine
   * *Black dot/3/3/2*
7. Type totals into the POS and ensure no variation.
   * **Variation** – *Investigate*
   * **No Variation** – *Continue*
8. Click next to see breakdown.
9. Remove cash takings from till
10. Print settlement from EFT machine
    * *Black dot/3/1/2*
11. Gather receipts and staple with settlement.
12. Write down the money details on the daily banking slip (See Appendix ## for example)
13. Assemble Ziploc money bag:
    * Banking slip - Retail
    * Cash takings
    * Stapled receipts
    * Donation slip (if any)
14. Write down remaining money in the till ($300 float) as dollar amounts on ANZ slip (See Appendix ## for example)
15. Place float into calico bag
16. Place float and takings into safe
17. When all money is in the safe, lock the red door with the master keys
18. When no customers are left in the facility, put the front door on lock with master keys
19. Put master keys in the top drawer (Nerida’s desk)
20. Lock the top drawer with the key found in the second drawer
21. Shutdown VR headsets
22. Ensure theatre is clean from rubbish
23. Check toilets are clean and stocked up
24. Tidy teddy bear hospital
25. Leave and arm the facility
    * Wave your FOB over the swipe 3 times, ensuring to remove the FOB from the vicinity of the swipe in between waves.
    * Should hear three beeps, then the light on the swipe will turn red.
    * Peek inside to ensure lights are turning off and wave hand in front of the door to make sure it doesn’t open.

## Restocking

Stock is kept in 3 places:

* The stockroom
* Stock cupboards behind the plane
* In drawers at the retail desk

Small goods such as magnets, earrings, pens, and lotions are kept in drawers at the retail desk for easy restocking.

Anything bigger is kept in the storage cupboards or in plastic storage bins in the storeroom.

# Higher Duties

## Mobile Phone

The general RFDS mobile phone is available for work use when required, please note the following:

* Number 0456 886 599
* Phone code 1928
* Apple iPhone charger required
* Usage is for official tasks only
* Verification codes are sent to this device
* Located in the tray underneath the safe.
* To be locked securely in the safe overnight
* Do not leave unattended in public access spaces
* Report any technical or software issues with the device to the IT service desk

## Banking Procedure (TBC)

## Live Flight Display Computer

Password: *teamlistenshare*

Asset number: RFDSW1195

If the flight map is down:

* Use the Bluetooth keyboard and mouse to login.
* The keyboard and mouse are stored in the translation cupboard.
* Open Internet Explorer and navigate to the Flight Aware tab.
* Press Fn + F11 to make the flight map full screen.
* Turn off the Bluetooth keyboard and mouse using the switch on the back of the mouse.
* Return the keyboard and mouse to the translation cupboard.
* Customers can access a live flight map at the rfds.org.au homepage.

If this doesn’t help, contact IT support on EXT 3338 and quote the above asset number.

## Higher Duties Reports

*S:\8. Darwin Tourist Facility\Admin\Higher Duty Reports\Higher Duties Daily Report Master.doc*

To be filled out at the end of the shift if you are acting as a higher duties staff member.

Use the ‘Master’ document and ‘Save As’ when finished

## Incident Forms

*S:\8. Darwin Tourist Facility\Admin\Incident Reports\Incident Report Master.doc*

To be filled out whenever an incident occurs involving either staff or patron.

Use the ‘Master’ document and ‘Save As’ when finished

# General Facility Information

## Proximity/Swipe Fobs

Proximity / swipe cards are supplied to new staff at time of orientation.  
Level of access is determined by an employee’s position.

If level of access is required to be changed, then the appropriate General Manager requests a change of access from the Quality Systems Administrator.

## Shift Swapping

* Must fill out a shift swap form (located with the timesheets)
* Do it as early as possible
* Needs to be signed by a manager

## Availabilities

When your availabilities change, let the manager know as soon as possible.

Send an email detailing the new availabilities before the new roster is sent out.  
This includes details of days you want/need off for holidays, etc.

## Timesheets

* Are to be filled out after every shift
* Totaled and signed at the end of the pay period (fortnightly)
* Located above the safe in the office
* Write shift times in decimal format
* E.g. – 7-hour shift **Minus** 30-minute break **Equals** 6.5 hours

## Shifts & Breaks

There are 5 available shifts that are handed out:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Start | Finish (Dry Season) | Finish (Wet Season) | Breaks (Minutes) |
| All day Admissions | 0845 | 1615 | 1515 | 30 |
| All day Retail | 0845 | 1715 | 1615 | 30 |
| Morning Retail | 0845 | 1345 | 1345 | - |
| Afternoon Retail | 1215 | 1715 | 1615 | - |
| Hosting | 1000 | 1400 | 1400 | - |

Working for 5 hours or less there is no break. Working more than 5 hours you are entitled to a 30-minute lunch break.

## Facility Keys

*S:\8. Darwin Tourist Facility\Admin\Registers\Key box List.xlsx*

All facility keys (Except master keys) can be found in they key-box above the safe. There is a key register in the ‘S Drive’.

Master keys are kept in Nerida’s locked top drawer.

## Passwords

*S:\8. Darwin Tourist Facility\Admin\Registers\RFDS Password & Account Database.xlsx*

All passwords for software or online services are located in the password excel database.

## Visitor Sign In

If people come in to do maintenance or are here for meetings and the like, they MUST sign in on the visitor sign in book AND be given a visitor lanyard.

Visitor sign in book can be found in the filing cabinet or on the desk next to the customer guest book  
Lanyards can be found on a hook underneath the front desk telephone.

## Uniforms

Will be handed to you on the first shift. If you need more uniforms or different sizes, there are spare uniforms in the cupboards behind the PC-12 Plane.  
Let the supervisor/manager know if you need more uniforms ordered in.

# Emergencies (TBC)

## Fire

In the event of a fire or a fire alarm sounds, someone must put on a high vis vest and hat and instruct all patrons to evacuate immediately.

# Contacts

Contact sheet can be found in the ‘S Drive’.

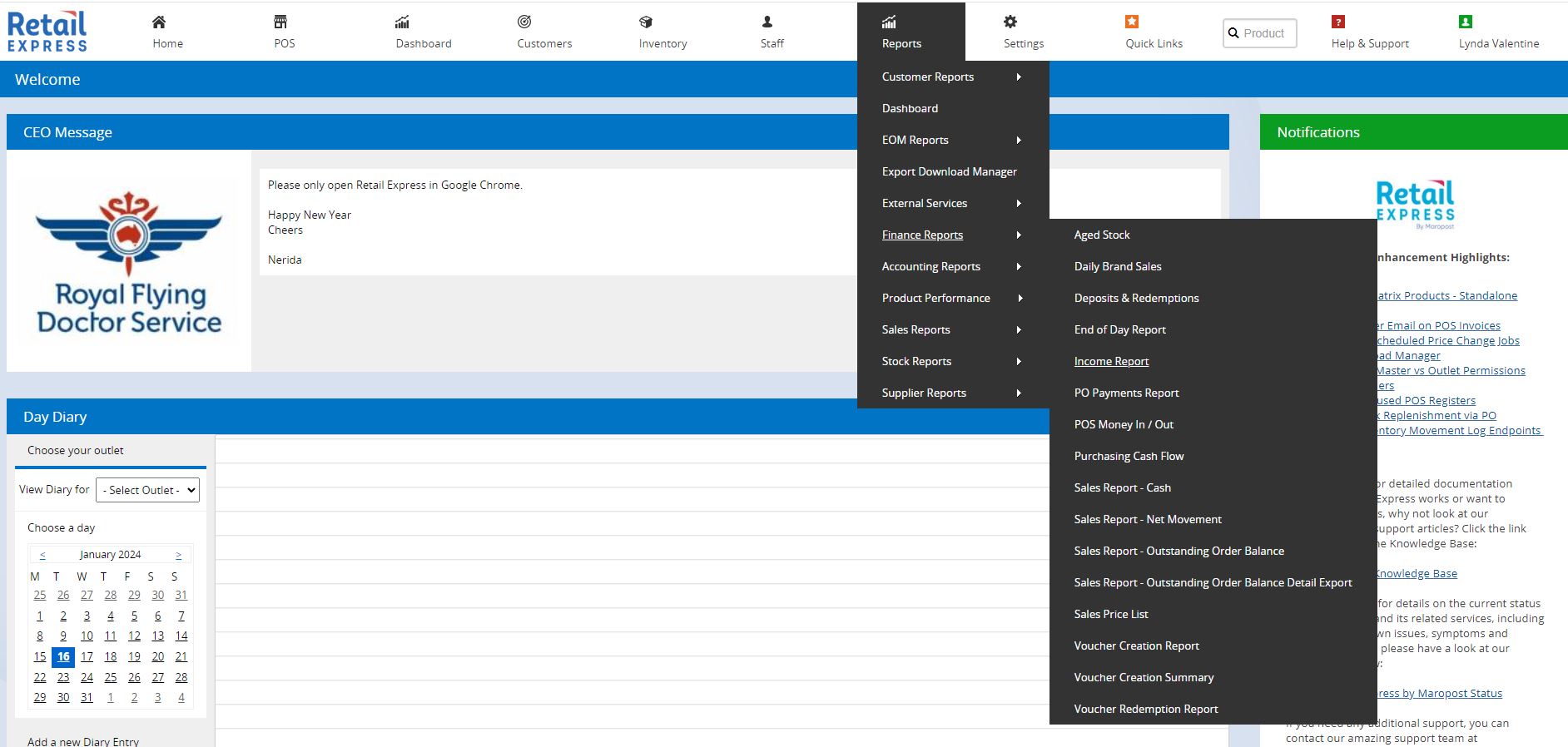
*S:\8. Darwin Tourist Facility\Admin\Staff Information\Contacts & Staff Pictures\Darwin TF Contact List*

This sheet is also printed above Nerida’s desk.  
All contacts are also in the RFDS Mobile phone if needed.

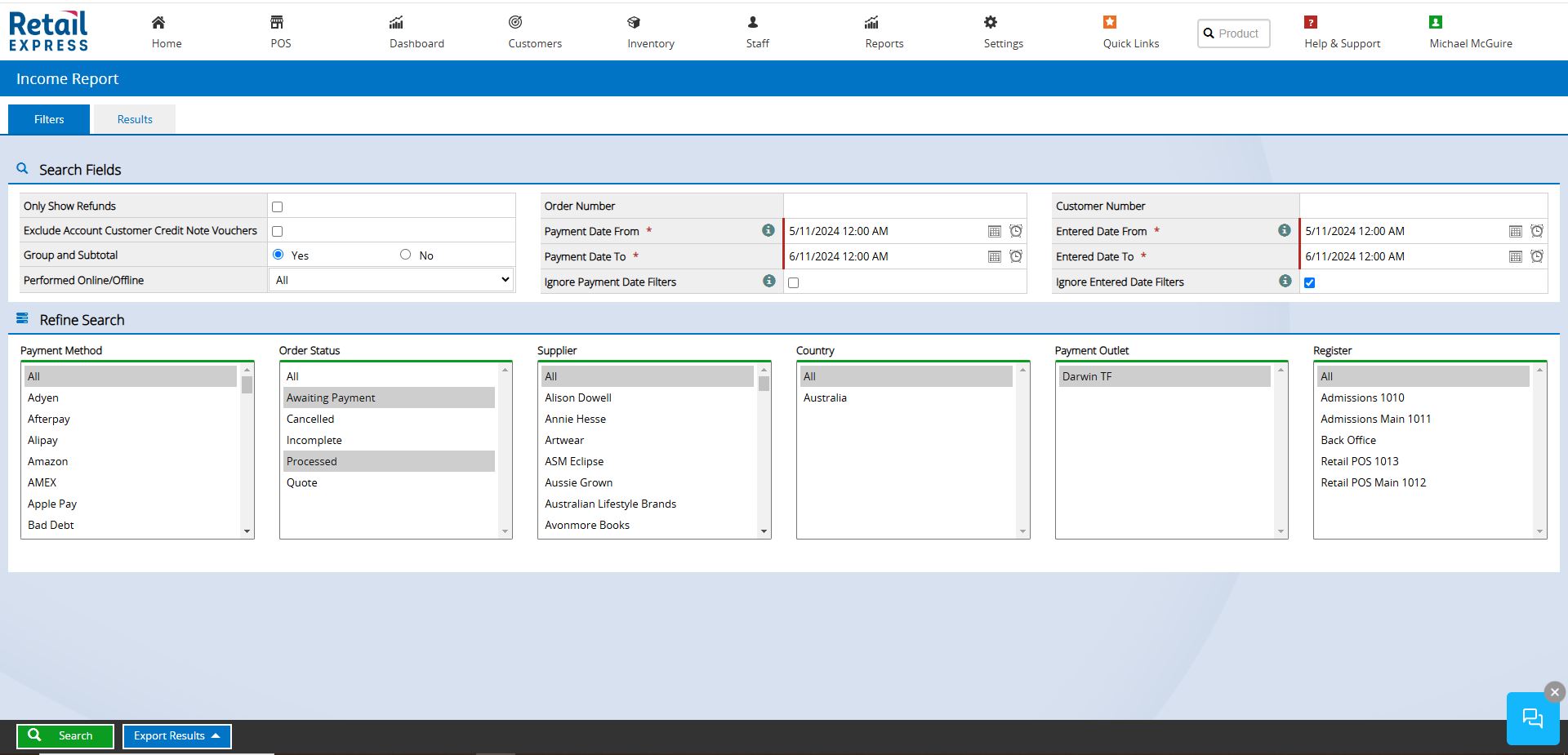
# Appendices (TBC)

## Appendix A – Numbers Report Example

## Appendix B – Finance/Income Report Example



*THEN*



**STEP 1**

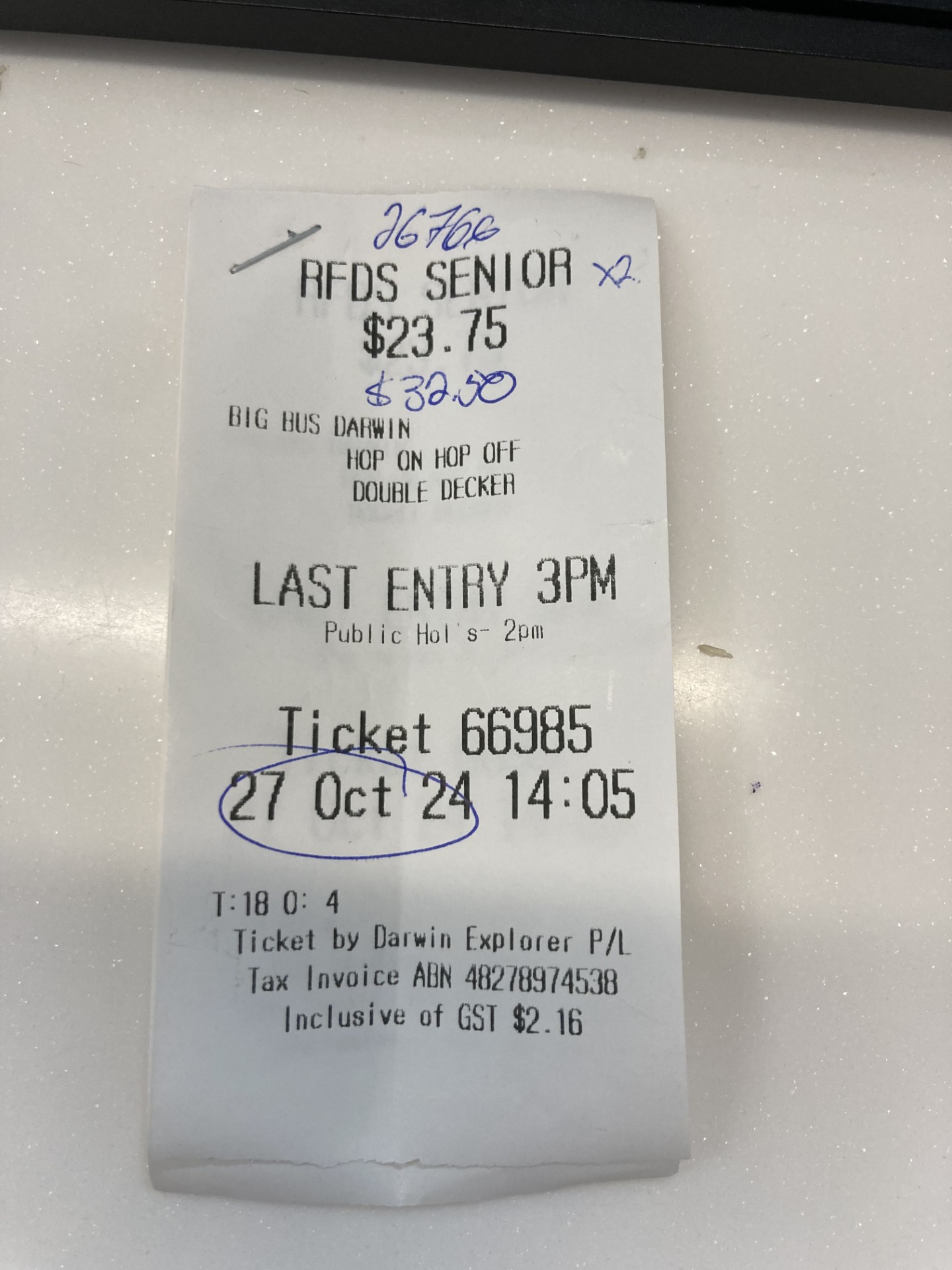
**STEP 2**

## Appendix C – Admissions Banking Slip Example

## Appendix D – List of Discounts

|  |  |  |
| --- | --- | --- |
| *Discount Name* | *Discount %* | *When to Use* |
| Defence Personnel | 10% | If the customer says they are defence force and has a veteran’s card or ID. |
| Gary Gallagher Passengers | 20% | When the customer says Gary told them to mention they had been on his BOD tour to get a discount. |
| Let’s Go Kids | 10% or 20% | When the customer has a ‘Let’s Go Kids’ magazine with the discount QR code open. Read if it says 10% or 20%. |
| RFDS Alice Springs Customer | 20% | If the customer mentions they have RECENTLY been to the Alice springs RFDS museum. Used because most of the RFDS content is the same. |
| RFDS Discount Flyer | 10% | When the customer has a flyer that says 10% discount off entry ticket. |
| Darwin Waterfront Membership | 10% | When the customer has a membership card to the Darwin Waterfront. |

## Appendix E – Hop On Hop Off Ticket Example



## Appendix F – Hop on Hop Off Form in RFDS Dashboard



## Appendix G – Retail Banking Slip Example

## Appendix H – ANZ Slip Float Count Example

1. Right click the Retail Express back-end tab and click ‘Duplicate’ to create 2 retail express back-end tabs. [↑](#footnote-ref-1)
2. Till key located in drawer directly under the computer. BluTack’d to the inside wall on a red keyring labelled “Retail Exp Register” [↑](#footnote-ref-2)
3. If variation occurs after recount, alert supervisor. Variations < $1 are negligible, > $1 variations are to be investigated. [↑](#footnote-ref-3)