

Kerryn Wood - Operations Assistant Progress report August/September 2013

Volunteers

Dianne and Paul Whittock completed a **Volunteer Training Day refresher course**. These volunteers are two very adept and previously experienced guides –it's great to have them back.

All volunteers have now completed training or refresher courses.

Have had two enquiries from interested people to become volunteers.

September school holiday roster, with the exception of two days, has been filled.

Other

Trip Advisor – after asking him, Mike Reithmuller has added a Trip Advisor icon onto our web page. This will allow people to click on the link and leave a review. We've been letting our visitors know we have a Trip Advisor rating and there is a sticker on our front window. All reports so far have rated the Centre at the highest level.

I have removed most of the signage from the front window and put it on the front of my desk facing the public. I have also taken away the pricing sheet as a trial. In the past, some people saw the prices and just walked straight out. Without the information there, they have to ask which gives us a chance to 'sell' the place. So far, it actually seems to be working.

We have new stock in the retail section and I have increased the prices on all items.

It has been a very emotional time over the last couple of weeks, knowing that there are now fewer days till the A Team of 4 becomes 2. As you will appreciate the last few weeks haven't been the easiest. Change is hard for anyone, but I look forward to it as a positive aspect for both the future of the SCMDC and myself. I would also like to thank the Board and Jenny Robb for the continuing support of me and my position. I look forward to exciting times ahead.