<u>**OFFICE PERSONNEL**</u>
Secretary and/or Helper

Arrive plenty early at least one hour before show time

Make sure that the software is current and up to date on your computer
(your key code is reset and your membership file is new)

Make sure that the computers are reading each other. You may think it is networked and then when the show is ready to start, find out that they are not reading each other. Make sure you and the announcer have communicated and have a plan how the two of you will work together.

Make sure that the printer is connected and working properly

Set up your show using your show flyer (this should be done the day before the show)

Items you should have on hand:

Entry forms	Calculator/ Pens/ Paperclips
Containers for entry forms	Petty cash/ check book
	(have cash the day before)
Pencils	Copy paper
Flyer taped to table	Membership forms
Duck Tape	Notepad for notes
Rule Book	Extra Batteries for all items that use batteries
Walkie Talkies	Highlighter

Use containers for contestants to put their team entries in. You can use shoe boxes, 3 tiered plastic containers, storage bins etc. Label each with the class name so contestants know where to put what class form. Make sure contestant gives you all information you need.
Full name and where you can read it

Start entering teams as soon as they start coming in.   Of course keep on top of the class coming up first but if there are entries for other classes and you have time, go ahead and enter those entries. This saves time in the end. (As a personal preference, I like to highlight or X out the team entry form after I have entered it into the computer so that I know I have entered it)

Remind the announcer:
30 minutes before start time, remind the announcer to start announcing close of books on first class in 15 min.Then again 12 min till close of books, 10,7,5,3, 2,1, closed
Continue through rest of show for each class, 10 minutes prior to close of each class and again at 7,5,3,2,1, closed

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15 minutes before the first class starts close the books on that class. This gives you time to get it drawn up, see if you need any extra people to complete a team, get the draw order printed/ posted, and anything else needed to start the class on time.
If it is not the first class of the show, close the books before the Top 10 or Short Go starts.
This allows for no down time and you will be ready and running order posted for next class

If you try to enter a contestant that is not currently in the computer please announce for that person to come to the office. This will help to make sure that you get a membership filled out on that contestant and the producer can give them an accurate rating for the show.   Each contestant must have a rating or the handicap will not register. Very Important that each new contestant has a rating

Whenever you have any down time, this is the time to make sure that you are caught up on everything. Do you have all of the entries in that have been filled out, memberships updated, if any stall reservations you can put that into the contestants invoice so you won't forget later when everyone is checking out.

It is very important to keep the show moving with no down time or wait time for the contestants. This keeps contestants happy and able to travel back home before it gets too late in the evening.

Example of a step by step process for the RSNC Software: Just an example. Do what is most comfortable for you.
Sign up teams
Close class to draw it up
Draw the class- fix any discrepancies
Print the Draw Order- if a large class you may want to print the Alpha list
Print the Projected Payouts so the announcer will know how many places will be paid
Print the scoring list so the announcer has a hard copy in case there are any discrepancies
Run the class
When class is over
Print Final Class Results to announce and post for contestants to see.
Before Final Go of class you are on, close the next class and start this process to be ready for the next class to start immediately

<u>Attitude is Everything</u>
<u>Smile and have fun</u>
<u>Remember people came for the FUN!</u>
<u>FUN—FUN—FUN</u>
<u>If the contestant is having FUN, it will make your job easier</u>