MASTER GARDENERS
OF MERCER COUNTY

# You signed up for a Helpline shift. What to do when you get there.

## Arriving at your shift

- Arrive in good time to start your shift on time.
- Always wear your MG badge, this is your security pass into the building.
- Place your personal belongings in the small office.
- Ensure the security gate at the counter is open – switch is inside the office on the right.
- Work mainly in the main office as part of a two-person team, both the phone calls and walk ins happen in the main office. The small office houses a second computer if needed.

## Starting your shift

1. Check the white board.
2. Check the telephone on the front counter for any voicemails.
3. Check the computer for new emails.
4. Check the unresolved bin for in progress questions.
5. Check the bin for questions needing entry into the logbook.
6. **Start** with the oldest **open** question first.

## Hints for answering questions.

1. Read over questions that have been completed and placed in the binder, often the same questions crop up time and time again.
2. Review monthly expectations.

## Leaving your shift

1. Ensure all voicemails have been written up onto a Helpline Form and deleted.
2. If any samples remain ensure they are discarded or preserved and labelled.
3. Leave the computer screen on but close out of any programs used.
4. Ensure stereoscopes are clear of samples, turned off and covered.
5. Do not close the security gate, a staff member will do this.