

London Museum of Water & Steam  
 Volunteer meeting 6<sup>th</sup> January 2018: Q&A follow up

Question	Answer / Comment
<p><b>Re: conduct of the meeting</b>  <b>One of the speakers we had today was totally clear and coherent and all others lacked the oral powers which were required. Can some amplification be employed?</b></p>	<p>We will look into it for the next meeting, but we would encourage volunteers with hearing difficulties to sit near the front of the meeting if possible. Reserved seating can be provided.</p>
<p><b>Should the Museum be looking to work with local youth groups, for example cadet groups, girl guides, etc.</b></p>	<p>This is under discussion and will be part of the remit of our new Learning and Events Co-ordinator.</p>
<p><b>What's wrong with the 90" engine?</b></p>	<p>There are multiple problems with the 90" and the proposal is to plan an extensive programme of repairs over the next 18 months- two years to make sure the engine can continue to be run for years to come. There is an overview of what's planned in <i>Kew New 113</i> and we'll keep volunteers updated on progress as the programme of work unfolds.</p>
<p><b>What is happening in the Diesel House? Does it need a 'lead'? Could the 'youth' team get involved?</b>  <b>Peter M</b></p>	<p>We do need a plan for the Diesel House, but other projects (such as completing work on the Electric House; the current window for railway maintenance etc) have to take precedence for now. But it's very definitely on the list.</p>
<p><b>Front of house</b>  <b>Training manual written by Tim Evans. Would like to be included in discussions.</b></p> <p><b>Stefan is currently recruitment manager as well as FOH. From talking with him, he would be very happy with what was said as he feels similar re: lack of power. I am sure he would be happy to discuss further. If I can be of help, please ask. Tim.</b></p> <p><b>Can education / history / facts be a part of all volunteer training as I think that some lack the confidence / knowledge to interact with the public or know who has that info.</b></p>	<p>Thank you for compiling the manual, Tim, which is a great start and will form the basis of improved procedures and training. You will certainly be involved in what happens next, as will Stefan.</p> <p>Stefan will also be involved in discussion about how we develop our volunteer recruitment (one of our critical paths).</p> <p>Yes, we can include that training and we're planning this already, not least through our next volunteer meeting, but also through better, more detailed inductions.</p>
<p><b>Sue Tumath</b></p> <p><b>FOH comments</b></p> <p><b>1. Training would be helpful and an easy look-up guide on things such as:</b></p>	<p><b>1. FoH training is definitely under review. We will certainly focus on specific areas including, but not</b></p>

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<p>a. <b>Special entry permits such as Groupon, Blue Peter, Twickenham Mums, etc.</b></p> <p>b. <b>Retrieval of phone messages</b></p> <p>c. <b>Provision of Membership (can this be done at Reception and if not, coherent details of what we advise people to do and how long it will take)</b></p> <p><b>2. Concerns about the computer system</b></p> <p>a. <b>Gift Aid entry</b></p> <p>b. <b>Reprinting receipts / tickets when the printer fails</b></p> <p>c. <b>Bar codes on stock not scanning</b></p> <p>d. <b>Searching the stock system</b></p> <p>e. <b>Are 'contactless' terminals possible? They have one at the café.</b></p> <p><b>3. Observations about stock items</b></p> <p>a. <b>People have requested:</b></p> <p>    i. <b>Cap badges</b></p> <p>    ii. <b>Stickers for e.g. West London Wonders activity trail</b></p> <p>    iii. <b>A museum stamp</b></p> <p>    iv. <b>LMWS mugs</b></p>	<p>limited to, the items mentioned at a and b.</p> <p>a. As above</p> <p>b. As above</p> <p>c. Yes, we need to look at this, involving Rosmarie Matter, our Membership Secretary. We do need a better FoH system/messaging.</p> <p><b>2. Agreed.</b></p> <p>a. Gift Aid entry is critical for us as a charity. We are working to resolve the issue of postcode look-up, and to improve comms with visitors about the difference GA makes for us.</p> <p>b. There is work to do to improve our knowledge of how the Merlin software works and how we resolve the frequent glitches that seem to occur. We will make sure to involve FoH people as this process unfolds (another of our critical paths).</p> <p>c. The stock system is under review.</p> <p>d. See above (and details below)</p> <p>e. Yes, they are, but there is a cost associated with acquiring them. Replacement is on the wish-list for possible funding.</p> <p><b>3. ...</b></p> <p>a. ...</p> <p>    i. Need to find out more of what you mean here (will follow up in person).</p> <p>    ii. We have stickers for the West London Wonders trail and are currently awaiting more stock of the brochure.</p> <p>    iii. Again, need to find</p>
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<p><b>b. Are there too many different items of stock held? Because we have trouble scanning and occasionally finding the relevant item, we have to search on the known price of the item being sold and sell something at the same price but completely different. This means that the stock system for knowing how much of any item there is, or for re-ordering, may be unreliable.</b></p> <p><b>4. Other</b></p> <p><b>a. Can the front of house toilet be better signposted?</b></p> <p><b>b. Can there be signs to the Steam Hall toilets somewhere which makes them easier to find?</b></p> <p><b>c. Can the bin in the café actually be used for recycling, rather than just pretending it is?</b></p> <p><b>d. In high summer, the computer terminals at the front desk are very difficult to see in the early afternoon when the sun is high. Any chance of blinds on the appropriate area of the glass roof?</b></p>	<p>out why this is needed.</p> <p>iv. Will investigate.</p> <p>b. The issue with the stock database is two-fold: firstly, it has to have everything in it we've ever sold, or else we can't audit what has gone before and secondly, the list needs to be reviewed for consistency, order and logic. This will be part of the remit of our new Marketing and Sales Co-ordinator.</p> <p>4. ...</p> <p>a. Yes, navigation in general is under review and a new Museum map is in preparation.</p> <p>b. As above.</p> <p>c. We'll look into this. It's difficult to police, but we'll try to improve the intention at least.</p> <p>d. I imagine blinds would be prohibitively expensive right now, but we can test some glare protectors for the screens.</p>
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