KINGSTON KAYAK CLUB

Reception Desk Operations

Volunteer guide | arrival, check-in, bookings, payments and membership

Playbook	**RD-01**
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Purpose and who can volunteer

Reception is the first point of contact for paddlers, parents and visitors. The volunteer welcomes arrivals, checks bookings and payments, handles new bookings or membership purchases, directs people to the right place and passes on questions that cannot be answered at the desk.

- Reception is covered by a rota of willing volunteers, managed by the volunteers themselves.
- All reception volunteers must have completed safeguarding training because they deal with children and club members. Non-Paddling Membership is sufficient for a volunteer who does not paddle.
- People start arriving from approximately 18:10; the final arrivals are generally expected by 20:30. These are desk coverage/arrival times, not necessarily the finish times of all sessions.
- Only use the club systems and payment equipment as authorised; keep member information and login details secure.

Before the first arrival: set up

1. Set up the club laptop and SumUp card reader at the reception desk.
2. Log in to the laptop. Check it has connected to the club Wi-Fi; the Wi-Fi dongle is positioned by the large window.
3. Open JustGo and sign in using your own authorised credentials or the reception credentials supplied for that purpose. Do not write credentials down in the playbook.
4. From the JustGo menu tiles, select Event Management and find the events scheduled for that day.
5. Open Manage Bookings (the icon showing three people's heads) on each relevant event to view its attendee list.
6. For quick switching, keep separate browser tabs open for Club Members/member profiles and the Junior, Adult and Polo sessions (plus Slalom when relevant).

Checking in people who are already booked

7. Ask for the paddler's name and find them on the attendee list for the correct session.
8. Check that the booking is present and payment has been made. Mark/check them off on the desk's attendance process.
9. Direct the paddler to the appropriate changing area (clubhouse or pool) and the correct session/coach.

10. If their booking or payment is missing, check that the session has space, then use the new-booking procedure below.

Capacity is strict: indoor pool maximum 20 paddlers; outdoor pool maximum 25 paddlers. Do not add anyone beyond the applicable limit. If Junior is full, an older/appropriate junior may be able to join the Adult session with coach approval; do not assume this is suitable for young children.

Create a booking for someone with an existing profile

11. In Event Management, open the correct event and select Manage Bookings.
12. Select Create Booking (top right), then Add Member.
13. In the search field, enter the first name and/or surname and press Tab to run the search.
14. Select the correct person using the tick box at the right. You may select multiple people (for example, family members) if they are all attending the appropriate event. Select Done.
15. Select Confirm Booking (or Confirm Bookings), then Yes, Proceed to Cart.
16. Review the amount payable, including any membership discounts applied by JustGo.
17. For an in-person card payment, select Offline Payment. Enter SumUp in the reference field and select Proceed.
18. Take the matching card payment using the SumUp reader: enter the exact amount shown, have the customer present their card and confirm the card transaction was successful.
19. Once paid and booked, direct the paddler to get changed and join the correct session.

Important: an “Offline Payment” entry in JustGo does not itself take the card payment. Complete and confirm the separate SumUp transaction, and investigate a failed payment rather than assuming it has been paid.

If the person does not have a JustGo profile

20. Go back to the JustGo menu tiles → Club Members → Add New Member.
21. Complete the required profile questions with the person (or parent/guardian where appropriate) and save/continue as prompted. Alternatively, where the desk is busy, provide the club’s form so the information can be collected for setup.
22. Return to the event’s Manage Bookings screen and repeat the Create Booking steps using the new profile.

Do not invent missing details, and handle children’s details, medical information and other personal data in line with club procedures.

Late arrivals and managing the queue

Where a paddler is known to the club, there is confirmed space and the queue is busy, reception may take the name and complete the SumUp payment first, then finish the JustGo booking once the queue has subsided. Record enough information to reconcile the payment correctly and complete the electronic booking promptly. This exception is not permission to exceed capacity.

Paper wristbands may occasionally be issued to help identify paid attendees; they are not used for every session. The club may also carry out occasional payment/booking checks.

Membership purchases at the desk

23. Open JustGo menu → Club Members and search for the person.
24. If no profile exists, select Add New Member, complete the questions and Continue; then search for the new member.
25. Under their member tile, choose View Memberships.
26. Select Buy New Memberships.
27. In the Club Membership section, use the purple/pink button associated with the person's name and select Add.
28. Choose the membership type requested and check the displayed price and eligibility.
29. For a family membership, select each eligible family member and their individual membership types. Use Add Family Member if someone is missing, then choose an existing person or create their profile.
30. Continue through the remaining JustGo checkout/payment screens, checking the final charge and recording the purchase under the club's approved payment process.

The exact final membership checkout and SumUp reconciliation screens were not walked through in detail; confirm these before treating membership purchases as a fully verified step-by-step procedure.

Questions, queries and concerns

- Answer routine questions about session times, where to go, bookings and club activities where you are confident of the answer.
- If unsure, refer the visitor to the relevant coach or committee member. Where nobody can answer immediately, take appropriate contact details and the query so somebody can respond.
- For safeguarding concerns, follow the club safeguarding reporting procedure rather than trying to resolve the concern independently at reception.
- Keep information visible on the laptop away from public view and do not disclose members' details to other visitors.

End of reception: handover and tidy up

- Check for payments taken but not yet entered as JustGo bookings; complete them or hand over a clear, secure record to an authorised person.
- Flag unsuccessful payments, capacity problems and outstanding questions to the relevant committee member or coach.
- Sign out of JustGo and the laptop as appropriate, secure the SumUp reader and return club equipment to its designated storage location.
- Leave the reception area ready for the next volunteer.

Reception quick checklist

- Safeguarding-trained rota volunteer in place.
- Laptop on, Wi-Fi connected, SumUp ready, JustGo signed in.
- Today's event tabs and attendee lists open.
- For every arrival: correct session, available place, correct person, booking and payment checked.
- In-person purchases: JustGo Offline Payment reference "SumUp" AND successful SumUp card transaction.

- Unresolved bookings, payments and questions dealt with or handed over before leaving.

Related playbooks

JG-01 JustGo Administration Overview • JG-02 Membership Setup • JG-03 Event Creation • JG-04 Weekly Session Management https://www.kkc.org.uk/wp-content/uploads/2026/10/Kingston_Kayak_Club_JustGo_Playbook-v1_0.pdf