

**The Junior League of Houston, Inc.**  
**Tea Room Front Office Volunteers**  
**2020 – 2021**

**Contact Information**

Bethany Williams, Tea Room Support Assistant Chairman – Front Office, (607) 624-9478  
bethanyrwilliams@gmail.com

**Overview**

Volunteers answer Tea Room Front Office telephones, take reservations and record cancellations for the Tea Room Saturday business. Volunteers greet Tea Room Patron Members and League members, give directions and work closely with head waitresses concerning reservations. Volunteers also provide support to the Tea Room Patron Member program, which includes periodic League patron member-related data entry and scripted outreach to Tea Room Patron Members, including, but not limited, to handwritten notes. Volunteers may also be requested to assist with special projects as needed.

**Hours Required**

A Front Office shift is from 9:00 a.m. – 3:00 p.m. Please see Tea Room Operations Policies for attendance policy.

**Uniform**

- Green Junior League of Houston apron.
- Long-sleeved, plain white buttoned blouse with a collar.
- Black dress pants (no Capri pants, cropped pants, denim, leggings, shorts, skirts or spandex).
- Solid black, closed-toe and back, low-heel shoes (no heels more than two inches, and no boots, mules, sandals, slides or tennis shoes).
- Keep jewelry to a minimum.
- Hair that is shoulder length or longer must be pulled back.
- If a volunteer is cold during her shift, she may wear a plain white sweater (no decorations, emblems, etc.).

**Sign In**

Volunteers must initial the sign-in sheet, which is located in the Tea Room Front Office red binder, to obtain credit for working their shifts.

**Other Important Items**

- Cell Phone Use: Cell phone use is prohibited in the Tea Room and all common areas. Volunteers must place their phones on silent mode and refrain from using their cell phones during their shifts.
- Hostess Duties/Tea Room Patron Member Courtesies: Remember that the Tea Room is a private restaurant. Volunteers should treat Tea Room Patron Members as they would want to be treated when dining at a private restaurant. Greet each Tea Room Patron Member with a smile and assist the head waitress with the seating of reservations, if needed. Please avoid excessive visiting with other volunteers in the presence of Tea Room Patron Members.
- Volunteer Lunch: Once volunteers have completed their arrival duties, they may serve themselves lunch for \$5. Lunch is available beginning at approximately 10:30 a.m. and is located in the Volunteer Lounge on the second floor. One Tea Room Front Office volunteer should be in the office at all times. Volunteers should discreetly eat their lunches in the Tea Room Front Office. No volunteer is allowed to order lunch off of the pantry “Take Out From The Tea Room” menu.

## League Hours

- **The Pantry**
  - Wednesday – Saturday: 10:00am – 3:00pm
- **The Front Office**
  - Monday – Friday: 9:00am – 4:00pm
  - Saturday: 9:00am – 3:00pm
- **The Tea Room** (*reservations can be made between the below times*)
  - Wednesday – Friday: 11:00am – 12:30pm
  - Saturday: 11:00am – 1:00pm

## List of Appendices

Appendix A	How to Open the Tea Room Front Office
Appendix B	How to Check Voice Mail and Update Saturday Reservations
Appendix C.1	How to Make a Tea Room Reservation
Appendix C.2	How to Make a Garden Room Reservation
Appendix D.1	How to Confirm Tea Room Reservations
Appendix D.2	How to Confirm Garden Room Reservations
Appendix E	How to Pull the Tea Room Dining Reservation Report
Appendix F	How to Answer the Telephone
Appendix G	How to Interact with Guests
Appendix H	Thank You Note Scripts
Appendix I	How to Close the Tea Room Front Office
Appendix J	Frequently Asked Questions

## **Appendix A**

### **How to Open the Tea Room Front Office**

1. Saturday is the busiest day, and it is very important that volunteers arrive on time. The office must open by 9:00 a.m.
2. If the front office door is locked, volunteers should locate Malcolm Rowland, Tea Room General Manager, Pedro Sanchez, Assistant Tea Room Manager, or Michael Smith, Chef; they will likely be in the Kitchen.
3. Volunteers must wear a name tag.
4. Open the Tea Room Front Office window doors. The Tea Room Front Office door should remain closed at all times, but volunteers may open the window shades.
5. Set out on the window counter:
  - a. The flower pot that holds the WiFi password for League guests – located in the shelves below the counter.
  - b. (*If applicable*) The SET sign-in book for SET volunteers coming in, blank name tags, pens to sign in with, and sharpies for the name tags – located in the second drawer from the left, below the window counter.
6. Log onto one of the computers using the below information:  
Username: TRVOL  
Password: reserve
7. Log into the Jonas system located on the desktop and/or Start menu  
Username: TRV2 // TRV3  
Password: TRV2 // TRV3  
*\* One log-in/user per computer*
8. Initial and complete the *Tea Room Front Office Sign-In Form*, located in the red binder. They will not receive credit unless this form is signed before they leave for the day.
  - a. If the *Tea Room Front Office Sign-In Form* is not printed out, the Head Active or Tea Room Patron Member Assistant Chairman will do so upon arrival.
  - b. Once printed out, hole-punch and place in the “Sign In-Sheets” tab in the red binder.
9. Malcom Rowland or Pedro Sanchez will provide the cash drawers for the Cashier’s Office and the Pantry. This will be behind the desk in the Tea Room Front Office and you will give it to the volunteer when they ask for the day’s drawer.
  - a. Tea Room Front Office volunteers are not responsible for counting out the money nor depositing it at the end of the day.
10. If the Saturday Dining Reservations List has not been printed out and set with the cash drawers, volunteers should pull and print the dining reservations list (see instructions in Appendix E). Volunteers should make three copies – one for the head waitress, one for Malcolm, Pedro or Michael, and one for the cashier.
11. Check the voice mail (see instructions in Appendix B).
12. Check the window counter for any additional duties that day, which may include Tea Room Patron Member-related data entry and scripted outreach to Tea Room Patron Members. Example tasks may include: writing notes to Tea Room Patron Members, preparing Tea Room Patron Member-related mailings, obtaining and updating Tea Room Patron Member contact information, and other tasks that are assigned by the Patron Member Chairman or Patron Member Assistant Chairman.
  - a. Volunteers should leave a note with any unfinished tasks that detail how much of the task has been completed, as well as any additional notes from the day.

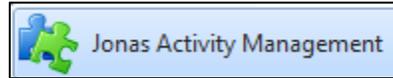
**Appendix B**  
**How to Check Voice Mail and Update Saturday Reservations**

1. Upon arrival, volunteers should listen to voice mail messages. Volunteers should be specifically interested in calls related to cancellations or additions to reservations for the Saturday they are working. Any other calls should be left on a notepad for follow-up by Tea Room Front Office staff.
  - a. Log into voice mail from any phone in the office by pressing the “envelope” button on the telephone keypad,
  - b. Press \* and 1811 (the passcode),
  - c. Press the “Done” button,
  - d. Make sure “Listen” is highlighted and press “Select”,
  - e. Make sure “New” is highlighted and press “Select” and
  - g. Select “Play” (first soft key on left).
  - f. Once the volunteer has listened to the message, select “More.”
  - g. After the message(s) have been retrieved, select “delete” for those that have been resolved and “save” for those that may require follow-up from Tea Room Front Office staff (*e.g.*, detailed message about a special event, etc.).
  
2. Volunteers should confer with the head waitress and cashier about any reservation changes, cancellations or walk-ins. These items will need to be added to or deleted from the reservation listing in Jonas. If a cancellation is for a Garden Room, volunteers must notify Malcolm or Michael, as well. This notification is critical if food is being prepared prior to the function.
  
3. The head waitress must know any changes to have tables ready for patrons.
  - a. In taking reservations for the Saturday a volunteer is working, she needs to be aware of availability, time, number of guests and last name. It is also a good idea to take a telephone number so the volunteer can call the member back in case there are any questions.
  - b. Determining when the Tea Room is full is very important when taking incoming Saturday reservations. Volunteers must confer with the head waitress, unless the reservation listing indicates “full”, the League generally accepts reservations for that Saturday. If a volunteer believes the Tea Room has seating, but the head waitress disagrees, they should confer immediately with Malcolm for a final decision. Volunteers should not make this decision on their own.
  - c. *Please be mindful that the kitchen usually takes the last order at 12:15pm.*

## Appendix C.1 How to Make a Tea Room Reservation

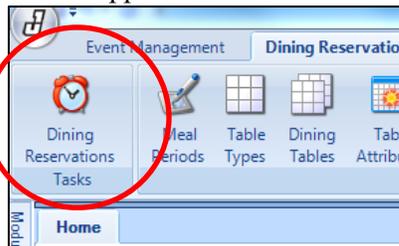
*Please note that a Saturday Tea Room Front Office volunteer CANNOT make a reservation for a Garden Room. Please go to Appendix C.2 for instructions.*

1. Open Jonas Activity Management – it can be found on the desktop or Start menu.

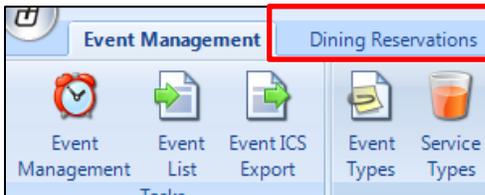


2. Enter User ID and Password:
  - a. User ID: TRV2 / TRV3
  - b. Password: TRV2 / TRV3

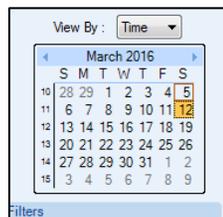
3. Click on “Activity Management” and wait for Jonas to load.
4. Click the “Dining Reservations” in the upper left hand corner.



*If Jonas opens on the “Event Management” tab, click the “Dining Reservations” tab, located in the upper left hand side next to “Event Management”. From there, you will be able to find the “Dining Reservations” task.*



5. Ensure that the correct date of the reservation is selected on the calendar on the left-hand side. The date will be highlighted in yellow.



6. Scroll to the time that the member would like to arrive to ensure that there is an available table. If so, double click on the row to make the reservation.

Time	Table	Table #	Name	Party S	Status	Attributes
12:15 PM	4 TOP (1 - 4)	35				
12:15 PM	4 TOP (1 - 4)	36				
12:30 PM	4 TOP (1 - 4)	11	Bentsen, Molly	4	Reserved	Window
12:30 PM	4 TOP (1 - 4)	12				Window
12:30 PM	4 TOP (1 - 4)	13				Window
12:30 PM	4 TOP (1 - 4)	14				Window
12:30 PM	4 TOP (1 - 4)	15				Window

7. Ensure that you cover all of the “General Info” needed with the member, including the size of the party that will be dining.

Facility: Tea Room

Meal Period: Lunch

Reservation Date: Saturday, March 12, 2016

Party Size: 3

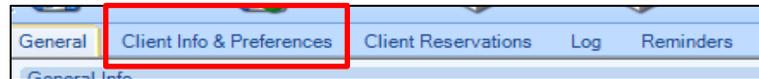
Start Time: 12:30 PM

End Time: 02:00 PM

Occasion: - Not Applicable -

Reservation Source: Phone

8. Next, click on the “Client Info & Preferences” to take the member name and information.



9. If the member knows their number (client code), enter their number and press tab to auto-populate. If the member does not know their member number, click on the icon to look-up their information.

Client Type: Member

Client Code: [lookup icon]

Title:

First Name:

Last Name:

Gender: N/A

Birth Date: Saturday, March 05, 2016

Contact:

10. You can choose how you would like to look up the member with the filter – “first name”, “last name”, etc. and enter the member-given information in the “Look for:” box.

Filter on: First Name

- First Name
- 096781 Familiar Name
- 098555 Last Name
- C00001 Suffix
- C00005 Home Phone
- C17854 Work Phone
- C90000 Middle Name
- C90010 StatusCode

11. Double click on the correct member to select.

- Confirm with the member that all information is correct, especially the phone number(s) in case we need to contact them for any reason. Once confirmed, click “Save & Close”.

Reservation Details - New Reservation

Save & Close Save & Copy Check In Uncheck In Seat Cancel No Show

General Client Info & Preferences Client Reservations Log Reminders

New Edit Save Cancel Uncheck In

General Address

General

Client Type: Member  
 Client Code: 014230  
 Title: Ms.  
 First Name: Amanda  
 Last Name: Hanks  
 Gender: Female  
 Birth Date: Saturday, March 05, 2016  
 Contact:

Home Phone: 713-524-7661  
 Business Phone:  
 Extension:  
 Cell: 713-775-4579  
 Fax:  
 Email: amanda.hanks@gmail.com

Dining Preferences

- After the member is selected, click the option to “Show All Unseated Tables”. This will display all open tables.

What if the table you chose has another reservation on it?! Or what if your party size is too big for just one table?!

Show All Unseated Tables Show Attributes Hide Attributes

Available Tables						
Description	Table Number	Seats	Assigned	Tentative	Reserved For	Status
4 TOP	11	4	<input type="checkbox"/>	<input type="checkbox"/>	Olson, Melody	Reserved
4 TOP	12	4	<input type="checkbox"/>	<input type="checkbox"/>	Olson, Melody	Reserved
4 TOP		4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Olson, Melody	Reserved
4 TOP		4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	16	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	17	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	22	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	24	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	25	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	31	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	32	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	33	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	34	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	35	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	36	4	<input type="checkbox"/>	<input type="checkbox"/>		
ROUND	21	8	<input type="checkbox"/>	<input type="checkbox"/>		
ROUND	23	8	<input type="checkbox"/>	<input type="checkbox"/>	Markowski, Mela	Reserved

14. You can move the reservation you are making to any open table (any table that does not have a “Reserved” and name next to it) by unclicking the table you had assigned and clicking on an open one!

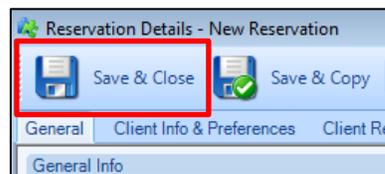
If the party is bigger than 4, make sure to select the correct number of seats (tables) to fit the party. For example, a party of 6 would require 2 tables. A party of 10 would require 3!

Available Tables						
Description	Table Number	Seats	Assigned	Tentative	Reserved For	Status
4 TOP	11	4	<input type="checkbox"/>	<input type="checkbox"/>	Olson, Melody	Reserved
4 TOP	12	4	<input type="checkbox"/>	<input type="checkbox"/>	Olson, Melody	Reserved
4 TOP	13	4	<input type="checkbox"/>	<input type="checkbox"/>	Olson, Melody	Reserved
4 TOP	14	4	<input type="checkbox"/>	<input type="checkbox"/>	Olson, Melody	Reserved
4 TOP	15	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	16	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	17	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
4 TOP	22	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
4 TOP	24	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	25	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	31	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	32	4	<input type="checkbox"/>	<input type="checkbox"/>	Girald, Melanie	Reserved
4 TOP	33	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	34	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	35	4	<input type="checkbox"/>	<input type="checkbox"/>		
4 TOP	36	4	<input type="checkbox"/>	<input type="checkbox"/>		
ROUND	21	8	<input type="checkbox"/>	<input type="checkbox"/>		
ROUND	23	8	<input type="checkbox"/>	<input type="checkbox"/>	Markowski, Mela	Reserved

15. You can leave any notes needed in the “Reservation Note Field” in the bottom left hand corner. Always follow the note up with your initials and the date.

Reservation Note :  
Window seat AER 6/3/17

16. Click “Save and Close”



17. A pop-up will inform you of the reservation number. You may give this number to the member for their reference. Click “OK”.



18. You will now see the reservation on the home screen for the Tea Room at the given time.

2:30 PM	4 TOP (1 - 4)	11	Benben, Molly	4	Reserved	Window
2:30 PM	4 TOP (1 - 4)	12	Hanks, Amanda	3	Reserved	Window
2:30 PM	4 TOP (1 - 4)	13				Window
2:30 PM	4 TOP (1 - 4)	14				Window
2:30 PM	4 TOP (1 - 4)	15				

19. You are done!

## **Appendix C.2**

### **How to Make a Garden Room Reservation**

The Tea Room requires a deposit to make a Garden Room reservation. This means that the Saturday Front Office will NOT be able to make any Garden Room reservations, including ‘placing a hold’ on a date, as they do not have access to the point of sale system.

The money paid for the deposit will be applied to the final bill.

If someone calls and wants to make a reservation:

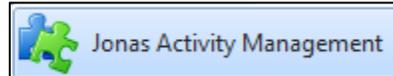
- Check to ensure that the date they want is available in JONAS
- Instruct them that there will be a deposit required:
  - Garden Room B: \$200.00
  - Garden Room A or C: \$150.00
- Ask the Member/Patron to email [tearoom\\_reservations@jlh.org](mailto:tearoom_reservations@jlh.org) with details on date and party size. Someone in the Front Office will call them on the following Monday to take their deposit (CC info).
- Also instruct the Member/Patron to call the Front Office on the following Monday at 713-871-6673 to make the reservation

## Appendix D.1 How to Confirm Tea Room Lunch Reservations

Every Saturday beginning at 10 a.m., Tea Room Front Office volunteers call members and patron members to confirm the following week's Tea Room lunch reservations (Wednesday – Saturday).

The volunteer will need to log into Jonas to pull all reservation information.

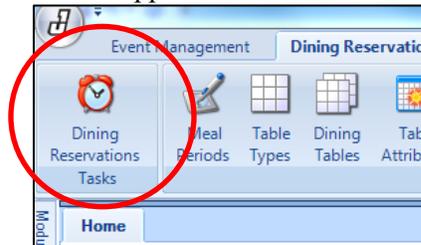
1. Open Jonas Activity Management – it can be found on the desktop or Start menu.



2. Enter User ID and Password:
  - a. User ID: TRV2 / TRV3
  - b. Password: TRV2 / TRV3

3. Click on “Activity Management” and wait for Jonas to load.

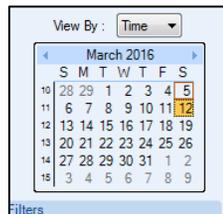
4. Click the “Dining Reservations” in the upper left hand corner.



*If Jonas opens on the “Event Management” tab, click the “Dining Reservations” tab, located in the upper left hand side next to “Event Management”. From there, you will be able to find the “Dining Reservations” task.*



5. Ensure that the correct date of the reservation is selected on the calendar on the left-hand side. The date will be highlighted in yellow.



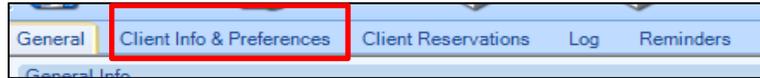
6. Scroll until you find the first reservation. – You do NOT need to call to confirm any “Tastings with Malcom”.

7. Double click on the member name/reservation row to access reservation information.
8. Look in the “Reservation Notes” field at the bottom

**IF:** There is a pre-order and/or pre-set menu in the notes, DO NOT CALL reservation.

**IF:** There is *not* a pre-order and/or pre-set menu, continue following the instructions below.

9. Click on “Client Info & Preferences” to access the contact information of the member.



10. Use the provided contact information to call the member to confirm his or her reservation.

11. **To dial long distance** (outside of the Houston metro area): 9 + 1 + area code + phone number. Once you hear a dial tone, enter the long distance code 401#.

12. For the calls, volunteers should follow the script below:

*“Good morning/afternoon, my name is xxxx, and I am calling from the Junior League of Houston’s Tea Room to confirm your lunch reservation next week on xx (date – i.e., Thursday, November 11) at xx (a.m./p.m.). Your reservation is for xx people. We will see you then, and thank you for supporting the Junior League of Houston.”*

13. If leaving a message, volunteers should follow the script below:

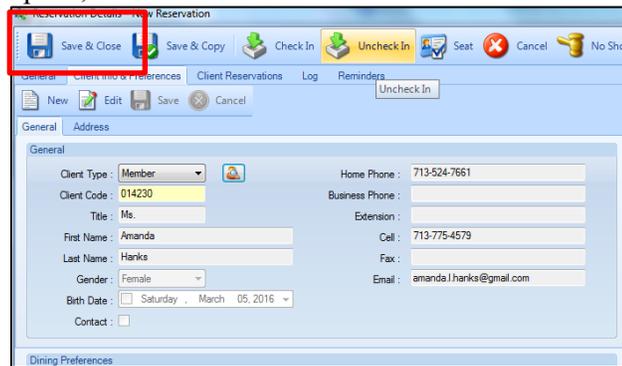
*“Good morning/afternoon, my name is xxxx, and I am calling from the Junior League of Houston’s Tea Room to confirm your lunch reservation next week on XX (date – i.e., Thursday, November 11) at xx (a.m./p.m.). Your reservation is for xx people. If there are any changes to your reservation or you have any questions, please call the Tea Room Front Office at 713.871.6673. Thank you for supporting the Junior League of Houston.”*

14. **POINTER:** If the reservation notes a pre-set menu, volunteers should not leave that information on a message. They should just mention the date, time and number of people for the reservation. The message should be as simple as possible and serve as a reminder of the reservation only.

15. Make sure to leave notes in the “Reservation Note:” section in the bottom left-hand corner. The notes could include:
- a. Confirmed + Your Initials + Date
  - b. Left a message + Your Initials + Date
  - c. Member requested window seat + Your Initials + Date

Reservation Note :
Rotary Club - by windows; confirmed SEH 4/29/17

- Make sure that you have included the date that you made the call in the reservation note section.*
16. Once the notes are complete, hit the “Save & Close” button.



The screenshot shows a software window titled "Reservation" with a menu bar containing "General", "Client Reservations", "Log", and "Reminders". Below the menu bar is a toolbar with buttons for "Save & Close", "Save & Copy", "Check In", "Uncheck In", "Seat", "Cancel", and "No Show". The "Save & Close" button is highlighted with a red box. Below the toolbar is a "General" tab with a "Client Info" section containing fields for Client Type (Member), Client Code (014230), Title (Ms.), First Name (Amanda), Last Name (Hanks), Gender (Female), Birth Date (Saturday, March 05, 2016), and Contact (unchecked). To the right of these fields are input boxes for Home Phone (713-524-7661), Business Phone, Extension, Cell (713-775-4579), Fax, and Email (amanda.l.hanks@gmail.com). At the bottom of the window is a "Dining Preferences" section.

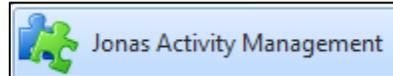
17. You are done with one! Continue these steps until all reservations for the week have been contacted.

## Appendix D.2 How to Confirm Garden Room Lunch Reservations

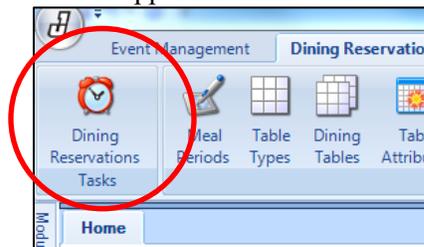
Every Saturday beginning at 10 a.m., Tea Room Front Office volunteers call members and patron members to confirm the following week's Tea Room lunch reservations (Wednesday – Saturday).

The volunteer will need to log into Jonas to pull all reservation information.

1. Open Jonas Activity Management – it can be found on the desktop or Start menu.



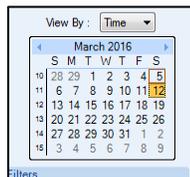
2. Enter User ID and Password:
  - a. User ID: TRV2 / TRV3
  - b. Password: TRV2 / TRV3
3. Click on “Activity Management” and wait for Jonas to load.
4. Click the “Dining Reservations” in the upper left hand corner.



*If Jonas opens on the “Event Management” tab, click the “Dining Reservations” tab, located in the upper left hand side next to “Event Management”. From there, you will be able to find the “Dining Reservations” task.*



5. Ensure that the correct date of the reservation is selected on the calendar on the left-hand side. The date will be highlighted in yellow.



- Using the Filters located directly below the calendar, select “Garden Room – A Lindsey” from the “Facility” drop down menu



- Scroll until you find the first reservation. Garden Rooms are booked for parties from 15-36 guests, so the reservation is booked under multiple tables. Example below:

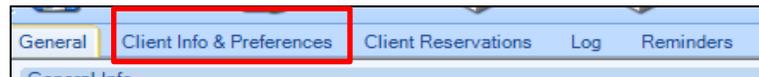
11:00 AM	G - 4 TOP (1 - 4)	100	Murphy, Jerrie	29	Reserved
11:00 AM	G - 4 TOP (1 - 4)	101	Murphy, Jerrie	29	Reserved
11:00 AM	G - 4 TOP (1 - 4)	102	Murphy, Jerrie	29	Reserved
11:00 AM	G - 4 TOP (1 - 4)	103	Murphy, Jerrie	29	Reserved
11:00 AM	G - 4 TOP (1 - 4)	104	Murphy, Jerrie	29	Reserved
11:00 AM	G - 4 TOP (1 - 4)	105	Murphy, Jerrie	29	Reserved
11:00 AM	G - 4 TOP (1 - 4)	106	Murphy, Jerrie	29	Reserved

- Double click on the member name/reservation row to access reservation information.
- Look in the “Reservation Notes” field at the bottom

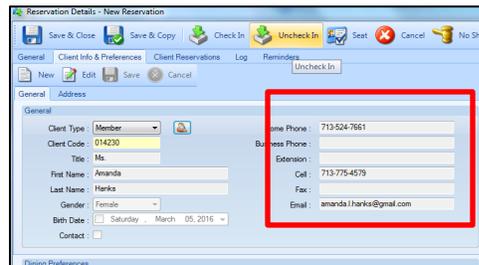
**IF:** There is a pre-order and/or pre-set menu in the notes, DO NOT CALL reservation.

**IF:** There is *not* a pre-order and/or pre-set menu, continue following the instructions below.

- Click on “Client Info & Preferences” to access the contact information of the member.



- Use the provided contact information to call the member to confirm his or her reservation.



- To dial long distance** (outside of the Houston metro area): 9 + 1 + area code + phone number. Once you hear a dial tone, enter the long distance code 401#.

13. For the calls, volunteers should follow the script below:

*“Good morning/afternoon, my name is xxxx, and I am calling from the Junior League of Houston’s Tea Room to confirm your lunch reservation next week on xx (date – i.e., Thursday, November 11) at xx (a.m./p.m.). Your reservation is for xx people. We will see you then, and thank you for supporting the Junior League of Houston.”*

14. If leaving a message, volunteers should follow the script below:

*“Good morning/afternoon, my name is xxxx, and I am calling from the Junior League of Houston’s Tea Room to confirm your lunch reservation next week on XX (date – i.e., Thursday, November 11) at xx (a.m./p.m.). Your reservation is for xx people. If there are any changes to your reservation or you have any questions, please call the Tea Room Front Office at 713.871.6673. Thank you for supporting the Junior League of Houston.”*

15. **POINTER:** If the reservation notes a pre-set menu, volunteers should not leave that information on a message. They should just mention the date, time and number of people for the reservation. The message should be as simple as possible and serve as a reminder of the reservation only.

Most Garden Room reservations will have pre-set menus. You can confirm the menu with the member or leave a note for Patty/Front Office Staff to call the member during the week. Do not leave pre-set menu details on a voicemail message.

16. Make sure to leave notes in the “Reservation Note:” section in the bottom left-hand corner. The notes could include:

- a. Confirmed + Your Initials + Date
- b. Left a message + Your Initials + Date
- c. Member requested window seat + Your Initials + Date



*Make sure that you have included the date that you made the call in the reservation note section.*

17. Once the notes are complete, hit the “Save & Close” button.

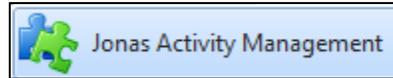


18. You are done with one! Continue these steps until all three Garden Rooms for the week (Wednesday-Saturday) have been contacted.

## Appendix E

### How to Pull the Tea Room Dining Reservation Report

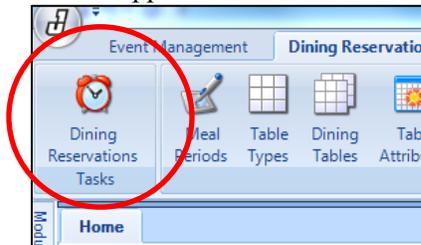
1. Open Jonas Activity Management – it can be found on the desktop or Start menu.



2. Enter User ID and Password:
  - a. User ID: TRV2 / TRV3
  - b. Password: TRV2 / TRV3

3. Click on “Activity Management” and wait for Jonas to load.

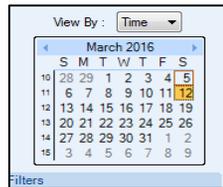
4. Click the “Dining Reservations” in the upper left hand corner.



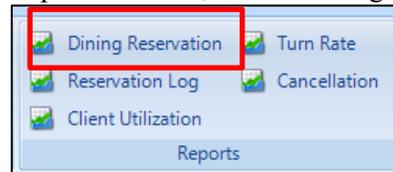
*If Jonas opens on the “Event Management” tab, click the “Dining Reservations” tab, located in the upper left hand side next to “Event Management”. From there, you will be able to find the “Dining Reservations” task.*



5. Ensure that the correct date of the reservation is selected on the calendar on the left-hand side. The date will be highlighted in yellow.



6. At the top of the screen, in the “Reports” section, select “Dining Reservation”.



7. Within the Report Parameters, select “All Facilities”, the date you would like the report pulled for (typically, the Saturday that you are working), and “Reserved” for the Reservation Status. Check

**“Include Attributes / Notes”**

8.

Report Parameters

Parameters

Facilities :  - All Facilities -  
 Garden Room - A Lindsey  
 Garden Room - B Cooley  
 Garden Room - C Corbet  
 Tea Room

Start Date : Saturday . June 03, 2017  
End Date : Saturday . June 03, 2017

Report Format : Standard Report  
Group By : - None -

Include Attributes / Notes :   
Include Preferences :   
Include Member Number :

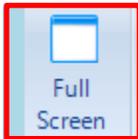
Reservation Status :  All  
 Reserved  
 Checked In  
 Seated  
 Closed  
 Cancelled  
 No Show

Reservation Source :  - All -  
 - Not Applicable -  
 E-Mail  
 Phone  
 Walk-In  
 Web

9. Select “Generate”

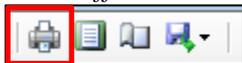


10. Select “Full Screen”



11. Print – 3 copies

*One for the Tea Room Head Waitress, one for the Tea Room Cashier and one for the Team Room Front Office*



12. You can Exit out of the “Full Screen” report.

**Appendix F**  
**How to Answer the Telephone**

1. To answer the phone, volunteers should pick up the handset and select the “answer” button on the screen or hit the “speaker” button.
2. To answer a call when another comes in, volunteers should press “call 2” (this action will automatically put call 1 on hold). They can go back and forth between the calls by selecting the button to the right of each call key. Make sure that you ask whomever is on Call 1 if they mind being put on hold for a moment.
4. People unfamiliar with the area often request directions to the League building:  
  
*“We are located at 1811 Briar Oaks Lane, off San Felipe, two lights inside the 610 Loop. Turn north on Briar Oaks Lane.”*
5. Volunteers should take any messages for Malcolm, Pedro or Michael and deliver the message to them. They are often located in the Kitchen office.
6. Volunteers should take any messages for Patti and leave them on her desk/computer at the end of the shift. Patti’s desk is by itself in the corner of the Tea Room Front Office, perpendicular to the other three computers.
6. To transfer to another extension, volunteers should not put the caller on hold. Instead, press the “transfer” button. They should dial the extension to where they want the call transferred and then hang up.
7. To transfer a call to voice mail while the caller is on the phone, volunteers should press the “message” button (envelope), dial the extension of the person they are transferring and press the “select” button at the bottom left of the screen. The list of extensions can typically be found taped to the side of the phone or computer monitor.

## **Appendix G**

### **How to Interact with Guests**

1. Directions to Tea Room/Garden Rooms: If a guest asks where a Garden Room event is, please only tell them it is in the Tea Room. The head waitress could switch these from the reservations listing.
2. Informational Materials: Informational materials are available for Tea Room patron members (or prospective Tea Room patron members) who inquire about using the facilities. These materials are located in the Tea Room Front Office volunteer binder.

Other Information Material (located in clear shelves to the left of the window):

- Tea Room Event Planning Guide
- Tea Room Calendar
- Pantry Menus

3. Garden Room Reservations and Availability: The Garden Rooms are available for parties from 15-36 guests. They are booked like any other dining reservation. A member may reserve more than one Garden Room at a time, however, make sure the member knows of the minimum order for each room.

*To note:* Each Garden Room has a minimum order. The party must order the minimum seat number of meals (i.e. Garden Room A must order 15 meals, Garden Room B must order 21 meals, Garden Room C must order 15 meals).

Garden Room Seating Availability

- Lindsey Garden Room (Garden Room A) seats 15 to 20 guests
- Cooley Garden Room (Garden Room B) seats 21 to 36 guests
- Corbitt Garden Room (Garden Room C) seats 15 to 20 guests

3. Banquet/Reception Information Detail: To use the League building for a function or reception, one must be a League member or a Tea Room patron member or be sponsored by a League member or Tea Room patron member. The sponsor needs to sign a contract and must be in attendance at the function.

*Tea Room Event Planning Guides* are located in clear shelves on the wall to the left of the window. Always give a guide to anyone requesting information about hosting a function at the Junior League of Houston.

Please provide this information regarding menu selections, prices and the liquor list, which is located by the Tea Room Front Office window for people who inquire:

Tea Room

- Cocktail buffet: maximum 225 people
- Seated dinner: maximum 100 people
- The Tea Room is not available for booking until 4 p.m.

### Ballroom

- Seated dinner/lunch: maximum 350 people
- Cocktail buffet: maximum 425 people
- If there are more than 400 people, consider using the entire building for the function.

Most parties are three to four hours long.

No food or beverages are served in the Underwood Room or the Tea Room Parlor.

4. New Tea Room Patron Member Information: Any person who wishes to become an individual Tea Room patron member must be sponsored by one provisional, active or sustaining member, in good standing, of the Junior League of Houston. An *Application for Individual Tea Room Patron Membership* may be found in the Tea Room Front Office, in the Pantry or can be downloaded from the League website, [www.jlh.org](http://www.jlh.org). A candidate for a corporate Tea Room patron membership must be sponsored by three provisional, active or sustaining members in good standing, of the Junior League of Houston. An *Application for Corporate Tea Room Patron Membership* may be found in the Tea Room Front Office or downloaded from the League website, [www.jlh.org](http://www.jlh.org). If a prospective Tea Room patron member does not know a League member, indicate that the League would be happy to place them in touch with the Tea Room Patron Member Chairman and collect his or her contact information (name, phone and email).
5. League Facility Tour to Prospective Tea Room Patron Members: This tour includes the Ballroom, Garden Rooms and Tea Room Parlor. One Tea Room Front Office volunteer is to be in the Tea Room Front Office at all times, but the other volunteer should do the tour.
6. Food and Service Comments of Tea Room Patron Members: In the event someone is unhappy or has a problem that needs attention, please take note of the comments with as much explanation as possible and inform the Tea Room Patron Member Chairman. If necessary, do not hesitate to call Malcolm, Pedro or Michael.
7. Receipt of Flowers or Other Items: Assist with the receipt of flowers or other items for functions at the League. Should these items be too heavy, please contact the Kitchen extension to locate someone on duty, and they will provide assistance.

**Appendix H**  
**Thank You Notes Scripts**

**Patron Member Recent Lunch**

Dear Mr./Mrs./Ms. [Patron Member Name],

Thank you for your recent lunch reservation in the Junior League of Houston's Tea Room. It was a pleasure to serve you, and we trust you had a lovely time. Your continued support and patronage of the Junior League of Houston is truly appreciated. We look forward to seeing you again soon.

Best regards,

Dawana Taylor  
Tea Room Patron Member Chairman

**Member Sponsorship for new Patron Member**

Dear Mrs./Ms. [JLH or Patron Member Sponsor Name],

Thank you for sponsoring [New Patron Member Name] to become a new Tea Room Patron Member. We truly appreciate your help in continuing to grow our Tea Room patron membership, as well as your continued support of the Junior League of Houston. We look forward to serving [New Patron Member Name] with all the Tea Room has to offer!

Warm Regards,

Dawana Taylor  
Tea Room Patron Member Chairman

**Member Referral for new Patron Member**

Dear Mr./Mrs./Ms. [Patron Member Who Referred],

Thank you for referring [New Patron Member Name] to become a new Tea Room Patron Member. We truly appreciate you help in continuing to grow our Team Room patron membership, as well as your continued support of the Junior League of Houston. We looking forward to serving [New Patron Member Name] with all the Tea Room has to offer!

Warm Regards,

Dawana Taylor  
Tea Room Patron Member Chairman

**Appendix I**  
**How to Close the Tea Room Front Office**

1. Saturday is the busiest day, and it is very important that volunteers stay until closing. The office must remain open until 3:00pm.
2. Place the SET sign-in binder back in the drawer, and extra name tags, pens and empty volunteer lunch money bowl back in the shelves underneath the counter.
3. Place any notes or messages that need attention from the Front Office Staff on Tabitha's desk where she can find them on Monday morning.
4. Completely shut down any computer that was used that day. Do not leave "sleeping" – make sure they are OFF.
5. Close the window shades.
6. Close the Tea Room Front Office window doors.
7. Turn off the lights to the Tea Room Front Office.
8. Close the Tea Room Front Office door as you leave.

## Appendix J Frequently Asked Questions

**1. Where is the Junior League of Houston stationery, used for writing Thank You notes, located?**

The stationery is located in the Copy Room on the Second Floor. All stationery is on the shelving all the way to the left of the copy machine, on the lower shelves. For Thank You notes to Patron Members, volunteers should use the single fold cards with the JLH logo on front and the envelopes with the JLH logo and return address on the front. In addition, the Front Office usually has a stockpile of stationery in the cabinets located to the left of the window.

**2. What if the Copy Room is locked?**

The key to the Copy Room can be found in the Publications Office on the Key Board. It is hanging on the yellow “#6: Vol Lounge Attic & Main Door” hook. The keychain tag says “Vol Attic & Main Door #6”. Always return the key to the proper hook after opening the Copy Room.

The Publications Office is on the second floor, past the Board Room on the left. It is a small room immediately past the mini-kitchen and table.

**3. How many people do the Garden Rooms hold? How do you book a Garden Room reservation?**

The Garden Rooms are available for parties from 15-36 guests. They are booked through the Front Office staff during the week, as a deposit is required to make a reservation. A member may reserve more than one Garden Room at a time; however, make sure the member knows of the minimum order and deposit required for each room.

*To note:* Each Garden Room has a minimum order. The party must order the minimum seat number of meals (i.e. Garden Room A must order 15 meals, Garden Room B must order 21 meals, Garden Room C must order 15 meals).

Garden Room Seating Availability

- Lindsey Garden Room (Garden Room A) seats 15 to 20 guests → *\$150 deposit required*
- Cooley Garden Room (Garden Room B) seats 21 to 36 guests → *\$200 deposit required*
- Corbitt Garden Room (Garden Room C) seats 15 to 20 guests → *\$150 deposit required*

**4. Where is the Project Room and/or the Bride’s (Model’s) Room?**

The Project Room and the Bride’s Room is located directly across the courtyard from the Front Office. When entering the building through the courtyard, the Projects Room will be on the left and the Bride’s Room will be on the right. You can also access these areas through the Kitchen, but do not take customers/members through the Kitchen! Please escort anyone who is not there for a SET to the room. Remember, there must always be one volunteer in the Front Office at all times.

**5. If there is an event happening in the Ball Room:**

Any questions in regards to set-up and/or storing of items needed for the event should be directed to the Wedding Coordinator/Bride or Malcom. Small items can be stored in the closet in the Front Office.