



Kiosk Operating Procedures

- **Keys** DOC Ranger has a kiosk key. Volunteers Gill Muggleston, Hazel Hodgkin, Mary MacAvoy, John Laurence, Steve Nelson, Lois Badham, Stuart Macintosh, and Jill Bishop have kiosk keys. Please ensure you either have a key before you go to the island or contact the ranger on 027 437 2576 and arrange for them to open up and close up when you leave.
- **Accommodation** Ensure you are familiar with the operation of and access to the Top House. You will need to bring all your own food with you, as well as linen and a sleeping bag.
- **Kiosk Operating Hours** Generally should be 10.00 am to 4.00 pm, or later as sales can be good late afternoon especially on hot days. Closure may need to be earlier, to fit with transport arrangements.
- **Health and Safety** Ensure that kiosk operation and food handling are at all times done in ways that are clean and safe, following basic principles of hygiene, including hand washing, and proactively managing numbers inside the kiosk.
- **Promotion** Put large signs out in the agreed prominent positions visible to boat owners. Change signs in kiosk windows. Sales can be increased by telling people of kiosk closing time and availability of guided tours via a wander through the campsite or along the beaches.
- **Water** Fill the plastic water containers or kettle from the tap at the top of the stairs in the near camp ground – above the toilet block. All water for drinks to be sold must be boiled. Get fresh water in containers daily. Water available on the island is Rural Water Supply and is untreated; it is sourced from a number of underground bores, and for absolute safety, must be boiled before drinking. Treated water is available at the woolshed kitchen tap and in the Volunteer House kitchen.
- **Gas stove** Gas cylinder must be turned off when kiosk is closed. Always ventilate kiosk before lighting the gas at the start of the day, by leaving doors and windows open for 5 minutes before using the gas. This will disperse any fumes. Do not operate the stove with all doors and windows closed. If gas cylinder runs out, it can be changed over with a spanner located in the filing cabinet. Report empty cylinder to Kiosk Manager to arrange for a replacement.

- **Float and Takings/Donations**
- Please refer to the Training and Operations Manual for full instructions.
- **Ice-creams** There will be additional stocks at the woolshed – please ask Ranger to transport stock down to the kiosk. Please call either Stuart 027 538 3834 or John Laurence 021 942 115 if stocks are low. **Ice-creams must be transported in clean Eskies, not loose in Trust or DOC vehicles.**
- **Visitor engagement:** Engaging visitors in the story of Motuihe restoration and history is an integral part of the kiosk operation. Some visitors will initiate questions, many others can be engaged by kiosk operators asking “Do you know much about the island?” Record email addresses of those keen to receive newsletters.
- **Generator/ solar system** Please do not touch any of the buttons. Contact DOC Ranger 0274 372 576 if the generator needs to be run (this is if the freezer will not run) or if this figure is lower than 23.4 volts



- **Rubbish:** Put clean rubbish bag in bin each day, clean lid daily. Take kiosk rubbish home with you. Cardboard can be taken home or given to ranger who will burn it.
- **Tea coffee milo:** Water is from tap at top of camp site stairs. Ensure hands are clean and table surface is kept clean.
- **Statistics:** Maintain figures for ice-cream and other sales, visitor numbers, boats. These statistics are important for reporting and grant applications.
- **First Aid Kit:** kept in filing cabinet top drawer.

- **Signs** All signage at the kiosk must be computer generated and preferably be laminated. Please don't clutter up the kiosk with ad hoc handwritten signs.
- **Kiosk floor** – Keep clean and dry with brush and mop.
- **Guided tours** Promote and offer guided tours as available. Tours can be more popular for families on overcast windy days in January. (see Guided Tour separate information)
- **Camping information:** Available from the ranger. A map of the main campsite areas is on the veranda wall of the toilet block and also in the kiosk folder.
- **EFTPOS System Operation:** Please refer to the Training and Operations Manual for full instructions.

TRANSPORT to Motuihe Island for Kiosk operators will be updated each year.

PARKING

Parking downtown – is no longer available FOC

Okahu Bay parking: There is a reasonable number of free public car parks at the Okahu Bay Marina – enter the carpark and take first left hand turn – check the information board to locate the free parking spaces.