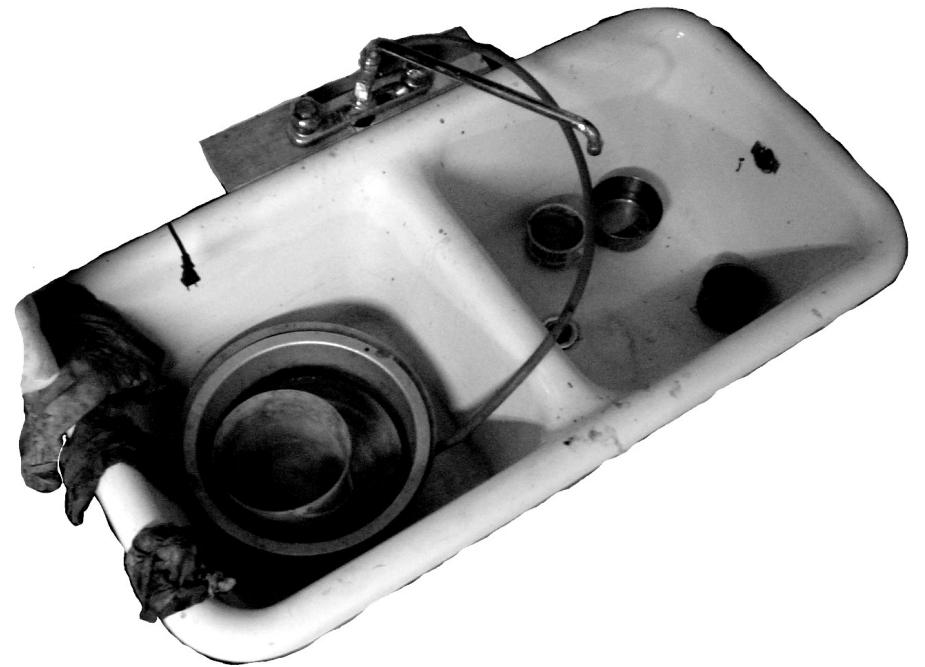


# The Bike Dump

## THE BIKE DUMP

back entrance of 631 main street. winnipeg mb.

<http://bike-dump.ca>



## GREETER GUIDE

## **WHAT IS A GREETER?**

Each day that the Bike Dump is open to the public, one of the volunteers acts as a greeter. The greeter doesn't need to know anything about bike mechanics, though it's helpful if they can show people how to fix flats.

It's a fun and social job, but if you're considering doing it, you should be able to answer yes to these two questions:

Can you deal with everyone who comes into the shop in a friendly way?

If people are frustrated at having to wait, or with some other aspect of the shop, can you deal with them in a firm but non-confrontational and respectful way?

## **GREETING**

The greeter spends their time by the front door, meets anyone who comes in to the space, and does their best to make them feel welcome. Ask people their name, and if they've been to the Bike Dump before. If it's their first time, give them a copy of the welcome pamphlet, and you can tell them they can read it then, if they like, or later. You should also have read the welcome pamphlet, to have an idea of what is expected of people using the Bike Dump space.

Make especially sure to talk to everyone coming in the door. In the past we've let people walk in and start working on whatever they like, so people may be used to that and not realize they now need to sign in with the greeter.

## **FILLING OUT THE LOG SHEET**

People will usually want to work on a bike they brought in or to build one up from scratch. The first thing to do is write down their information down on the "greeter log sheet". There should be some copies of this around near the front of the shop. Remember to write the date in the space provided at the top of the sheet. Put down the person's name, what job they want to do, whether it's their first time to the Dump, the time they arrived, a guess at how long their work will take, and leave the last three columns blank for now. At the end of the day, put it away in the binder where the old log sheets are kept, so we have a record of shop usage.

## **HOOKING PEOPLE UP WITH A MECHANIC**

The next thing is to find people a mechanic to help them with their work. Everyone coming in the door has to have a mechanic responsible for them, even if they know how to do the repairs they want to do. At the start of the day, all of the mechanics will be free, so you can pick anyone, introduce the person to the mechanic by name, and leave them to do their work. At that point you can fill out the "mechanic" and "time helped" columns on the sheet.

At some point a mechanic may have someone set up who is able to work on their own for a while. The mechanic will let you know that they can take another person. Keep track of that, and when someone else shows up, you can send them to that mechanic in the

same way.

Keep an eye on how full the shop is. We probably can't handle more than about eight people working on bikes at once, but it may depend on the day. At some point, there will probably be people showing up when there are no more free mechanics. At this point people will have to wait. Let them know how many people, if any, are waiting ahead of them, and you can try to give them a guesstimate of how long it might be, but always tell them it's possible they might wait all day and still not get to do any work. You can also tell them about other do-it-yourself bike repair shops in the city they can look into. Matt is supposed to be making a list for us, so maybe you can give them a copy of that.

If they decide they want to wait, fill out the first bunch of columns on the log sheet with them. We strongly prefer they wait outside to keep the shop sane. If it's raining outside, or if they have some physical condition that makes it hard for them to be out there, you can let them stay inside. Their bikes should always be kept locked outside until they're working on them.

Once a mechanic is free, hook them up with the person who's been waiting longest. This whole process operates on a first-come first-served basis. No one can put their name on the list before the shop opens for the day, and people waiting before we open will have to remember the order they arrived in.

If it's busy, or you expect it to be, and two or more people show up together, it may be best to have them both work with a single mechanic on one of their bikes, and then once that's finished, work together on the other

person's bike. Use your discretion, though, and don't bother if you expect it not to be busy. This will help keep more mechanics free to different people.

If people are upset at having to wait, tell them we're sorry, but we're volunteer-run and don't have any more capacity to help them. You could even tell them that if we had more volunteers, we could help more people, and encourage them to lend their time. But tell them they first have to come out to a volunteer night to get a proper orientation. Volunteer nights are Wednesdays from 6-9pm at the time this is being written (spring 2008).

There is one exception to the "wait" rule. If someone shows up to repair their own bike during a time when there are no free mechanics, and promises they know how to do all of the work on their own, they can be allowed, at the greeter's discretion, but only if all of the following things happen:

1. The person can't be building a bike up out of the shop, they have to have brought one in that they're doing a repair on.
2. The person has to agree not to ask for any help from any mechanic, and agree to leave without argument if any mechanic feels they're using any tool improperly, even if their bike is left in an unrideable condition.
3. There has to be a good amount of free workspace in the shop.
4. The person has to agree to give up use of any short-supply tools (like the truing stand, etc.) if other users

of the shop need them.

5. The greeter has to ask everyone else waiting ahead of them for a mechanic if they're comfortable with this person jumping ahead, and if anyone says no, they can't do it. No questions asked.

The greeter should always have the final discretion and say on this; no mechanic or any other person should ever bully the greeter into letting their friend in ahead of others. These may seem like really strict conditions, but it's because we'd really prefer not having people jump ahead of the line. It looks a lot like favouritism.

## **WHEN PEOPLE ARE LEAVING**

When people are done, write down the time on your log sheet, say goodbye to them, and encourage them to leave whatever donation they can. The donation box is on the front table. Don't make anyone feel bad if they can't donate much, or even anything at all. We would much rather have someone riding our bikes than to have them sitting around in our shop due to lack of funds. You can also let them know that they can help by volunteering, as mentioned before, or by donating bike parts. There is no suggested donation for anything, but you can make up something if you want.

There should also be copies of a short feedback sheet that people can fill out as they leave, if they like. They can just stuff those in the donation box, too.

## **OTHER REASONS PEOPLE MIGHT COME TO THE SHOP**

People also might want to buy a bike. The mechanics are responsible for showing people the bikes for sale, so try to find the least busy mechanic and get them to show them the sale bikes. Ideally it will be someone who is on the core Bike Dump collective. This way the greeter is always by the door to meet people as they arrive.

People may also be stopping by to donate bikes or bike parts. Thank them tremendously when they do this, even if they're donating total junk.

Another thing people might want is just to look around. You can give them an idea of what the shop is about, and a copy of the welcome pamphlet. Let them walk around briefly if they like, but ask to make sure they're not rummaging for parts. They should wait for a mechanic if that's the case.

If people want us to fix a bike for them, you can tell them that that's not what we do at our shop, and point them in the direction of Natural Cycle Worker Co-op (the nearest one), or any other local bike shop of your preference.

## **MEDIA**

Please refer any requests from the media for interviews or stories on the Bike Dump to collective members.