

## SUL Representative Duties in Chalfont

**Overview-** A SUL Rep will:

1. Ensure clients have the facilities they were promised
2. Ensure the client feels welcome and looked after during their stay
3. Ensure that the centre is respected and would welcome this group back again
4. Do everything to enhance SUL's reputation as an organisation that cares and looks after its clients properly.

**Before the course**, SUL Head Office will send the Rep details of the programme and facilities promised to the client including, but not restricted to, accommodation, dining information and leisure spaces that have been booked & Chalfont's own pre-arrival information.

**On arrival to the centre**, the Rep is expected to:

- Meet the centre staff, exchange phone numbers and get to know who to contact if there are problems such as bedwetting or the group is delayed returning from excursions & the location of onsite medical facilities.
- Go through a damage check (and complete and sign the form) with Centre Staff.
- Check the accommodation is in a fit state ie the beds are all clean and ready for the group arrival, there is toilet roll in the bathrooms etc. Please also complete a bed count against the bed plans provided.
- Check the fire drill procedure with centre staff ie where the group should congregate in the event of a fire & arrange obligatory fire drill within 24 hours of the groups arrival.
- Check risk assessment forms for centre with Centre Staff.
- Collect any documentation for the group from centre staff if applicable.

**On group arrival**, the Rep is expected to:

- Meet the client/agency staff/group leaders and introduce themselves (ask names).
- Take a head count and check that there are no more or less students and leaders than expected – then confirm the arrival of the Group with SUL (by text message to 07920 153795)
- Show the group their accommodation, where to go for meals and any other facilities or rooms the group has booked.
- Go over the damage check with the Group Leader and get them to sign this off.
- Check the programme matches the client's expectations including all meal times and times of facility use.
- Give the Group Leader the number to contact the Rep on as well as SUL's emergency number (01726818676) and confirm when the Rep will be on site next (usually at breakfast to deal with any problems that have come up during the night before)
- Remind the group of essentials to ensure the smooth running of the programme: The group should always be on time for meals (8:00-9:00 breakfast, 12:30-13:30 for lunch and 18:00-19:00 for evening meal. 01494 876083 < contact if group is running late)

[Recipient Name]

[Date]

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- The group should ensure they take their packed lunches before departure(s)
- The Rep must complete the SUL staff & student numbers form to be returned to head office on day of arrival

**During the Course/Visit**, the Rep is expected to:

- Meet with the Group Leaders at an agreed time every day to deal with problems as and when they arise - ideally at breakfast and upon return from excursions.
- Deal with problems through liaising with Centre Staff or calling Head Office if it is appropriate.

**On the day of Departure**, the Rep is expected to:

- Check the accommodation and any further rooms the group had used with Centre Rep and Group Leaders to check damage and sign off on damage form.
- All damage should be acknowledged and signed for by all three parties
- Say goodbye to the group.
- Contact SUL office (If out of hours, please contact 01726 818676 or text 07920 153795)