SERVICE
TOOLKIT

INTRODUCTION

This guide is a framework designed to make the costs and process of hiring Low Simonside Community Centre more transparent and accessible.

Whether you are starting a new group or continuing to run a group after the asset transfer has occured. We have designed this to be easy to follow and should be used whenever possible, whether the facilities are hired for Karate lessons, yoga or birthday parties.

By using this tool, you can ensure that any activities or events running are sustainable, well advertised and attended by the right people to make them a success

SERVICE TOOL KIT

This tool offers clear guidelines on the stages of starting and running an activity at Low Simonside Community Centre. This ensures pricing is transparent and every group is run to the same high standard. A degree of flexibility is available on how groups are run and the services that the centre provides, all costs are transparent so that it is easy to work to your budget. This tool capitalises on the soft skills (organisational, clerical etc) already available in the community centre. This is a practical tool that anyone can use, making the community centre more accessible and giving anybody working or volunteering at the centre the same methods with which to enquire about events.

SERVICE OFFER

Facilities

This is the basic information you need in order to run any group. Here you can choose the frequency and time of hire, and also the size of the room needed based on how many people expected to attend.

Consultancies

Offering an event planning and consultancy service could be very unique and capitalise on your existing knowledge – this could be very helpful in encouraging people to use the centre for a variety of different courses or events.

Advertasing

We think that it is important that you make links with the local media in order to advertise classes and workshops being offered. From this you can raise revenue and increase the exposure of the different activities being offered.

Network

It is important to maintain and capitalise on your network. Surveying the users of the centre and keeping records of people attending different classes will enable you to target them with events tailored to their tastes. The benefits will be increased use and revenue, users will benefit from a more personal relationship with the centre.

We also recommend you build a directory of local teachers, entertainers, etc. In case someone comes to you wanting to plan an event but with no personal contacts, this networking can be another revenue stream for the centre.

Extra

We suggest you have the option of providing extras, where appropriate, in order to increase revenue. This could be anything from refreshments to sports equipment or even art materials. Taking advantage of being a service provider in the area and leveraging facilities already in the centre such as sports and gym equipment.

SERVICE BLUEPRINT

A service blueprint is an operational planning tool that provides guidance on how a service will be provided, specifying the physical evidence, staff actions, and support systems / infrastructure needed to deliver the service across its different channels. For example, to plan how you will loan devices to users, a service blueprint would help determine how this would happen at a service desk, what kinds of maintenance and support activities were needed behind the scenes, how users would learn about what's available, how it would be checked in and out, and by what means users would be trained on how to use the device
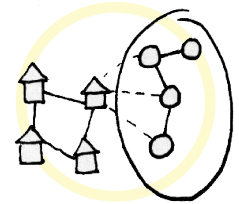
TARGET

Community
center

Professional
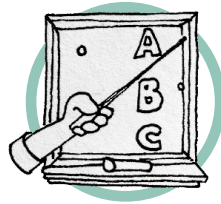
Volounteer

User

Lowsimon Side
community
network

PARTY

| where	**1**	**2**	**3**
	Community Centre	Front Desk	Front desk/ Consultancy room
	Go to CC	Ask to rent a room for a party	Discuss all the details
	Receptionist	Provides information about cc services	Define party organization
			Partnership with cc for extra services
		Survey flyers	Check-list

4	5	6	7
		Hired room	Hired room
Confirm	Confirm payment, invite guests	Set up the party	After party cleaning
	Confirm payment, reserve room	Set up the party	Check the room
	Receive instructions from cc about activity	Deliver food entertainment	
Database	Database timeline	Table, all material for a party	

VOLUNTEER

	1	2	3
where	Community Centre	Front desk	Front desk/ consultancy room
	Go to cc	Ask to rent a room for an activity	Explain the project needs experience
	Receptionist	Provide information about cc services	Define course timeline and services
			Partnership with cc for extra services
		Survey Flyers	Check list

4	5	6	7
Confirm		Rent room	Rent room
Think about confirm	Confirm, payment invite participants	Set up the room	After lesson cleaning
Wait	Confirm payment reserve room	Set up the room	Check the room
	Receive information about course	Pay Participate	
	Receive instruction from cc about activity	Advertise	
Database	Database timeline	Lable, all materials for the event	Cleaning products

PROFESSIONAL

	1	2	3
Location	Community centre	Front desk	Front desk/ consultancy room
	Go to community centre	Discuss the rental procedure	Confirm the activity
	Receptionist	Explain the packages that are available	Decide time and book room
			Partnership with cc for extra services
		Survey Flyers	Timetable

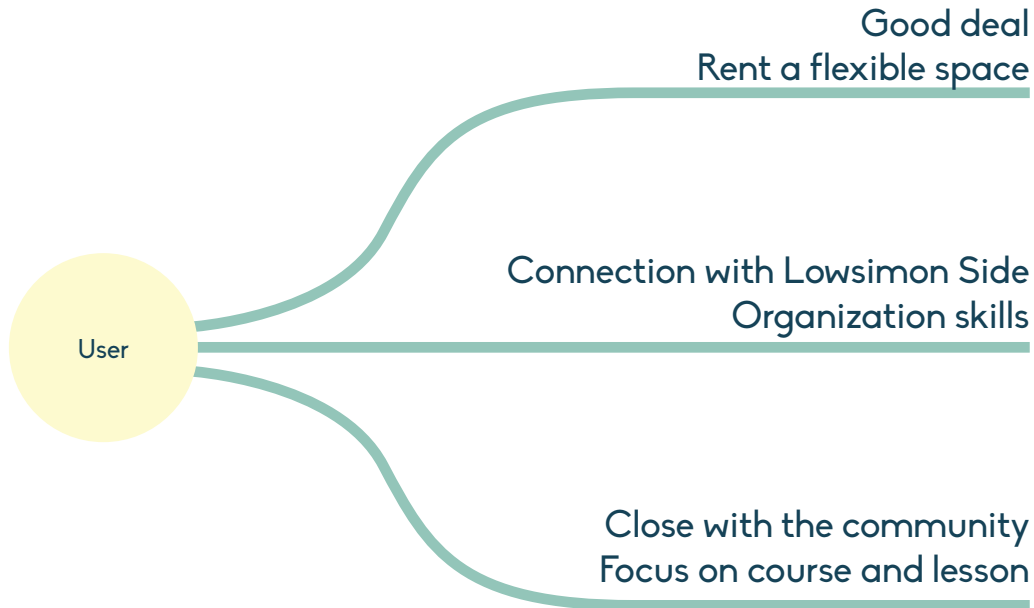| 4	5	6	7
Confirm		Rent room	Rent room
Plan a consultation about activity	Pay for room hire	Set up the room	After lesson cleaning
Fully plan activity	Confirm payment reserve room	Set up the room	Check the room
Establish partnership	Receive information about course	Pay Participate	
Organise advertising Facilities for course	Receive instruction from cc about activity	Advertise	
Database of companies Newsletter	Database timeline	Table, all materials for the event	Cleaning products

COMMUNITY CENTRE EVENT

|	①	②	③
Where	Community Centre	Front desk	Front desk/ Consultancy room
	Planning a community event Choose event	Organise the activities, find sponsorship-raise funds	Decide time and book room Promote the event
	Suggestion box		
			Partnership with cc for extra services
	Plan of action Inspiration pack		Timetable Database

4	5	6
Hired room	Hired room	
Fully plan activity Event Timetable	Oversee the event Event Happening	After lesson cleaning rent room
	Oversee the event	Check the room
	Enjoy/Participate	
Prepare food and equipment	Deliver food/ do catering/ provide service	
Food External equipment	Database timeline	Cleaning products

WHY USE THE CC

User

Good deal
Rent a flexible space

Connection with Lowsimon Side
Organization skills

Close with the community
Focus on course and lesson

DIVIDE INCOME

This is a proposal of how the timetabling of the centre should be divided between community interest activities and revenue generating activities.
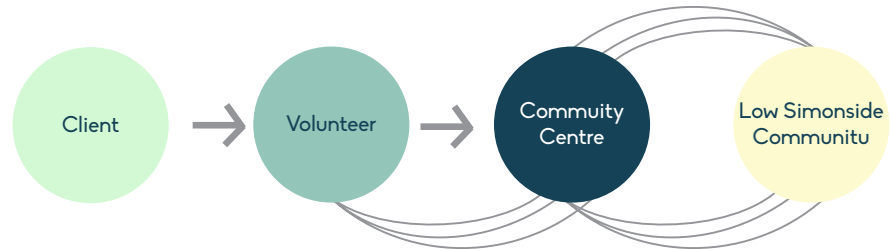
10% Community Centre

50% Professional

20% Volunteer

10% Party
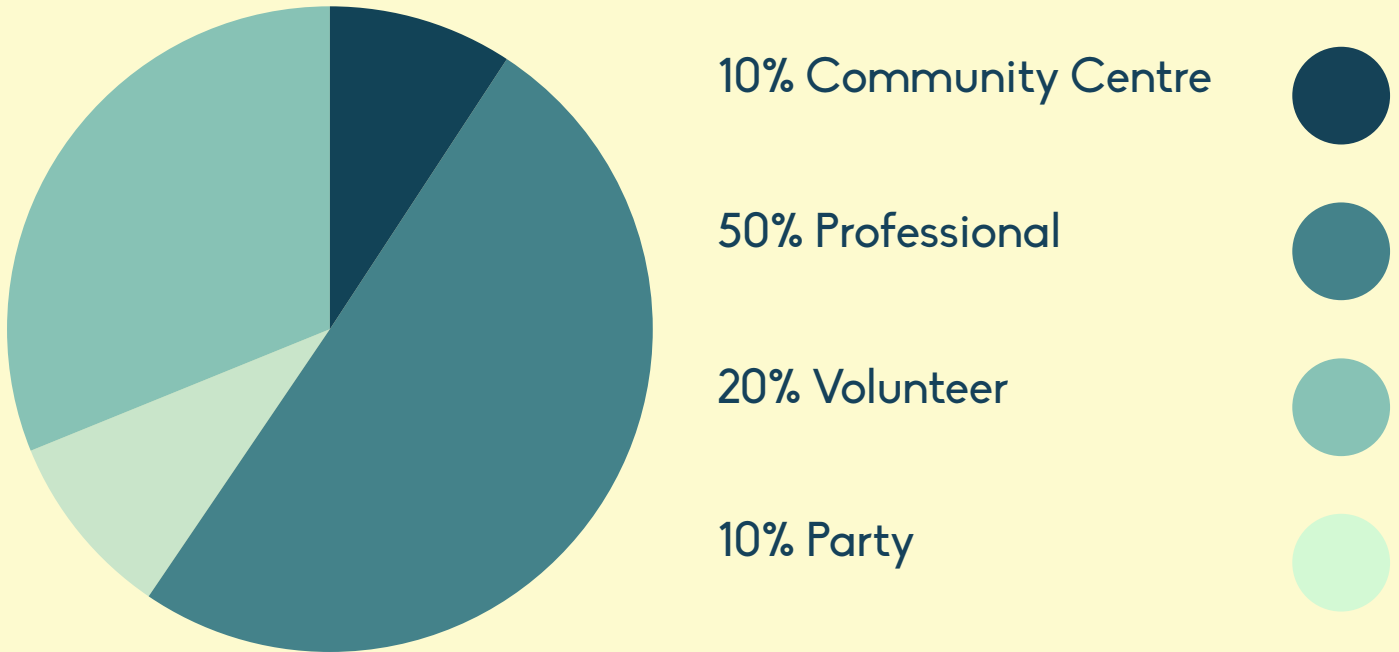
WHERE THE MONEY GOES

This page details the various revenue streams and how money paid to the community cetnre will be be invested back in the centre for the benefit of the local community.
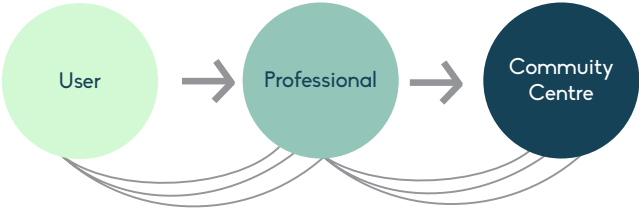
Community Centre

Commuity Centre

Low Simonside Communitu

Volunteer

Client → Volunteer → Commuity Centre

Low Simonside Communitu

Professional

User → Professional → Commuity Centre

Party

User → Commuity Centre — Low Simonside Communitu