ORRA ARTS / VISITOR-SERVICE OPERATIONS

Leave the work in good hands.

A practical handover for the team receiving a new visitor-service workflow.



AI-generated fictional venue; atmosphere only, not a photograph of an actual client site.

A useful handover makes the open work visible.

Two of six deliverables have all checks clear in this authored fixture. Escalation ownership and support coverage remain blocking items. Prepare the receiving team, resolve the gaps and then seek an explicit acceptance decision.

Prepared by Fable Bureau for Orra Arts. No real acceptance, support agreement or access grant is represented. Open the handover hub ↗

01 / READINESS IS NOT ACCEPTANCE

Keep the condition and the decision separate.

12/18
Checks clear in fixture

2/6
Deliverables with all checks clear

2
Open blocking issues

STATE	MEANING
Clear	The authored fixture marks the stated check complete.
Needs work	A known action or condition remains unresolved.
Not reviewed	No conclusion is supplied. This is neither pass nor fail.

Ready for acceptance review

Every deliverable check must be clear and every blocking issue resolved in the local rehearsal. That state still requires a real authorised acceptance decision outside this reference.

The receiving owner should understand the work, know where to find guidance and accept responsibility for unresolved follow-up. A delivered file is not by itself a completed handover.

02 / DELIVERABLE REGISTER

Give every deliverable a receiving owner.

D01 / Visitor booking workflow

A consistent route from booking request to a resolved visitor query.

Receiving owner: Visitor services lead · 3/3 checks clear

Review: Normal booking flow reviewed; Receiving owner confirmed; Booking exception rehearsed.

D02 / Venue knowledge base

A maintained answer set for routine venue and visitor questions.

Receiving owner: Front-of-house lead · 2/3 checks clear

Review: Core answers reviewed; Receiving owner confirmed; Search terms tested.

D03 / Exception runbook

An owned response when the normal visitor-service flow cannot continue.

Receiving owner: Duty manager · 1/3 checks clear

Review: Exception steps reviewed; Escalation rota confirmed; Duty handoff rehearsed.

Before acceptance, the receiving owner reviews the content, confirms ownership and tests the practical handoff. Review states are authored examples; the hub exposes each check and its local rehearsal state.

02 / DELIVERABLE REGISTER / CONTINUED

Finish the operational connections.

D04 / Reporting definitions

Shared definitions for booking, attendance and exception reporting.

Receiving owner: Operations analyst · 3/3 checks clear

Review: Metric definitions reviewed; Receiving owner confirmed; Daily reconciliation tested.

D05 / Support handoff

Clear responsibility for incidents, routine questions and future changes.

Receiving owner: Operations director · 1/3 checks clear

Review: Support scope reviewed; Coverage owner confirmed; Support contact route tested.

D06 / Staff onboarding kit

A short introduction that helps new colleagues find the right next step.

Receiving owner: People coordinator · 2/3 checks clear

Review: Learning sequence reviewed; Receiving owner confirmed; New-starter walkthrough observed.

Before acceptance, the receiving owner reviews the content, confirms ownership and tests the practical handoff. Review states are authored examples; the hub exposes each check and its local rehearsal state.

03 / CLOSE THE GAPS WITHOUT LOSING THE KNOWLEDGE

The next owner needs a clear route.

OPEN ITEM	OWNER	NEXT ACTION
I01 / Escalation rota awaiting confirmation **Blocking**	Duty manager	Confirm primary and backup roles, coverage and handoff.
I02 / Support coverage awaiting agreement **Blocking**	Operations director	Agree who receives incidents and how an urgent issue is escalated.
I03 / Search synonyms need a final pass **Non-blocking**	Front-of-house lead	Test common visitor phrases against the knowledge base.

Six practical knowledge cards

Opening routine, visitor bookings, exceptions, reporting, support and onboarding. The hub keeps these beside the deliverables and lets the receiving team find and bookmark the relevant guidance.

Confirm an actual support route, coverage and escalation owner before operational use. No response-time commitment, emergency procedure or credential is invented in this example.

The local review note records a discussion basis only. It cannot approve acceptance, close a real issue, grant access or notify a receiving team.