

I have read and understand each of the rules in this handbook and agree to abide by them, helping to create a safe environment for our volunteers and our customers. I also understand and am aware of the risks associated with working and serving at the store and will not hold West End Thrift Store responsible for accidents or injuries.

Printed Name

Legible Signature

Date



***Volunteer Handbook
January 5, 2017***

7219 W. Broad Street
Henrico, VA 23294
804 709 1621
Matt Stanton, Store Manager

January 2017

Dear West End Thrift Volunteer,

Thank you for being a part of our store family! As a part of West End Assembly of God Missions department, we value our volunteers for the assistance they offer and the friendships they make while serving together. We want you to feel fulfilled in your work and become an important and vital part of this new community outreach.

This store began in 2016 as a way to supplement the mission's budget of West End Assembly of God (WEAG) - our home church. Proceeds from store sales and donated merchandise will be used in several ways to:

-provide revenue for domestic and international project supplies

-assist WEAG supported missionaries with needed monthly support as well as special project funding

-allow some merchandise donations to be used in local ministry outreach

-help stock the clothes closet of our local school partner – Quioccasin Middle School

-further the ministry efforts of WEAG Missions

While working, remember the job you are assigned to do is equally as important as the people you are serving.

Each of us is a reflection of God and church to everyone we come into contact with. During your shift or while visiting the store, we ask you convey a positive reflection to our shoppers and your coworkers.

For the health and safety of our shoppers and volunteers, we ask you to read and adhere to the following rules and guidelines while serving with us.

Theft and Shoplifters

*Never approach or confront a shoplifter or someone you suspect might be shoplifting. **Quietly inform the manager on duty and then return to your assigned area of work.** Our security cameras and advice from our attorneys and the police will help us proceed in the best way possible.*

We've been told that talking with and making our customers aware of our vigilant presence is the best deterrent to theft. Let them see you and know you are there!

Cash or Charge? NO CHECKS!

Each shift will have a designated “Day Manager” to help make decisions, ring up sales and supervise volunteers. The day manager and his or her designated helper are the only people allowed to ring up sales or handle money.

The store manager, day managers and designated key volunteers have been trained on store policies, credit card and money handling procedures. Most volunteers will be working on the sales floor cleaning and stocking shelves, assisting customers, and taking in donations.

Thank You!

Volunteers are the lifeblood of this store and equally as important as those donating items and those making purchases. Thank you for choosing to spend your free time with us, helping us raise funds for missions outreach. We value your service and know without each one of you we would not be a success.

We appreciate your patience and input as we develop sound procedures and practices. Your suggestions are important – please share them with us!

If you don't have a church family, we'd also like to invite you to our church home on Sunday. Hopefully as you visit, you'll encounter others in the hallways and pews you have served with at West End Thrift. Come and hear about how we put the proceeds of this store to work on a daily basis.

Attire

Wear seasonally appropriate clothing (sometimes layers for the back room) and shoes. We consider this store as much of a church and a mission field as if you were at our property on Parham Road on Sunday. Do not wear tank tops, cammies, clothing with inflammatory pictures or language, ripped, torn clothing, yoga pants or short shorts. We want to project a polished, conservative retail atmosphere.

Always wear a nametag, a smile and an apron while serving. Smiles go a long way in making everyone's day a bit brighter.

hearing aids. Please bring them with you, so you can do your job effectively.

Store Hours

Donations are accepted on Thursdays, Fridays and Saturdays. Beginning on January 5, we plan on opening the following hours for business:

Sunday, Monday, Tuesday – CLOSED

Wednesday – Scheduled Pick ups only

Thursday & Friday –Open for sales– 10 am – 5:30 pm

Saturday –Open for sales - 10 am to 4pm

Our hours are going to change and expand as we acquire more volunteers and staff. By the end of January, we hope to be open these regular business hours:

Sunday and Monday – Closed

Tuesday – Friday – 10am – 5:30pm

Saturday - 10 am to 4pm

Closings-New Years, Memorial, Independence, Labor, Thanksgiving and Christmas Days.

Volunteer shifts will be 9 am–1 pm and 1 pm–6 pm. Make every effort to stay for your entire shift and arrive on time, so we have adequate coverage. Don't forget to use *Sign up Genius* to select the schedule that works best for you. Early shift workers will prepare the store for opening and afternoon shift will stay after closing to straighten up.

Store Policies

No smoking, alcoholic beverages/drugs or weapons are allowed while at the store or on the premises. No profanity is acceptable.

Keep racial and political comments and jokes to yourself.

No ear buds or headphones.

No cell phone calls or texting while on the sales floor. If you must use your phone, please go to the volunteer room or the loading dock.

Never assume you will be working in “your favorite area of the store.”

No one person “owns” a particular section of the store. Multiple volunteers will be serving in the same area and should share tasks and be willing to engage others – *especially new volunteers.*

volunteer treat all of our customers, policies and each other in a consistent manner. Please don't take advantage of your longevity with the store to give favors to friends or each other. Do unto all others as you would have them do unto you!

Your Break Room & Restroom

Food and drinks are limited to the designated break area next to the manager's office. Breaks should be scheduled with management for adequate floor coverage.

The door to the break room should be kept closed and the television turned off when no one is inside. The designate back staff restroom is for our volunteers & employees.

Clean up behind yourselves - we don't have a maintenance staff. Watch your conversation in the break room- the walls and door are thin!

Always visit and read the **Volunteer Info Board** in the break room, before checking in with the manager on duty for your current job assignment.

Misplaced Parents & Children

Children can become separated from their parents. Never take a child to a closed room, but direct them to the checkout station/cash wrap at the center of the store for an announcement until the parent is found.

In the event a parent loses their child, immediately post a staff person at each exit until the child is found.

We do love children, but ask you to make arrangements for child-care during your scheduled shift. Volunteers must be 16 years old to work alone or at least 12 to work with an accompanying parent or guardian.

We Can't Sell That!

We reserve the right to refuse to take or sell certain items. Here is a list of items we never sell:

Mattresses and Box Springs
Large Appliances, Office Furniture
Computers, Printers, E Readers, Tablets, Laptops, VHS Tapes
Large Entertainment Centers, Wardrobes, or China Cabinets

Old format Televisions, Exercise Equipment, File Cabinets
Donations that carry a smoke, musty, animal or dirty smell
Donations that are not GENTLY used

We do take DVD's, Books, Games, CDs & Movies, *but not if they have graphic covers, explicit language or ratings of M, R or X*

Check the **Info Board** for an additional "no sell" list each day. Because of overstock and seasonal sales, we might take specific items (like Christmas Trees) at one time of the year and not take them at others.

Items that are dropped off or discovered while unpacking that fall into the above categories go into the Goodwill bins or on the designated shelf in the back room.

Fellowship Time

We hope you will enjoy the time you spend at West End Thrift. While visiting with friends, family members, customers and other volunteers, remember you are here to do a job. Be aware of customer traffic flow while you are working.

Safety

Personal lockers are provided in the break room. Bring your own lock and please remove it when you leave at the end of your shift.

Anytime you feel there is any type of safety issue, please notify Matt Stanton or the day manager immediately. This could be as simple as a tripping hazard or as serious as a fire or medical emergency.

In the event of a robbery or assault – never confront the perpetrator. Give them whatever cash or merchandise they want. **Your safety is more important to us than any tangible goods at the store.** Once the threat is over – immediately contact Matt Stanton, your day manager or Cindy Johnson at 804 405 9083, if they are not available.

The Manager

The buck stops with the Day Managers or Store Manager, Matt Stanton.

Being a manager requires a variety of skills for the person wearing a lot of different hats! Please recognize the challenges attached to this responsibility and don't add to their stress. You may not always understand the reasoning behind decisions or store rules, but each manager answers to the Mission Department staff and the thrift store advisory board of WEAG.

Please do bring your positive suggestions, about how we can be more efficient and better servants in the community, to Matt. We value your input.

Please refer all questions about the WEAG missions program to the store manager, or they may call the WEAG Mission Department at 774 4315 and ask for Cindy Johnson.

Parking

Always park at the rear of the store accessed off of Willard Road and enter the door to the left of the loading dock. Keep your car locked while working. We aren't responsible for items left in your vehicle that could be stolen. If you are shopping and it's not your day to volunteer, please park in the rear of the building, also.

Donations

Did you give the lovely gold and orange, hand painted vase from the 1940's or the patchwork jacket with the ruffles at the collar? Guess what - someone did and they might be working next to you! PLEASE don't make negative or what you consider funny comments on any donations!

Donation forms (that we give to donors on pick ups or at our loading dock) must have a hand written date and the initials of the person giving out the form next to the date, in order to be valid. This helps prevent fraud.

Culture and Stereotypes

Americans are loud, take charge and think jeans are appropriate attire for almost every occasion. At least that's how much of the rest of the world perceives us! Do you think of certain nationalities as having specific characteristics?

truly believe that haggling over a price is the only way to shop. It's what they would do, if they were in their previous home country or possibly in another thrift store that does allow "price negotiations".

Don't get caught up in arguments with our guests, but do let them know a posted price means the item they want is sold "as is" and is the final price. Refer the more determined customers to the day manager.

Merchandise

Volunteers are not allowed to price items they are purchasing.

We have several merchandisers that create displays and carefully consider the best use of floor and wall space. They can, and frequently will come behind you and alter a display (even if you think it's perfect!) Please don't be offended – they're just doing their job assignment.

We do not accept consigned items for sale – only donations.

We don't make deals or haggle. Our goal is to make money for missions!

All donations and their use are at the discretion of the ***WEAG Mission Department and West End Thrift.***

Don't use your position to look for items to purchase and then sell on e-bay or other sites. *If you see an item that you believe is worth significantly more than it is priced (i.e. a rare antique or collectible), please point this out to the day manager so that he can determine if a price adjustment is necessary.*

Many items are uniformly priced and posted on signage throughout the store. (For instance, most of the books, media, clothing, accessories and wearable merchandise on the 1st floor have uniform prices.) If you find, or a customer brings to you, an item that should have a individual price tag on it and does not, it must go to the back room for a store merchandiser to price when they come in for their shift later in the week. **Unmarked items will not be available for purchase that day.** We hope this policy prevents customers from removing tags hoping for a better deal.

One of your primary roles at West End Thrift is to keep the store

retail store. (It is fine to answer a customer's questions; however, it is not appropriate to be a "personal shopper" and/or look for other sizes or items for the customer.)

Building relationships with our customers is important. Be also mindful of balancing the work to be done with time spent getting to know them.

Staffing Our Store

Please sign in for every shift and check the **Volunteer Info Board** for daily updates and any announcements.

Sign in and out every time you serve. This helps us track the number of accumulated hours it takes to run our store and ensures we have adequate coverage.

We value your time and will schedule volunteers in a way that works for you, and the store. **We count on each volunteer to be at the store on time for a designated shift. Please call the main store number at 804 709 1621 if you can't come in for your shift.** When possible, please give us 24-48 hours to cover your time slot so we aren't operating at a disadvantage. Of course, we understand emergencies arise for each of us, but we do count on every volunteer to operate West End Thrift each day in a positive and professional way. You do matter!

Volunteers should serve no more than 3 shifts a week and never more than 5 hours at a time. Day Managers may serve longer.

All volunteers must fill out the appropriate paperwork before serving. They will then be contacted by the store manager.

Volunteers receive a 20% discount for any purchase *on the day they work*. The discount does not apply if they are not working and can't be used or saved for an alternate day.

Small items purchased must be taken with you at the time of purchase and all payments should be made at the end of your shift.

Large items must be paid for at the end of your shift and picked up within closing of the 2nd business day of the purchase or it will then be available for resale without a refund. Please bring the appropriate vehicle and manpower to load your purchase.

To sign up for a shift, email missions@weag.org for the most current link to our **Sign Up Genius** account or if you do not have a computer, call the store at 709 1621.