

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.

I also give my consent allowing my photo or any video taken while serving at the store to be used for social media posts representing West End Thrift Store or West End Assembly of God.

Printed Name

Legible Signature

Date



***Volunteer Handbook
January 2021
Covid Days***

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

January 2021

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 all of the enclosed rules and guidelines while serving with us.

Covid-19 Response

We ask all volunteers to follow the guidelines below:

-If you have a fever, cough or are not feeling well, please call the store at 804-709-1621 and let us know as soon as possible that you won't be coming into volunteer. We would rather you err on the side of caution! Please inform us if you test positive for Covid if you have worked a shift within two weeks of your test.

-If you travel to a high-risk area or out of the country, please talk with Jill or Matt before signing up for your shift.

--Wear your own mask into the store during the entirety of your shift. You will get breaks to step outside and take off your mask as often as needed, and hand sanitizer will be available in the back and break room for your use.

-We ask all volunteers to practice social distancing in the store. Be constantly mindful of those around you and move as needed. We understand our natural inclination to be close to one another, but please keep 6 feet of distance between you and others as much as possible! This includes co-workers and customers.

-Wash and sanitize your hands often and keep your hands away from your face.

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!

Merchandise

Volunteers are not allowed to price items or ring up at the register any items they are purchasing.

Jill is responsible for merchandising the store and from time to time will ask for your help. As items sell, displays need to be rearranged and other items moved that you might have placed 5 minutes before. Please don't be offended – we are trying to keep the store looking its best at all times. Do not alter displays in big ways without first talking with Matt or Jill. They would love to hear your ideas!

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 you believe is worth significantly more than it is priced (i.e. a rare antique or collectible), please point this out to the managers so they can determine if a price adjustment is necessary. High end items should have a special price tag. **Only designated volunteers should price items.***

Many items on the upper floor are uniformly priced and posted on signage throughout the store. (For instance, most of the books, media, clothing, accessories and wearable merchandise.) If you find, or a customer brings to you, an item that should have an 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 organized, tidy and attractive, not to provide one-on-one assistance that is customary in a 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 and other volunteers is important. Be also mindful of balancing the work to be done with time spent getting to know them.

Attire

Wear seasonally appropriate clothing (sometimes layers for the back room) and comfortable shoes. The floors are very hard so be prepared. 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 😊

Our dress code asks you to dress modestly and take into account the work you may be doing. Ladies, please pay particular attention to clothing that gaps open when you lean over. You never know what you will be doing when you come in, so come prepared.

Please do not wear low cut tops, cammies, clothing with inflammatory pictures or language, ripped, torn clothing, yoga/workout pants or short shorts. Shorts should be close to knee length for men and women. Even though we are working in a thrift store we want to project a polished, conservative retail atmosphere.

Always wear a nametag, a smile and your mask while serving. Smiles go a long way in making everyone's day a bit brighter. They used to be our primary means of communicating but now it's our eyes! Our customers are reading our faces all day long. Be sure they are seeing Christ on your face and hear Him in the words you speak/actions you take.

If you are blessed with perfect vision and hearing, we are thrilled. If you are like many of us, you've learned to appreciate your glasses and hearing aids. Please bring them with you, so you can do your job effectively.

Cash or Charge? NO CHECKS!

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 continue to deal with a normal that changes daily due to Covid. We are trying to keep everyone safe and need your help to accomplish that. Help us by always wearing your mask, when you are in the building, keeping 6 ft distance and washing your hands frequently.

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.

Store Hours

Sunday, Monday, Tuesday – CLOSED

Wednesday - Friday –Open for sales– 12 noon – 4:00 pm

Saturday –Open for sales - 10 am to 3pm

Donations are accepted on Wednesday- Friday 11-3 and Saturday 10-1

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

Volunteer shifts have been shortened to two hours due to Covid. Make every effort to stay for your entire shift and arrive on time, so we have adequate coverage and can begin our day in prayer together. If you are on the schedule, we are counting on you! 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 continue sorting, stocking and organizing.

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.

Webster's Dictionary defines the word consistent as *holding to the same principle or practice*. It's very important that each staff member and 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 – not on the sales floor. Breaks should be scheduled with management for adequate floor coverage.

We are now taking breaks out behind the store - not in the breakroom, since it is an enclosed space that is shared by all. Lunches and breaks can be taken on the back loading dock, your car, the steps, or the back work desk.

Clean up behind yourself - we don't have a maintenance staff.

Always visit and read the ***Volunteer Info Board*** in the back 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. A disruptive child left to play in the toy section independently, should be escorted to the parent.

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 do not sell:

Mattresses and Box Springs
Large Appliances, Office Furniture, Exercise Equipment
Computers, Printers, E Readers, Tablets, Laptops, VHS Tapes
Large Entertainment Centers, Wardrobes, or China Cabinets
Televisions, Large File Cabinets
Donations that carry a smoke, musty, animal or dirty smell
Donations that are not GENTLY used or covered with pet hair

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 enjoy the time you spend at West End Thrift. While visiting with friends, family, customers and other volunteers, remember you are here to do a job. Be aware of customer traffic flow while you are working and of the testimony your conversation is to all who are within earshot. Save personal matters for more private times and areas. Remember your 6 foot distancing!

The people we serve/work with are a diverse group. Please be sensitive to the boundaries of others and treat each customer with care and consideration. Our world today is easily offended. Err on the side of caution when speaking to anyone. Please do not initiate any physical contact especially between the opposite sex. Our folks love hugs but let them be the initiator. People perception of our words and deeds can vary greatly depending on the filter through which they are seen.

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, Jill 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.

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.

The Manager

The buck stops with the Store Manager, Matt Stanton or Jill Harrison. 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 bring your positive suggestions, about how we can be more efficient and better servants in the community, to Matt or Jill. We value your input.

Please refer all questions about the WEAG mission program to Matt or Jill or call the WEAG Mission Department at 774 4315 and ask for Cindy Johnson.

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?

Please don't stereotype our customers, but do be aware that others from countries outside of the United States and even some within our borders truly believe haggling over prices 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 that a posted price means the item they want is sold "as is" and is the final price. Explain we assign what we consider to be a fair price to each item and are trying to raise money for missions. Refer the more determined customers to the day manager.

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.

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

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

We don't make deals or haggle.

Staffing Our Store

Please sign in for every shift on Sign up Genius and check the **Volunteer Info Board** for daily updates and announcements.

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 and delete your name from Sign Up Genius.** 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 smoothly operate West End Thrift each day in a positive and professional way. You do matter! We try very hard to be sensitive to your time constrictions while at the same time trying to run a professional business.

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. Prospective volunteers will be contacted by the store manager for follow-up.

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.