

VOLUNTEER

GUIDELINES

IMMACOLATA MANOR THRIFT SHOP

**931 Brown Street
Liberty, MO 64068**

Dated: _____
January, 2011

WELCOME -- WELCOME

ALL VOLUNTEERS OF IMMACOLATA MANOR THRIFT SHOP

THANK YOU for your interest in volunteering for the Immacolata Manor Thrift Shop.

We know your time is valuable and we are grateful you have chosen to spend time helping us with our Shop. The financial benefit made possible by the net proceeds of the Shop is vitally important to the residents (now "ladies" and "gentlemen") of Immacolata Manor, and it is our volunteers who help make this benefit possible.

Our volunteer discount program will give you an opportunity to enjoy many items available for purchase. (see attachment No. 1)

Volunteering at Manor Thrift Shop is **F U N** because you never know what you will see coming in as donations. **F U N**, too, because our volunteers are some of the nicest people in the world and the interaction is very special. Several of our volunteers have been a part of the "crew" for many years. An example is Pauline Davis who started volunteering at the opening of the Shop and continues to this day as a valuable volunteer, some twenty-five years later.

We hope these Guidelines will give you insight in the operation of the Shop, what is expected of you as a volunteer, and other issues important to the **SUCCESS OF IMMACOLATA MANOR THRIFT SHOP.**

ABOUT THE THRIFT SHOP

The Immacolata Manor Thrift Shop was founded in November, 1982 and organized as a 501c3 not-for-profit agency exclusively for charitable purposes and, specifically, for the making of distributions to Immacolata Manor, Inc., a 501c3 organization.

MISSION - The mission of the IMTS is to operate a thrift shop in Liberty, Missouri, the net proceeds of which shall be used for the benefit of the individuals receiving services through Immacolata Manor, Inc.

BOARD OF DIRECTORS - The Corporation is governed by a Board of Directors and, among their duties, is the supervision of a paid manager in matters of the operation of the Corporation. Corporate officers are President, Vice-President, Secretary, and Treasurer. Board membership includes IMTS volunteers, community members and Immacolata representation.

GENERAL INFORMATION

- Shop hours: Monday, Tuesday, Wednesday, Friday and Saturday - 10 a.m. to 5 p.m. Thursday - 10 a.m to 8 p.m.

- Volunteers will never be asked to work in the Shop alone. There must be, at least, two (2) people working in the Shop at all times.

- **HOLIDAY SCHEDULE** - The Shop will be closed the following days:

January 1 - New Year's Day
Last Monday in May - Memorial Day
July 4th - Independence Day
First Monday in September - Labor Day
Close early Wednesday before Thanksgiving
Thanksgiving Day (Thursday)
Close early December 24th - Christmas Eve
December 25th - Christmas Day

INCLEMENT WEATHER POLICY

- The Shop will remain open if two (2) or more volunteers/ employees are in the Shop.
- Freezing rain and/or ice, the Shop will be closed.
- If freezing rain starts during open hours, the Shop may close early for the safety of our volunteers and employees.

WE WILL NOT BE FOLLOWING THE LIBERTY SCHOOL DISTRICT POLICY, and with that being stated, your safety is of our utmost concern and we do not want you coming in if you feel unsure about the weather. Please call the Shop to let us know you are not coming in, so we will not worry about you traveling, and we will see you on your next time in.

VOLUNTEER RIGHTS

Unlike paid staff, volunteers are not covered by benefits or workplace agreements. Volunteers, however, do have rights, some of which are enshrined in legislation and some of which are the moral obligations of an organization involving volunteers. The following list is the basis of your rights as a volunteer. As a volunteer you have the right:

- To work in a healthy and safe environment
- To be interviewed and work in accordance with equal opportunity and anti-discrimination guidelines.
- To be adequately covered by Workmen's Compensation Insurance.
- To be given accurate and truthful information about the organization for which you are working.

- To be given a copy of Volunteer Guidelines and any other policy that affects your work.
- To have a job description and agreed working hours.
- To have access to a grievance procedure (See attachment No. 2)
- To be provided with an orientation to the organization.
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act.
- To be provided with sufficient training to do your job

CHECKLIST FOR VOLUNTEERS

Check that:

- The organization is a not-for-profit.
- The purpose of the organization matches your own values and beliefs.
- The organization carries Workmen's Compensation Insurance.
- Your role is clear and specific.
- The organization can provide you with written information about its purpose and activities
- You are satisfied that the funds of the organization

are expended in accordance with its mission.

VOLUNTEER RESPONSIBILITIES

- **Sign a Volunteer Agreement**
- **Wear proper attire which includes closed-toe shoes, preferably with rubber soles, pants or knee length shorts**
- **Sign in and out on Volunteer sign-in sheet**
- **Perform assigned duties**
- **Complete any and all training specific to your job**
- **Adhere to all policies and procedures set forth by the IMTS Board or Shop Manager**

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VOLUNTEER REMINDERS

- **Respect other volunteers , staff and customers**
- **Do not tell another volunteer what to do**
- **Attend additional training classes**
- **The IMTS has a zero tolerance policy regarding alcohol, drugs, threat of violence, physical altercations of any kind, and shoplifting (see attachment No.3)**

VOLUNTEER BENEFITS

- **Be a part of a fun, dedicated team of volunteers**
- **Flexible, creative volunteer positions**
- **Surrounded by affordable, unique items**
- **Volunteer discount (see attachment No. 1)**

CUSTOMER SERVICE GUIDELINES

- 1. Treat the customer the same way you would like to be treated.** Provide the customer with the same level of service you would expect if the roles were reversed.
- 2. Anticipate and accommodate your customer's needs.** A nation-wide study asked people what they wanted most as a customer. Approximately 70% indicated that they wanted their needs and desires met prior to having to ask.
- 3. Make the customer feel at home.** Make your customer feel at home by being courteous and allowing them to feel comfortable and appreciated for doing business with Manor Thrift Shop.
- 4. Allow the customer to get the best value for their money.** Customers look for two things - the quality of the product and the quality of the service.
- 5. Act to solve any and all complaints and problems to the customer's satisfaction.** It is not the fact that the customer has experienced a complaint, but the way the complaint was handled that will determine if they will return or not. Handle each complaint in a courteous and professional manner and to their satisfaction.
- 6. Always be willing to do a little extra.** Go that extra mile to satisfy a customer by always providing excellent service at all times.
- 7. Always smile, be friendly and courteous, and make eye contact when speaking to the customer.** This shows the customer you care about their needs and are glad they are doing business with Manor Thrift Shop. By providing these services to the customers, they will be more likely to do business with you again.
- 8. Never argue with the customer. Remember -** The customer may not always be right, but the customer will always be the customer. There may be times when the customer is wrong about a certain situation. It is important that you never tell them that they are wrong, but to apologize for their inconvenience and assure them that you will do everything in your power to accommodate them. Again, it is the approach that is important - more than the actual incident itself.
- 9. Listen and handle all customer problems in a professional manner.** Listen with not only your ears but also with your eyes. Make good eye contact so that they are assured that you are listening and care to solve their problems.
- 10. If you cannot assist a customer, direct them to someone who can.** Never leave a customer unattended. If you do not know where something is, find out.

VOLUNTEER JOB DESCRIPTIONS

Thrift Shop Cashier

Assist in the merchandising and sale of items donated to the Thrift Shop. Should be a team player but also enjoy volunteering independently. Excellent customer service skills.

Duties:

- Operate electronic cash register and credit card equipment
- Bag merchandise
- Act as liaison between customers and all Thrift Shop Departments.
- Answer telephone and assist with customer and donor inquiries.
- Maintain clean, safe cashier station.
- Other duties as requested.

Supervision:

- Direct supervision by Thrift Shop Manager

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Thrift Shop Pricing Specialist

Assist in the merchandising and sale of items donated to the Thrift Shop. Should be a team player but also enjoy volunteering independently. Excellent customer service skills.

Duties:

- Assess quality and price items for sale.
- Restock items as needed
- Set aside special items for lead volunteer or Shop Manager
- Adhere to pricing procedures and use appropriate supplies.
- Maintain and expand knowledge of competitive pricing
- Clean station at end of volunteer shift
- Other duties as required

Supervision: Direct supervision by lead volunteer/Shop Manager

Thrift Shop Display Staging

Assist in the merchandise presentation of items donated to the Thrift Shop. Provide customer service through positive interaction with customers. Volunteer should be a team player but also enjoy volunteering independently. Able to lift and carry heavy objects helpful but not required. Excellent customer service skills.

Duties:

- Transfer items from processing center to Thrift Shop floor
- Creatively display merchandise to provide a pleasant shopping environment and promote Thrift Shop sales.
- Be aware of merchandise stocking levels in all departments
- Keep aisles clear of merchandise.
- Other duties as requested.

Supervision: Direct supervision by lead volunteer/Shop Manager

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Thrift Shop Merchandise Sorter

Assist in the merchandising and sale of items donated to the Thrift Shop. Volunteer should be a team player but also should enjoy volunteering independently. Should be able to lift and carry heavy objects. Excellent customer skills are a must.

Duties:

- Receive and acknowledge incoming donations.
- Evaluate items and separate saleable items by category.
- Dispose of non-saleable items, as instructed
- Remain informed of current Shop inventory levels
- Act as a liaison between donors and Thrift Shop
- Keep aisles clear of merchandise and other items
- Maintain a clean and organized sorting station
- Other duties as requested

Supervision: Direct supervision by lead volunteer/Shop Manager

Thrift Shop Lead Volunteers

Lead volunteers will be selected by the Shop Manager and will be under the direction of Shop Manager. There shall be a lead volunteer for each time period the Shop is open. Should be a team player and willing to provide guidance to other volunteers.

Duties:

- Should be familiar with all operations of the Shop work room.
- Able to provide guidance to other volunteers in the processes of customer service, receiving donations, sorting, pricing, rack or shelf placements and problems that arise.
- Provide training to volunteers or community service workers prior to assignment of duties on the floor.
- Meet periodically with Shop Manager to discuss operations of Shop and to consider any changes or discuss any problems that may arise.
- Other duties as required.

Supervision: Direct supervision by Shop Manager

LIST OF ATTACHMENTS

No. 1 - Volunteer Purchasing Guidelines

No. 2 - Complaint and Grievance Procedure

No. 3 - Shoplifting

VOLUNTEER PURCHASING GUIDELINES

Purchases made by volunteers are eligible for a volunteer discount, as set forth below:

- 1. A discount for volunteers is earned by volunteer working twelve (12) hours in a thirty (30) day period; or on an approved regular schedule.**
- 2. Approved volunteers are eligible for a 50% discount on any item priced \$10.00 or less, regardless of tag color. Any item over \$10.00 is eligible for a discount at the same time the discount is available to the public. (This is a privilege, not a right. Please do not abuse this benefit.)**
- 3. No discount is allowed on sale items. Discount applies only to regular full priced items. Minimum price for anything is \$.25.**
- 4. Discount also applies for personal/household members only. Friends, neighbors, non-relatives and other charities do not qualify for this discount.**
- 5. Because of discount , no special pricing is allowed in the back room.**
- 6. Volunteers may not buy items for resale. (e.g. E-Bay, Amazon. Com, garage sale, consignment)**
- 7. All items to be purchased must be paid to Cashier on duty.**
- 8. End of cycle items not sold on the floor and items deemed unsuitable for resale are available to volunteers and community Service worker for purchase @\$.25 per item. NO FREEBIES.**

9. Regular volunteers may take items home to try on and if unsatisfactory, return to Shop. All items removed from the Shop must be entered on shop records by the Manager, lead volunteer, or cashier on duty at the time.
10. All merchandise must be paid for within thirty(30) days, or must be returned in good condition. There will be no exceptions. When the merchandise has been either paid for or returned, the transaction must be completed on Shop records and initialed by the Manager, lead volunteer or cashier on duty.
11. All incoming items must be appropriately processed and volunteers are not to remove unprocessed items, including clothing, from the sorting area, unless working under the direction of the Manager or lead volunteer on duty.. All volunteer purchases must be priced before presenting to cashier and paid for at least thirty (30) minutes prior to closing.

THANK YOU FOR ALL YOUR HARD WORK - PLEASE ENJOY YOUR DISCOUNT !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

COMPLIANT AND GRIEVANCE PROCEDURE

Immacolata Manor Thrift Shop is governed by a volunteer board. The Board has a manager hired to oversee day to day operations of the Shop. Below you will find a process to follow if you have concerns regarding the Shop, the Manager or Board members.

- If you have a concern or question regarding shop operations, please consult the lead volunteer on duty or the Manager.
- The Manager and lead volunteer will work together to resolve concerns. They must have accurate information and facts to resolve concerns.
- The Manager may contact a board member for guidance or advice.
- If the daily lead volunteer or the Manager is unable to provide a solution to the concern; then they, or you, may contact a volunteer board member to address the concern to the full board and, there again, accurate information and facts are a must.

The Thrift Shop Board Members always have an open door policy for you; however, we believe that the Manager and lead volunteers should have the opportunity to resolve the concerns and provide you with the leadership that the Board has entrusted to them.

SHOPLIFTING

- Unfortunately, shoplifting is inevitable. It may be kids on a dare or a person with a compulsion. Either way an occasional item will go out the door without being paid for.

- You are not to put yourself in harm's way to stop a shoplifter from taking items that were donated at no cost to us.

- This is where the importance of greeting comes. Not only are we a friendly bunch, we want people to know we are aware of them. If someone is checking out and you see they have one of the Shop's items but are not presenting it for payment, you may say something like "will that be all today" - are you still deciding about that purse?" If you see someone running out the door and you know they have something, simply let them go. In no way try to grab them or go after them.

Things you can do include:

Watch for people wearing loose fitting or baggy clothes inappropriate for the weather or people who are carrying large bags, umbrellas, strollers, newspapers or other items that can conceal merchandise.

Watch the eyes of your customers. If someone is making direct eye contact, they either need your assistance or they are considering shoplifting. Either way - that person should be addressed with "is there something I can help you with?"

Be familiar with Shop prices to prevent price swapping.

Know which items are on sale and which are not.

Examine boxes, purses, suitcases, and other containers at check out to look for "stowaways".