

Andrews Spouses' Club Thrift Shop

VOLUNTEER GUIDELINES

1. Volunteers

A. General

- 1) Anyone with a valid DoD/Military ID card can volunteer at the TS.
- 2) All Volunteers must fill out a Volunteer Form to be kept on file.
- 3) Please notify the Manager when you are unable to come in or will be late.
- 4) Check with the Manager for the daily goals for the day.
- 5) Must wear a name badge when volunteering.
- 6) Please do not try to persuade customers to purchase your consignments.
- 7) Please put away all pricing guns and materials in the proper place when finished.
- 8) Do not remove pricing guns and working materials from the TS.
- 9) The TS may provide coffee and sodas. Please try not to be wasteful. No open containers outside of the break room.
- 10) The break room is for your enjoyment. Everyone should strive to keep it neat and clean.
- 11) Always wear your smile.

B. Youth Volunteers

- 1) Volunteers ages 13 – 17 may volunteer at the discretion of the Manager.
- 2) The parent is required to communicate with the Manager prior to the minor's shift.
- 3) No one under age 18 is permitted inside the register/jewelry case square.

C. Job Descriptions

1) Volunteers Working the Consignment Counter

- a. Consignments are taken from 10:00 a.m. until 11:45 a.m. Numbers will not be given out after 11:45 a.m.
- b. Only one account permitted per family. Customers can consign 20 items per day, of which only five can be in any one category.
- c. Customers with PCS or Retirement orders may double (40) the number of consigned items no more than 45 day prior to PCS. Only 10 items may be clothing. Forwarding addresses need to be entered in the Liberty system.
- d. The TS may refuse an item that does not meet shop standards. All items must be in working order, clean, ironed, free of tears, stains, etc. If an item is rejected, the item is marked "REJECTED" on the consignors contract and the consignor must initial the rejection. If the item is rejected after the customer has left, it will be marked

“REJECTED” and placed in the rejection bin under the consignment counter. The customer can pick it up before the other items on that contract expire. In either rejection, the Manager puts away the item and lists its rejection in the computer.

- e. Customers are called by numbers. Ask for consignment number (last 4 digits of sponsor’s social security number or last name). Update information if necessary. Review their items for acceptance or rejection. Each item must be priced at \$2 or more and in increments of \$.25 thereafter. Make sure that all information is legible and complete. Any changes must be initialed by the customer. Collect the \$1 consignment fee. Give new consignment sheet for next consignment.
- f. Each item on the contract is numbered and assigned by the Liberty software system. There should be a description of the article, size, color and a price. Each item should have an identifying sticker placed on it with the customer’s 4 digit account number and the item number.
- g. Write the expiration date on the customer’s contract. The expiration date is the date that the items become TS property. Inform the customer that if they would like to withdraw items, the items need to be picked up before, not on, the expiration date.
- h. The expiration date for that day is always posted.
- i. Volunteers can advise a customer who may have questions concerning pricing.
- j. At the time of consigning, one copy of the contract is given to the consignor free. Requests for additional copies of the same contract will cost \$.10 per page.
- k. Customers are required to hang their items using TS hangers. The consignment worker is responsible for making sure that all clothing is hung properly on the correct hanger.
- l. After taking the consignment, the customer’s 4 digit account number should be written on dry-erase cards and clipped with hanging items.

2) Volunteers Withdrawing Items

- a. Volunteers doing withdrawals must be designated and trained by the Manager.
- b. Customers are required to find their own unexpired items and bring them to the consignment/withdrawal counter.
- c. Remove all price tags and calculate the withdrawal fee which is 6% of the original price of each item, with a minimum of \$.30 cents per item.
- d. Enter all withdrawals in the withdrawal/reduction book. The customer must initial each entry.
- e. Place withdrawal fees in the register.

3) Volunteers Doing Price Reductions

- a. Volunteers doing price reductions must be designated and trained by the Manager.
- b. Items originally priced \$10 or higher may be reduced, but must be reduced by at least \$5.

- c. Customers are required to find their own items and bring them to the consignment/withdrawal counter.
- d. The price of an item can be reduced only once during the contract period.
- e. Reduction prices are entered into the withdrawal/reduction book and the customer must initial each entry.
- f. Change the price on the ticket and initial it.

4) Volunteers Doing Data Entry and Typing

- a. Must be trained using the Liberty System by the Manager, Assistant Manager or anyone designated by the Manager.
- b. Items need to be entered under consignor's contract number and each item should be identified.
- c. If the "Miscellaneous" category is used, identify the item in the description area.

5) Volunteers Tagging and Working the Tagging Table

- a. Supplies needed for tagging are located in the designated area.
- b. All consigned items will be tagged with the price tags printed from the Liberty system. A different colored tag will be used for each month. Each tag will have the following information printed on it:
 - Customer's 4-digit account number and item number
 - A brief description of the item in the center and prominent part of the tag
 - The date and price of the item
- c. Price tags should be attached to the item with the matching sticker using the 4-digit account number and item number as the guide
- d. If any questions, please ask to see the original consignment contract.
- e. Only one tag per item, no matter how many parts it has.
- f. If using tape or stapling price tags to an item, please place it on the middle portion of the price tag leaving the longest portion for cashiers to scan and rip off. When possible use the secure ties or tagging guns to place price tags on items.
- g. Using the tag gun, attach the tag to garments where the hole will not show; preferably in a seam.
 - Sleeveless garments – under the left armhole
 - Shirts and jackets – on the cuff of the left sleeve
 - Short sleeve shirts or dresses – on the left sleeve seam
 - Curtains, drapes, bedspreads, etc. – on a corner
 - Pants – on the left side of waist band (hang flat)

- h. The sticker with the customer's account number will be used to help identify items.
- i. Please replenish any tagging supplies after volunteering.

6) Volunteers Working on the Floor

- a. Place items in designated areas. Look for signs.
- b. Maintain shelves and all displays.
- c. Assist in pulling outdated merchandise.

7) Volunteers Working in the Donation Room

- a. Bring items in daily from the outside donation area.
 - b. Sort items and dispose of all unacceptable items.
 - c. Using the tagging gun, attach the tag to garments using only the "red ties" where the hole from the tag tie will not show, preferably in a seam.
 - Sleeveless garments – under the left armhole
 - Shirts and jackets – on the cuff of the left sleeve
 - Short sleeve shirts or dresses – on the left sleeve seam
 - Curtains, drapes, bedspreads, etc. – on a corner
 - Pants – on the left side of waist band (hang flat)
 - d. All donations are put out as soon as possible except Holiday items. Holiday items are held in labeled bins on the shelving unit until needed.
 - e. Throw away all trash before leaving for the day.
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- Please remember to type your contract and tag your items before 9:55 a.m. or after 11:45 p.m.
 - Please return green shopping carts to area next to the printer-being careful not to hit the printer
 - No **consigned** items can be held overnight
 - Purchase all items on t Thursdays-including from donation room-shelves will be cleaned out on Thursdays at the end of the day
 - Please help each other type and tag your contracts-employees can only help if they are completely free which is very rarely.
 - You can get one print out of all your items in the computer only ONCE (1) per week
 - Thanks for all you do to help us continue serving the Andrews community!

Andrews Spouses' Club Thrift Shop Dress Code

Volunteers and employees are a direct reflection of the Thrift Shop and the Andrews Spouses' Club. Therefore, the following dress code has been established to provide a professional, safe and positive environment for employees/volunteers and clients.

- The following are established dress code rules but are not limited to these rules only. The thrift shop manager will have discretion to address issues as they see fit.
 - In the event that an employee or volunteer is directly approached about a dress code violation it will be conducted in a private, professional manner and will be done with confidentiality by current management and is not to be discussed with other employees/volunteers.
1. It is expected that employees/volunteers will wear clean and neat clothing. Clothing will be soil free, no rips, tears or holes visible to the naked eye will be tolerated.
 2. Undergarments worn by Male or Females should not be visible at any time while bending, lifting, sitting or standing.
 3. No spaghetti straps or tank tops will be allowed to be worn by Males or Females.
 4. Shorts must be knee length. Capri's may be worn.
 5. No bare mid drift is allowed.
 6. No flip flops. Closed toe shoes are recommended. Employees/volunteers may discuss with management on a case by case evaluation.