

## CASHIER TEAM – VOLUNTEER INSTRUCTIONS

Friday 7:30 pm – 9:00 pm  
Saturday, 9:00 am – 2:30 pm

**Please:** Check in with the Cashier Manager when you arrive for your shift **and** sign-in on the Sign-In/Sign-Out sheet so that your volunteer hours are correctly recorded.

**The Cashier Team is responsible for the accurate collection tabulation of sales tags and the accurate collection of monies as payment for items. Cashiers should be friendly and pleasant to all shoppers.**

### Friday

7:00 – 7:30 pm      Consignor & Volunteer Pre-Shop / AUMC Staff, Cashier Co-Manager and Sale Co-Chairs act as Cashiers  
7:30 – 9:00          Cashier Shift

### Saturday

8:45 am              Volunteers for the 9:00am start arrive.  
9-12:00 pm          Sale Open to the Public  
12:00 – 12:15       1/2 Price Sale for Consignors and Volunteers ONLY / Cashiers MAY shop during this time  
12:15 – 1:00 pm     1/2 Sale Open to the Public  
1:00 – 2:30 pm      \$5 Bag Sale and Clean-Up

All cashiers are invited to participate in the 1/2 price sale. Do NOT leave your cash box unattended. If you are going to shop the 1/2 price sale, give your cash box to one of the Cashier Co-Managers, Sale Co-Chairs or Cherrie Welch for safekeeping.

### Contents of Cashier Box

- Abbreviated cashier instructions
- Box (small): sold tags
- Box (small): safety pin box
- Box (med): transaction box
- Calculator
- Extra tags
- Half-price chart
- Hand sanitizer
- Ink pens, blue & black
- Red pens/markers
- Scissors
- SOLD slips
- Stapler/staples
- Tacky Fingers
- Tape

### Cashier Instructions

Cashier work in two-person teams. Both volunteers greet customer when they approach the cashier table.

### Shopper Claim Tickets

Personal Items: When they entered the Sale, shoppers were asked to leave their diaper bags, backpacks, extra-large purses and strollers behind. They were given 1/2 of a two-part claim ticket. When they pay for their items the shopper will tell you they have an item(s) to claim. Give the ticket(s)

to one of the Cashier Co-Managers; they will take the ticket and find the item(s) and will take the item to the other side of the Sale exit. The Cashier Manager will give the claim ticket back to the shopper. When the shopper exits the sale they can retrieve their item(s) from a Security Team Volunteer who will make a final check that the claim ticket(s) the shopper has match the claim ticket(s) on the items.

Pre-Paid Items: Shoppers also pre-pay for large items they want but can't carry around the sales floor. Those items are stored in the same area as shopper's personal items. Shoppers will give the cashier their half of their claim ticket. Give the ticket to one of the Cashier Co-Managers. They will take the ticket and find the item and will take it to the other side of the Sale exit. A Cashier Manager will give the claim ticket back to the shopper. Pre-Paid items already have a SOLD ticket attached to them. When the shopper exits the sale they can retrieve their pre-paid item(s) from a Security Team Volunteer who will make a final check that the claim ticket(s) the shopper has match the claim ticket(s) on the items.

### **Cashier Team Member 1:**

#### **1. Remove hangers from all clothing and place them in the designated boxes.**

- Children's hangers will be saved for consignors to pick up at the conclusion of the sale. We will attempt to recycle and repurpose adult and wire type hangers, if any.
- If a customer changes their mind and does not want an item, a Cashier Manager will return it to the Sales floor.

#### **2. Gently remove all sales tags from all merchandise.**

- Attempt to remove all safety pins and tape from all items.
- Place safety pin and sales tags in the separate boxes provided for each.
- Be careful not to rip the tag, especially over the price or consignor number.
- Use scissors for items tagged with a tagging gun.

#### **3. Check customer and under the cashier table for additional sales items.**

- To prevent theft, NO diaper bags, backpacks, extra-large purses or strollers are allowed in the sale.
- If customers have a diaper bag, backpack, extra-large purse or stroller or any other thing hanging from their shoulder IT MUST BE PAID FOR.
- Prepaid items must already have a SOLD slip affixed as proof of purchase or they need to be paid for at this time by the customer.

**4. Verify that the item count and the tag count are the same.**

- Check that each item has a tag.
- Double-check that each tag has an item.
- **If an item DOES NOT have a tag**, the Cashier Manager or a Sale Co-Chair determines a fair price and makes a LOST tag.

Tag Instructions	Example Tag
Make box for consignor #: Leave it BLANK until item is paired with consignor.	
Describe item: Brand, color, gender, size, # of pieces, <u>details</u>	Girl 3T 2-Piece Outfit Pink Old Navy jumper and leggings with "I Love It" on front
Price Item: Cashier manager determines fair price.	\$2.00

**Cashier Team Member 2:**

**5. Add up the prices of each tag and provide a total to the customer.**

- Double check the total by recounting. Use the calculator and write the total on scrap paper to keep track of the first total in order to verify that it matches the second total.

**6. Complete monetary transaction.**

- Verify amount received from customer.
- Use calculator and scrap paper to keep track of the amount received minus the sales total to determine the necessary change. Double check change given.
- Cashier managers check large bills with a counterfeit pen.
- Checks are only accepted from parents of students enrolled in ELP or WPS or from members of the Church. Maribeth Day or Cherrie Welch will determine.

**7. Bag all items.**

- Attach a SOLD tag on each bag and on all larger, unbagged items.
- The security team will question any item not labeled and will send shoppers back to retrieve a label.

**8. SMILE and thank each customer as they leave the sale!**

- Ask shoppers to sign up at the Information Desk to receive email notification of future Sales.



### During Half-Price Portion of Sale



**1. Pay special attention to colored tags marked with an X.**

White Tag = Sell at 1/2 Price

Colored Tag = Sell at 1/2 Price IF AND ONLY IF there is not a red X on the tag. Sales Tags without an X are sold at 1/2 price.

X = Do NOT Sell at 1/2 price. Tags with an X are sold at full price, even during 1/2 price sale.

**2. Reference the half-price chart at each register.**

**Cross off the original price with a red slash.**

**Write the new price in its place using a red pen/marker.**

Check that each tag is priced correctly prior to completing transaction.

#### COLORED TAGS

Do Not Sell At 1/2 Price:

3548
Girl Size 7
Green corduroy pants
\$10.00 <b>X</b>

Sell @ 1/2 Price:

3548
Girl 2T
Pink Gymboree Sweater
\$7.50

3548
Girl 2T
Pink Gymboree Sweater
<del>\$7.50</del>
\$3.75

#### WHITE TAGS

Do Not Sell At 1/2 Price:

422
Boy Size 6
Short sleeve t-shirt "Rock Star"
\$4.00 <b>X</b>

Sell @ 1/2 Price:

422
Boy Size 6
Blue fleece jacket
<del>\$12.50</del>
\$6.25