

## SALES FLOOR VOLUNTEER INSTRUCTIONS

**Sale Day – Saturday, 9:00 am – 1:00 pm**

**Please:** When you arrive at AUMC for your volunteer please sign-in on the sign-in/sign-out sheet for your team. At the end of your shift, please sign out. You must sign in **and** out for your volunteer hours to be correctly recorded. Consignors will only be given credit for the hours logged on the sign-in/sign-out sheets.

The Sales Floor Team is responsible for helping every Consignor sell the most items sell at the full price they have set for the item. The team accomplishes this by helping shoppers find what they are looking for, keeping the sales are neat and being a visible presence on the sales floor.

### Sales Floor Essentials

- **Smile and be friendly.**
- Do not stand in one place (unless specifically instructed).
- Walk around the sales floor assisting shoppers: answer questions, help find items, etc.
- Continually keep merchandise neat and organized.
- Return items to the correct clothing rack or table if it is found in the wrong place.
- As items on top of the tables sell, please move items from the floor onto the tables, spreading things out so they get the most visibility.
- Direct customers to the cashiers.
- If you find a sales tag on the floor, attempt to find the item where it belongs or give it to the Sales Floor Manager.
- If you see anything suspicious (people removing tags, putting things under their coats, etc.) it is always OK to walk up to the shopper, meet their eyes and say, “May I help you?” This will let them know we aware of them, which should discourage theft. If you are uncomfortable, tell the Sales Floor Manager, the Security Team Manager or a Consignment Sale Manager.

### Pre-Paid Merchandise

If a shopper wants a large item (high chair, crib, etc.), they may pay for these items prior to checking out with the rest of their items.

The customer must purchase the item immediately. The Sales Floor Volunteer directs the shopper to a cashier station set up with the large items at the back of the Atrium. Once the item has been paid for, the Sales Floor Volunteer can help transfer the item to the Sold Items location at the other end of the Atrium (where the coffee machine and café tables are).

## **Holding Items for Shoppers**

We will hold an item long enough for a customer to retrieve money to pay but CANNOT hold items in excess of 15 minutes in all fairness to other customers.

## **Half-Price Instructions**

During the Sale customers are not permitted to “hoard” items. If you see a customer with a large pile of items they are going through, give them 10 minutes before approaching them and letting them know that they have to make a decision soon so we can begin placing items back on the floor for other shoppers to purchase.

You will find this happening throughout the day and particularly as 12:00pm approaches. Experienced shoppers are trying to keep the items off the floor until 12:00 so that they can then return at 12:15 and buy them for ½ price. This is Not Acceptable. It means our Consignors are not getting their full price for their items.

The Sales Floor Team should look for this type of behavior and let shoppers know we can only allow them to sort/review their potential purchases for a few more minutes AND that unless there is NOT a LARGE X on the ticket, the item will NOT BE ½ ANYWAY. Customers often forget this fact.

All customers must be out of the room and in line to pay before 12:00. After paying, customers may line up to reenter the 1/2 price sale at 12:15.

At 12:00, our volunteers shop the half-price sale before it reopens to the general public. Even if they are scheduled to work during this time, ALL volunteers can shop the 1/2 price sale. Members of the Consignment Sale Committee and the Consignment Sale Co-Chairs will act as cashiers for volunteers shopping at this time.

## **Duties At End of Sales Day**

As items are sold, Sales Floor Volunteers consolidate merchandise on tables and collapse empty tables then move them to the side of the Sales Area.

To prepare for Consignor Pick-Up between 1:00-2:00 pm., Sales Floor Volunteers begin separating every clothing rack into two sides around 12:00:

- 1 side for white sale tags -- items to be sold at ½ price and donated if unsold, and
- 1 side for colored tags – items to be picked up by consignor after the sale.

Further separate colored tags by consignor number to assist Consignors retrieving their unsold merchandise.

Sales Floor Volunteers will also separate items on tables:

- 1 side for white tags + 1 side for colored tags, or
- 1 table with all white tags, and
- 1 table with all colored tags.

Further separate colored tags by consignor number to assist Consignors retrieving their unsold merchandise.

At 1:00pm Consignors arrive to retrieve their unsold merchandise. Before you leave, please take a few minutes and help them locate their items on the sales floor. Our goal is to have the unsold items out of the room by 2:00 pm to allow for the \$5 bag sale. No Consignor wants their merchandise sold by the bag full for only \$5.00!

**TREAT EVERY ITEM AS IF IT WERE YOUR OWN.**

**TREAT EVERY RESPONSIBILITY ABOVE AS THOUGH  
IT AFFECTED YOUR ITEMS.**