

# Pass It On Sales

## General Worker Guidelines and Orientation

**Please arrive 10-15 minutes before the start of your first shift so we can show you around the building and get you oriented to your position.** This is especially important if you are on the first shift of the day. We all need to get in and get situated before the drop off or sale begins. It is also important on other shifts because some shifts do not overlap and we need fast transitions. People may need to leave right when their shift ends and we need the next crew ready to take over.

**Check in at the start of each shift and sign in.** During Drop Offs, the sign-in clipboard will be at the check-in table. During the sale, Wendi will greet you near the door. Everyone needs to sign in and out on every shift. The only way you'll get credit for working is if we can see your name filled in.

**Every volunteer must wear a name tag.** Find your name in the box and put it on a lanyard. This helps identify you as someone who can help our shoppers. The PIO All Star Team will wear pink polo shirts with their names on them and some will carry radios to communicate with each other and Kim. All volunteers should wear an apron. They have the PIO logo and pockets for carrying pens or whatever supplies you may need during your shift (especially helpful for the large items Hold workers).

**You must work your full 4 hour shift.** If you arrive late or leave too early and do not finish a shift, you won't receive monetary benefits like extra percent of sales. If you do arrive late, please plan to stay a little longer to make up for lost time.

**Upon check in you will be assigned a job duty (you should already know it) and a Team Lead.** Work with that person and follow their directions. They report to Kim. Feel free to come to Kim directly with conflict issues and I will resolve the issue or find you a new job.

**We will have a break room/area for workers to stow personal belongings.** Do not hide items you wish to purchase in there! You should not be shopping during your shift, but if you happen to come across something you would like to buy, put it in the Hold Area with your name and identify yourself as a worker on that shift. Remember to purchase those items at the end of your shift as anything left in the Hold Area overnight will be put back out on the sales floor the next morning.

**We provide snacks and drinks for all workers.** But we hope you're not there just for the free food! Use your judgment on when to take a break, tell your Team Lead if you are taking a long break. Please plan meals around your shifts unless you are working 2 back to back shifts, then we will work with you and let you know when is a good time to take a meal break. We will have a fridge where you can put your lunch or dinner and a microwave if you want to heat up anything. We do provide meals for our Team members and Inspectors who are working 2 back to back shifts. (Those who work 9-5 will get lunch; those who work 1-9 will get dinner. We try to stagger so not everyone eats at the same time and leaves the floor empty, but we also don't want anyone eating alone.)

**Please be kind and courteous to everyone you interact with while at Pass It On.** This includes other volunteers, Team Leads, and vendors, but especially the customers who are there to buy things. We want their experience to be positive. Maybe they'll consign next time and when they see how much fun you're having they might like to volunteer too! You never know who is there for the first time and first impressions are huge. We want them to come back AND to tell their friends good things about PIO! Please do not talk about other consignment sales or stores to PIO shoppers, neither good nor bad.

The number of workers scheduled on each sale shift is based on past predicted crowd levels. It may happen at any time that we seem to have too many or too few workers. If you feel you need something to do, please ask your Team Lead where you'd be most useful. There are always odd jobs to be done!

**Please sign OUT when leaving your shift and turn in your name tag, lanyard, and apron.**

Smile and have fun! Your help is appreciated and we hope you have a good time!

# Worker Jobs and Expectations

## Setup and Teardown Crew

These are labor intensive jobs. Be prepared to work. It involves lifting, building, and using power tools. There may not be instructions for how to build certain things like racks, shelves, or cubes. If you are not sure how to assemble something, ask Kim or Geoff, we know all of our equipment and can usually remember how things go together or make a call when certain tools are needed.

- Unload trucks and/or trailers
- Carry equipment to where it will be assembled
- Set up everything according to layout map
- Build clothing racks
- Unfold and set up tables
- Assemble counters
- Assemble various types of shelving units
- Assemble shoe racks and Hollywood video racks
- Attach grid wall to ends of clothing racks or create triangles or other displays
- Setup portable clothing racks (a few are tricky)
- Hang Banners for categories
- Put category signs in holders on tables
- Put sets of clothes sizing rings on all rolling racks to be used at drop off
- Set up boxes for shoes to go into (they don't go on racks until Tuesday)
- Wipe/clean all bars and clothing racks
- Mount signs on wall near checkout and other places
- Tape out lines on floor where large items should line up

Teardown is sort of the opposite of Setup. We disassemble the racks, shelves, etc. and put everything back into storage. Take down banners and roll them up. Gather all signage, clothing rings, and various supplies and put them into bins. Ideally we'll organize the bins before they go onto the truck. Please handle all equipment gently as we would like it to last through as many sales as possible. There are a few tricks to efficiently loading the trailer; Kim can help you get started. The general goal is to get it all to fit together as tightly as possible (like a puzzle) without damaging anything. It might be that we make several trips with the trailer and unload at our house or a storage unit and return to the sale for more. There is also the added job of cleaning the space at the end.

## Merchandising

The most important part of working on the floor is interacting with customers. Be helpful. Be friendly. Smile a lot and ask everyone how they're doing or if they need help finding anything. Familiarize yourself with the sales floor layout (you will probably end up doing this as you shop the Presale!) so you can direct people where to go when they are looking for something. The more you talk to people and they know you are watching them, the less likely they are to attempt to switch tags or pull a tag off or hide an item in their bag or under their child in a stroller.

During Drop Offs, we may ask a few Runners to assist with Merchandising. At the beginning of your shift, let us know if this is something you would like to do. Here's what you would do:

- Create displays for categorized items (make things look pretty!)
- May require creative display solutions
  - Find a 4-arm clothes rack and hang slings/carriers on pants hangers
  - Dedicate an area for play gyms (or whatever we have a lot of)
  - Use milk crates or CD racks to separate books by category
  - Get another rack to display hanging diaper bags, must be accessible
  - Hang things on the ends of racks with signs (doorway jumpers)
- Make temporary signs if needed (keep a list, we'll print these later)
- Use boxes, bins, or baskets and create subcategories as needed (Barbie, Leap Pads, etc.)
- Keep similar things in same area, separate by putting things in bins
- Ask for whatever you think you need, we have supplies

During the sale we will have many people merchandising areas of the sales floor. We would like to assign you to one particular area or category, so speak up if you have a preference. The areas are clothes (girl, boy, maternity), shoes, toys, books & games, home goods, and other (feeding, bathing, diapering, nursing, etc.). You would work just one area during your shift and help the customers who come into that area.

Here's what Merchandisers do:

- Manage the products (on tables/racks, combine products as they thin out, etc.) to stay organized because shoppers rearrange, things fall on floor, kids open packages
- Constantly scan the items in your area for any that have lost their tags
- Always first try to match the item to a lost tag, otherwise add to the box in the Hold Area
- Pick up clothes that have fallen; rehang if tag is attached or add to box if no tag
- Constantly monitor clothes to make sure sex and size are in right spot
- Spread clothing out if one size is thinned out but another is tight, it's OK to move the size markers along the bars!
- Smile, be friendly, help customers find things, figure out how things work, or try things out, advise them on what product works best (if you know)
- Help people carry larger items or full bags to the checkout or to put on Hold
- Keep an eye on suspicious looking customers (asking if they need anything is the best way to deter them from doing anything sneaky, they won't try if they know you're watching!)
- Report immediately anyone trying to steal anything or swap tags
- Work together to get things done, Team Leads will give directions
- Update incoming Team Leads on what has been done, what's in progress

## **Organizer/Runner (12 on each Drop off shift)**

We call this position a Runner because you end up doing a LOT of running! Or at least you'll do a lot of walking. The idea is to take the items that the Inspectors deem acceptable and put them on the sales floor next to other similar items. We have racks for clothes and shoes, tables for toys, and a lot of floor space for larger items. When you check in, you should get to know the layout unless you are helping with unloading the consignors' cars.

- Learn the layout of the sales floor and become familiar with all signs and areas
- Some will work only with clothing items, so get to know how sizes go up and down the racks
- When an inspector has a full rack of clothes, take their rack and swap it out with an empty one
- Some will work only with non-clothes, which are kept in boxes, marked by category
- Grab a box that is full, take it to where it goes, and sort the items into that category
- Work with the other Runners to keep things organized
- Ask the Merchandising Manager if you have any questions about where something should be placed, they will help you find it or take the item from you so you can keep moving
- Be careful to hang clothes in the right area, it's harder to correct this later and a bad section could cause a whole batch of clothes to not get shopped or sold
- One or two runners will assist consignors in getting items out of their cars
- We may need someone working in the parking lot, directing people to the right place to check in and helping them unload their car
- We do have clothing racks on wheels and flat carts to help with getting things inside
- Consignors who have large items like cribs or furniture will be directed to unload at the side door where there is a rolling garage type door, but you can get them started with an inspector for the rest of their items
- If there is any time where we seem to have too many workers, you may be asked to stuff goody bags during your shift, it's not the most fun job so we'll try to rotate workers every 30 minutes

## Hold Area Monitor

There are actually 2 areas shoppers may put items on hold, 1 is an actual area where they can bring bags and larger things, the other is actually on the sales floor. The really large items stay on the sales floor. We use security tags so the purchasing shopper just takes the bottom half of the claim ticket with them and the item remains on the floor. They need to show the claim ticket and sales receipt in order to take home that item.

- Those managing the Hold Area for smaller items and full bags will fill out a ticket and give half to the customer so they can claim their bag or items later
- On tag, write customer's name, cell phone #, and the time they put it on hold
- We hold things for about 1 hour and then put items back on the floor, so check the bags and items periodically to see how long they have been sitting there on hold
- If it's been more than 1 hour, you might want to call the shopper and remind them you still have their stuff
- If the shopper wants to keep shopping, just add another hour to their tag
- Make sure things get put back on floor, some items are hot sellers in demand and would lose out if sitting in hold too long
- Hold Area people also manage lost tags and items that have lost their tags
- Try to pair them up as the Merchandisers bring you things
- Reattach tags for items being returned to sales floor
- If this area is not busy, you can aid the merchandisers by putting back any items people do not pick up or decide they do not want and leave in your area
- Usually the merchandisers will take those items and put them out for you
- One Monitor needs to stay with table at all times, if you are the only one assigned to that area during your shift and you need to leave, make sure a Team Lead steps in while you are gone

Working the floor requires a lot of walking and helping customers. If you are pregnant or prefer the sitting job, please let us know upon checking in for your shift. We like to have 2 people in the smaller items Hold Area during busier times and 6 on the sales floor. During slower times there might only be 1 person managing the desk area and 2 or 3 on the floor.

- Floor workers should wear an apron and carry many pens, tape, stapler, zip ties, and spare tags
- Help customers put items on hold, answer questions if they have any, sell that stuff!
- Have shopper remove the bottom half of the security tag (the part with the bar code) and write their name and phone # on the upper half
- Make sure you write the date and time they put it on hold, so if they don't pick it up by the end of the day, we can make a new tag so someone else can buy it
- When shoppers return with their receipt, match it up to their item and help them put it in their car (they may drive up to the rolling door)

## Greeter

You are the first contact many people have with Pass It On in person! Be friendly and smile a lot! You should familiarize yourself with the sales floor so you can answer any questions people will have about where things are or how to put items on hold or checkout.

The Greeter position is actually 4 different jobs, so you may be asked to do any of the following jobs:

### 1. Door Greeter

- Stand by the front door and greet the shoppers with a smile as they arrive
- OK to do with a baby attached in a sling or other carrier, but do not leave door unattended if you need to take a break
- Learn where everything is so you can direct shoppers to what they want or to another person
- Know types of payment we accept, what time we close, etc.
- Tag strollers and other items as they enter, basically if it's an item we might sell, it needs a tag (these are the colored wristbands that were misprinted)
- Check large bags or purses if larger than the sample box by attaching a ticket to the bag and giving the shopper the other half, and let them know they can pick it up in the Hold Area when they are ready to check out.
- Pass out IKEA shopping bags
- Pass out Passport cards and encourage them to visit the vendors
- Keep an eye on suspicious looking customers
- Report immediately if you see anyone trying to steal anything

### 2. Exit Greeter

- Make sure shoppers go from the register out the door and stop anyone who tries to go back to the sales floor, ask them to put their items in their car first or hold their bags for them if they want to run back to look at something or shop more
- Check receipts of those on the way out the door and make a pink mark on receipt, you're mainly looking for how many items they have and making sure they did purchase any large items they are carrying out with them, if you're not sure, grab Geoff the head cashier
- Hand each exiting shopper a goody bag until they are gone

### 3. Line Control

- Stand at the front of the checkout line and talk to the shoppers as they approach
- Watch the checkout registers and know when someone is about to end a transaction
- Direct the next shopper to the next available register
- If we have a cash only lane, ask the shoppers in line if they are paying with cash or credit and direct the cash people to the cash line
- It's OK to have a shopper stand at a register for a few seconds while the cashier finishes up with their customer
- It would be OK to load more than 1 lane too, maybe even all the lanes
- While they wait, ask the shoppers if they filled out the card to enter the drawing and collect the drawing cards
- Ask shoppers if they are signed up on our mailing list, if not, have them sign up right there

### 4. Dressing Room Attendant

NEW job! This location has a great area for dressing rooms! We will allow people to go in and try clothes on, but we need someone to monitor how many items they take in with them and that they come out with the same number they went in with. You will do this either with a notebook by writing down their name and a number or by handing them a number to take with them.

## Bagger

We like to have 1 personal bagger per cashier. You will need to develop a good system of working with your cashier. Ask them how to count the items and where to stand. Some cashiers like to have you count the items in sets of 10, others count as they go. Try to do what they like. You are only there for 4 hours, but they are usually there all day long and some of them all 5 days.

- Make sure you have all supplies you could need: clear table, box/bin for hangers, bags for sale items, cup for pins, pen, scissors, rubber bands, Goody Bags (unless there is an Exit Greeter handing those out at the exit door)
- Stand on the outside of the counter as the shopper approaches
- If there is no line control person, you might wave your flag or announce that you can help the next shopper in line
- If shopper has a stroller or baby carrier, make sure they also have a security tag (which every shopper who brings in an item we may have for sale will be given at the door), even if there is a baby in it! We don't want to lose a stroller just because someone decided to pull off the tag and put their kid inside. If there is no tag and no security tag, alert Geoff the head cashier.
- Look inside their stroller and make sure you unload any items they are storing, even underneath
- Remove all tags and stack them up near the cashier
- Make sure all items have tags and note sets as you go
- The cashier will scan each tag and pass the item across the counter
- Count each item as you put it in a bag, or count sets of 10 if your cashier likes to stop after each set of 10, just make sure you end up with the SAME number of items as the cashier has rung up
- During busy times (especially Presale) let shoppers keep their hangers, but during slower times remove all hangers (or any time if don't if shoppers say they don't want them)
- Count all items before you begin bagging to make sure you have the same # of tags as you have items
- Choose the right size bag for the amount of items you have (we have different sizes) and put everything into a bag, let customer carry large items or push anything on wheels
- Put 1 Goody Bag into each shopper's bag until we run out and tell people what it is and what's inside (mention any FREE coupons so they'll be sure to look inside!)
- Hand the shopper their bags and wave the next shopper over!
- During slower times, clean up your area; find new empty bin for hangers, bind hangers into sets of 10 with rubber bands, return IKEA bags to Greeter, make sure you have enough bags, Goody Bags, rubber bands, etc.