



A faith-based volunteer-driven organization impacting lives through its nonprofit thrift shop

Volunteer Handbook

AUGUST 2019

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Welcome

Welcome and Thank You for volunteering at The Closet. We hope we can make this a great experience for you. Our volunteers reduce our operating expenses and maximize our ability to support local charities and provide scholarships to deserving high school recipients.

Volunteers are an integral and valuable part of The Closet. If you value The Closet's role in the community and have a heartfelt willingness to meet the needs of The Closet, you are welcome volunteer. By sharing your time and talent, you will contribute to the success of our nonprofit thrift shop. The Closet is a faith-based organization and its volunteers come from all faiths and indeed all walks of life in the community. Volunteers, management, and staff work together as a team, in a respectful and considerate manner, to support the mission of The Closet. This is the key to a successful organization and aligns with the standards of our faith-based member congregations.

Mission Statement

The Closet of the Greater Herndon Area, Inc., is a faith-based volunteer-driven organization impacting lives through its nonprofit thrift shop.

List of Board of Directors, Chairpersons, Staff

Executive Committee Members

President: Gene Wiley

Vice President: Betsy Rock

Treasurer: Andrea Collette

Secretary: Holly Hartge

Finance Officer: Stephen Canner

Officer at Large: Beth Hitchings

Officer at Large: William DuBois

Advisory Committee Chairpersons

Facilities Committee: Samuel Harahan

Finance Committee: Stephen Canner

Employment Compensation Benefits Committee: Laura Greenspan

Publicity Committee: Roberta Pense

Real Property Advisory Committee: William DuBois

Social Concerns Committee: Roberta Pense

Space Utilization Committee: Betsy Rock

Strategic/Long-Range Planning Committee: Stephen Canner

Volunteer Relations Committee: Holly Hartge

Staff

Store Manager: Patricia (Pat) Rhoads

Assistant Store Manager: Diem Tran

Assistant Store Manager: Lien Nguyen

Tips for a Successful Volunteer Experience

First time you volunteer: Management will provide a Volunteer Application to complete. Management or an experienced volunteer will assist you in filling out basic sign-in information that will include an emergency contact. This person will also give you a tour of the facility and introduce you to the Store Manager and Staff.

Promptness and log-in: At the beginning of every shift, please log in and put on a green apron and name tag. Put personal items in the designated volunteer locker.

Shoes: Wearing closed-toe shoes is recommended.

Appearance: Must dress professionally, no short shorts, low-cut tops or low rider pants.

Assignments: Ask the Store Manager for an assignment. The Store Manager will try to accommodate you if you have a specific request. Volunteers work under the general direction and guidance of the Store Manager.

Customer service: Provide good customer service to all with courtesy, a positive attitude, and a smile.

Price adjustments requested: Refer customer requests for price adjustments to the Store Manager. If the Store Manager is absent, refer to the Assistant Store Manager. The store policy is: “No returns, No refunds, No store credit” unless approved by the Store Manager.

Safety first: Ask for help from staff to move heavy baskets or to reach items on the shelves. Only staff can climb on a ladder or step stool. Ask staff for assistance when removing items from the window displays.

First aid: No matter how insignificant the matter may appear to be, alert the Store Manager, as in most cases, a report has to be filed. Basic first aid supplies are located in white bins across from the jewelry intake area in the back room and in the kitchen area on the shelves.

Exit locations: Locate exits in case of emergency. When possible, the people working in the back half of the building will exit by way of the back doors and the people working in the front half of the store will exit the front door. After the people have vacated the building, they shall meet in the far end of the back parking lot until it is safe to return inside the building.

Unusual behavior: If a volunteer observes unusual behavior such as tag removal or a customer hiding items, alert the Store Manager.

Store Guidelines and Policies

- ✓ Volunteers should not direct employees
- ✓ Volunteers shop before and after their shifts.
- ✓ Items placed on the customer hold shelves will be returned to the sales floor at the end of each day. The Store Manager must approve exceptions.
- ✓ If a volunteer wishes to purchase an item that has not been priced, they must wait until the item has been priced.
- ✓ Generally, a customer cannot purchase an unpriced item that is in the store. Store policy is “No tag, no sale”. Return the item to the appropriate pricing area for repricing. The Store Manager must approve exceptions.
- ✓ Volunteers must be at least of middle school to work unsupervised; younger volunteers must be accompanied by a parent or guardian.

Thank you for volunteering at The Closet. Please go to website for more information about The Closet, subscribe to our monthly newsletter through our website, and like us on Facebook.

Website: <http://www.theclosetofgreaterherndon.org>

Facebook: <https://www.facebook.com/TheClosetofGreaterHerndonArea>

Volunteer Assignments

- **Front checkout area:** Wrap and bag purchases and retrieve matching shoes.
- **Jewelry counter:** Help customers select jewelry and other items in the glass cabinets, put in paper bag with customer's name to be retrieved when customer checks out. Items from the locked cases are held at the jewelry area until the customer checks out.
- **Dressing room attendant:** Count and track items incoming and outgoing to be sure they have price tags. The Store Policy is: "No Tag No Sale." Three (3) items are allowed in the dressing room at one time. Return items to sales floor in down times.
- **Sales floor/merchandisers:** Greet customers, answer questions.
 - ✓ Place priced items from bins in the middle room onto sale floor.
 - ✓ Return priced items missing a sales tag to appropriate area for pricing.
 - ✓ Pick up items/hangers that have fallen onto the floor
 - ✓ Straighten items on sale floor to maintain a professional appearance.
 - ✓ If necessary, gently remind parents of toy area rules, as posted in toy area, and keep area free of potential tripping hazards.
 - ✓ Monitor back door exit.
- **Merchandise on display/windows:** If customer wants to purchase items, clothes, or shoes from the store window/shelves, ask an employee to retrieve the item.

- **Pricers:** The Store Manager has ultimate authority for deciding how any article or category of merchandise should be priced. Only the Store Manager has the authority to review and/or change previous pricing decisions.
- **Clothing processing:** Train with Assistant Store Managers on how to sort and price clothing
- **Hard goods processing:** Volunteers will train with an experienced pricer.
- **Electronics processing:** Volunteers will train with an experienced pricer.

Volunteers are requested to commit to at least a three-hour shift. Shorter shifts are possible.

Programs and Campaigns

Northwest Credit Union Membership

Volunteer Thank You Luncheon

Toy and Everything Christmas Sales at First Baptist Church

Spring/Summer Changeover Sale

Fall/Winter Changeover Sale