



The Acorn Resale Shop Volunteer Guidelines

Thank you for becoming a part of The Acorn Resale Shop team! You are what makes our store successful. We are so grateful for the part you play.

Volunteers...

- are the front line of our mission
- time and creativity make The Acorn Resale Shop successful
- receive 20% discount on items purchased on days that they work (not combined with other sales offers)
- are asked to complete an initial volunteer information form which will be kept on file
- will be trained by a manager—given a tour, presented with any materials needed
- are welcome to offer suggestions and ideas to make The Acorn Resale Shop a better place

Guidelines:

The Acorn Resale Shop is a business. We must run the store as effectively and efficiently as possible to show our customers that we respect them enough to do our best to serve them. We must make our store a place that has an appealing appearance; we must keep it clean and not allow it to look cluttered or disorganized. It is not a garage sale or a rummage sale.

We are in the business of using our gifts to honor God and to benefit children. In addition, we are eliminating waste by recycling usable items. Our prices are reasonable. Our merchandise should be displayed in an organized, orderly way. It is the responsibility of all volunteers to help keep it this way.

A few requests:

1. If you are scheduled to work, especially cashiers, please be on time. If you cannot fill your shift, please notify the scheduled manager and do your best to find a substitute. Please arrive 15-20 minutes prior to your scheduled time if possible so you can get oriented for the day.
2. Prayer/devotions will occur each day approximately 15 minutes prior to opening. Please join us if you are able.

3. Dress: clean and well-kempt clothing. Please no ripped or stained clothing. Blue jeans are fine if they are in good condition. If you are scheduled to be working in the back room, your “less-than-best” dress is fine.
4. Please wear a nametag.
5. Promote Camp Roger and our mission.
6. Promote The Acorn Resale Shop and our mission: “You donate—Kids Find Life Outdoors”
7. Please do not chew gum if you are working with customers.
8. Please fill out a volunteer form.
9. No smoking or drinking on the premises.
10. Do not come to the store after drinking alcohol.
11. Do not use foul language.
12. Treat customers and fellow volunteers with respect and patience.
13. Communicate with the managers—suggestions, ideas, complaints, issues, etc.
14. You will receive 20% discount on any merchandise purchased on the day you work (not to be combined with other sales)
15. Coffee and snacks will be available in the break room. You are welcome to bring your own snacks, beverages, lunch. There is a refrigerator available in the break room
16. Breaks are not scheduled. Take a break when you need one. Cashiers should make sure that someone covers for you.