



## 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.

**Camp Roger's Mission:** Encountering and celebrating God's love for His children through relationships and experiences in creation.

**The Acorn Resale Shop's Mission:** You Donate – Kids Find Life Outdoors. Camp Roger uses proceeds from the sale of donated goods at The Acorn Resale Shop to provide resources that make camp accessible to more kids and students. Camp Roger can then open the door for more children to participate in camp and outdoor education programs by establishing more affordable entry fees, providing free bus transportation to day camp, and more.

Volunteers...

- are the front line of our mission
- provide time and creativity to make The Acorn Resale Shop successful
- are welcome to offer suggestions and ideas to managers so that The Acorn Resale Shop is 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. **Beginning of Shift:** If you are scheduled to work, especially cashiers, please be on time. If you cannot fill your shift, please notify the scheduled manager.

- a) Arrive on time. If you are scheduled at 9 am, arrive a few minutes early so you can orient yourself for the day.
  - b) Park in the north parking lot.
  - c) Use the employee entrance on the west side of the building.
  - d) Coats and purses should be put in the break room.
  - e) Put on an apron and name tag.
2. Prayer will occur each day approximately 15 minutes prior to opening. We would love for you to join us if you are able.
  3. Wear clothing that is free from rips and stains. Blue jeans are fine if they are in good condition.
  4. Promote Camp Roger, The Acorn Resale Shop, and our mission, “You Donate – Kids Find Life Outdoors.”
  5. No smoking or drinking on the premises.
  6. Do not come to the store after drinking alcohol.
  7. Always use language that reflects kindness.
  8. Treat customers and fellow volunteers with respect, patience, and friendliness.
  9. Communicate with the managers—suggestions, ideas, complaints, issues, etc. Do not change displays or the organization of the store without first talking over your ideas with a manager.
  10. You will receive 20% discount on any merchandise purchased **on the day you work**. If there is an unpriced item that you would like to purchase, ask a manager to price it for you.
  11. 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.
  12. Breaks are not scheduled. Take a break when you need one. Cashiers should make sure that someone covers for you.
  13. It is helpful for our scheduling purposes, if volunteers sign up to work their shift a week in advance using the link at [AcornResale.org/volunteer](https://AcornResale.org/volunteer).
  14. **End of Shift:**
    - a) Put pricing guns in trays.
    - b) Sweep your area.
    - c) Clear off your workspace.
    - d) Store any priced and/or unpriced items.
    - e) Tie your apron strings together and place used apron in laundry basket. Save your apron only if you are returning to help more than one time within the week.
    - f) Put your nametag back on the board.
    - g) Clear out the cubby you used for the day since we all need to share the space.

**Cashier:** If you are interested in becoming a cashier, talk to a manager. There are additional requirements and instructions for this position.