

Person in Charge

- Make sure all members are there to do their jobs
- Arrange for breaks; reassign staff as needed
- Assure sufficient check-out lanes; open other stations as needed
- Answer questions; trouble-shoot as needed
- Church Emergency Numbers: during the day, Susie Pearson at 351-7160; after hours numbers vary and will be posted at the sale
- Be familiar with sale policies & procedures
- Open/close door at advertised times
- On last day of sale, at 3:45 pm inform customers that the sale will close at 4:00 pm sharp; keep giving them reminders. At 4:00 pm, announce the sale closed.
- At the sale's end, draw for gift certificate and contact winner; give raffle slips to Publicity Chair.

Setup Crew

- Place church and guild or rented tables in position according to map provided
- Unpack trailer
- Set up Credit Card Machines
- Set out packaging materials in closet
- Set up garden item stand
- Set up mug stand
- Set up column trifold stand and pegboard vee stand
- Lay out tablecloths
- Set up wooden shelves and place display cubes
- Set up vertical display units per map
- Set out plate stands
- Hook up extension cords
- Set up cashier tables with note pads, pencils, moistening dishes, ware cards, wrapping paper, tote bags, calculators, tax sheets, flyers about subsequent sale, and this job description sheet.
- Put out signs about subsequent sale
- Set up hold table, email signup list/sign table
- Set up education display with business cards, sign about upcoming classes and member profile notebook

Hold Table (Thurs. Night Only)

- Offer guests the convenience of "holding" pots while they continue to shop
- Remind them to check back in an hour
- Fill out the hold table slips and check them regularly; return unclaimed ware back to the

floor after an hour

Helper (Thurs. Night Only)

- Assist customers in taking bags to their cars
- Assist with Hold Table as needed
- Assist as needed in the lobby area

Traffic (Thurs. Night Only)

- Allow only one customer at a time at each check-out station
- Prevent customers from crowding cashier tables
- Send customers one at a time up to the cash/check tables at the top of the steps

Greeter (Fri. and Sat. Only)

- Greet guests and direct customer traffic as needed; keep customers from crowding cashier tables
- Invite guests to sign-up for free raffle drawing
- Invite guests to sign-up for mailing list and/or tell them how to do it via email online (ask them to PRINT their information).
- Fill out the Hold Table Time Slips for the customer and check them regularly. If not claimed in an hour, return ware to sale floor.
- If needed, assist as wrapper or cashier

Cashier

- Get cashier cash box
- Get tags from Wrapper
- Confirm with Wrapper the exact number of pots and tags
- If a tag is missing, create a new one adhering a large adhesive dot to indicate duplicate tag
- Total the amount of purchase; use a calculator to help prevent human error and confirm your calculations
- Add sales tax using sheet at table
- Receive payment
 - ✓ Checks need to have the correct date, amount
 - ✓ Credit card slips need signature and phone number or email
 - ✓ Cash needs to be handled carefully; put extra bills and large denomination bills into the plastic box with the tags (not under the coin tray in cash boxes)
- Thank, provide receipt, return credit card
- Remember to place card receipts and checks face down in the boxes with all tags
- Do not settle the credit card machine at day's end

Backroom Tags and Inventory

- Use the plastic boxes to collect checks, credit card receipts, and tags from the cashiers
- Do not pour contents of the boxes into others; exchange the cashiers' filled plastic boxes with empty ones
- Be attentive to not mixing up tags with bills and putting tags in correct envelopes; minimize distractions and watch for tags dropped on the floor
- Record each sale in inventory notebook (using a different highlighter color for each day)
- Work with online partner to record each sale on online inventory.
- In the kitchen, separate monies from the tags
 - ✓ Cash – paperclip bills by denomination and in 10-count packets (please double count packets); store them in the “cash bag”
 - ✓ Checks – list the checks on the deposit slip, stamp the back of the check (for deposit only), and calculate a total on each deposit slip; check to see if the customer's name is on our master mailing list and make note of new ones to include next time
 - ✓ Credit Cards – record customer surname and charged amount onto the credit card log; attach credit card receipts to the log and place in appropriate envelope
- Place tags in the appropriate potters' envelope; please be attentive to avoid mistakes

Floater

- Make coffee and keep coffee pots filled
- Answer customer questions
- Be available to fill in on staffing where needed
- Walk the sale floor, fill “gaps” on display tables to ensure sale presentation looks good

Wrapper

- Count pots and confirm with cashier before wrapping anything
- Pull tags off and give to cashier (no strings)
- Ask if they want a reusable GLPG tote bag
- Take your time and wrap carefully; pay attention to small or fragile items
- Bag carefully, offer as appropriate to help customers carry purchases to their cars
- Refill bags and paper as needed throughout your shift
- Enclose flyer about subsequent sale in bag

After Sale Clean-up: ALL MEMBERS & VPs

1. Arrive **at 4:10 pm** on Saturday
2. After customers have left the hall and the chairperson gives the “okay” to enter, begin gathering your unsold pots in a chosen area around the perimeter of the hall (use tables against the walls only)
3. Take your pots and all of your empty boxes (including any Friday or Saturday boxes left in the back rooms) to your car
4. Return to the hall to assist with clean-up:
 - a. Dismantle table stands, mug racks, hanging stands, wire shelving units, jewelry displays
 - b. Roll up & put away table cloths
 - c. Collect plate stands in designated bin
 - d. Remove guild display boards and place in designated bin
 - e. Roll up paper with rubber bands
 - f. Put electrical cords in designated bin
 - g. Take all items above to the trailer
 - h. Return church tables to storage closet; place against left wall, folded with leg-side facing out; shorter tables are stored separately (vertically at the end)
 - i. Prepare room with tables and chairs set out as requested by church staff
 - j. Fold down rental tables by 4:45 pick-up
 - k. Straighten, wipe down counters, and sweep the main hall, lobby, kitchen, bathrooms, and back rooms; return each space to its original condition
5. The Sales Chair will collect, pack, and store: hold clock from card table, slips and sign, jewelry baskets, raffle basket, drawing slips, customers suggestion box and slips, all signs, ware cards, and other paper supplies
6. The Treasurer will collect, pack, and store: all money items, charge slips, credit card machines, cash boxes, etc.

Please note: Current Sale Policy dictates that **GLPG Visiting Potters** may choose from the following sale jobs: Pre-set up, Set up, Wrapper, Floater, Helper, Hold Table, Traffic, or Greeter.

Consequently, we'll allow them to sign-up for sale jobs before members at the required Sales Meetings.