



Light of Christ Anglican Church Thrift Shop Procedures Manual

Updated August 2015

Light of Christ Anglican Church

Thrift Shop Procedures

A good practice is to read over the procedures before you start your shift, and you may want to begin your duty with this prayer:

Opening Prayer:

Almighty God, our heavenly Father, thank You for blessing us with the ministry of this Thrift Shop. We praise You for your mighty provision and protection for this outreach. May we be a blessing to everyone who comes here, that every word we say, that everything we do, that all that goes on here is done to your glory, following the example of Your Son, our Lord and Savior Jesus Christ. In His Name we pray. Amen

To Open The Shop:

As of May 1, 2015, the shop is opened and closed by either the Manager or the Assistant to the Manager. If for some reason, you are the first person in, please do the following:

Turn on overhead lights in all departments. Please make sure the Prayer Room door is open and a light is on.

During summer hours turn on the window air conditioners in the main room, the women's area, children's room and the work area. There will be additional fans located in the main room, in the men's area and women's area. In the winter the thermostat, located in the hall next to the restroom, is set at 71 degrees during the day and 65 degrees at night.

Cash Register Operation:

Turn on the electrical strip on the counter and this will turn on the lights and cash register.

To open the register drawer, turn the key from OFF to REG; this will be lighted on the screen. Press the NS key and count the money in the register. There should be \$50 in the regular drawer (this includes coins) and \$50 under the change area. Do not count the pennies.



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Date and sign new tally sheet located in the manila file folder under counter, noting any discrepancy in amount. Put tally sheet in dark blue folder under register.

To record a sale, enter the price WITHOUT DECIMAL, press 1.

When all items are entered, press SUBTOTAL. Enter the amount tendered and enter that amount. Do not press 1, press CA/TENDERED for total. This will show you the amount of change to give.

If you enter a wrong amount, immediately press ERR/CORR to deduct preceding entry.

If you discover an error later, circle the total, explain the error.

Press NS to open cash drawer without entering a transaction.

If someone gives you a large bill, always ask if they have anything smaller, otherwise we are continually running to the bank for change.

If you run out of fives, there are more fives under the coin drawer.

Put in a \$10 bill and take out two \$5 bills.



Remember, there is no mistake that you can do that someone hasn't already done. Don't panic! Call a manager.

Items from the Prayer Room:

Many items in the prayer room are free and marked as such. They will be marked with a sticker saying, "Free" or "No charge."

Daily Duties in This Order:

If you are working at the register, please be aware of who is in the shop and where they are so that the register is not left unattended or out of sight. If you are going to the back, or elsewhere in the shop for other duties, listen out for customers who enter the shop and return to the front area. If two volunteers are present, communicate with each other to be sure the register is covered.

If you receive a check for payment, stamp "For Deposit Only" on the back. Stamp is located on the counter on the right side of the register. Place checks under the \$20 bills.

We have a stamp with Light of Christ if the customer prefers.

All sales are final. If a customer brings something back, refer them to the manager. All electrical items have been checked to see if they work.

We will hold items for TWO Thrift Shop business days. Mark item with customer's name, phone number, and date to be held and also add your name. Be sure to mark if the item is paid or not.

We DO NOT give free merchandise unless approved by the manager. If Social Services or the Red Cross brings someone to the shop, let them pick out several outfits; be generous as usually these people have nothing.

Continually check the pricing room to see if there are items to be put out in the shop. If the racks are full in the women's department, do not continue to put clothes on them. We've already had the pants rack fall off the wall twice because the pants were too heavy, and this is with the rod being screwed into a stud on both ends.

The following are things that need to be done when no one is in the shop and you have nothing to do:

Check racks in all departments to make sure the clothes are in the correct size; that the price tags are to the outside, and collect empty hangers.

Straighten shoes and purse area and replenish as needed.

Water flowers on porch and sweep porch.



Straighten linen area; re-fold and display items neatly as necessary.

Straighten fabric/craft area.

Straighten books and magazines in the hallway. Remember, there is no charge for magazines.

If no one is in the shop, please vacuum the rugs and floors.

Refill plastic bag holder if necessary.

Clean bathroom.

Empty hanger box by the register but please, if the hanger racks are full do not keep piling them on until they are falling on the floor. There are boxes in the storage area for extra hangers.

If there are donations front, side or back porches, please take into the pricing area.

Dust fixtures, especially the tiered rounder with all the glass. Dust inside of jewelry counter if it needs it.

Important: If something needs to be done and it is not listed above, please ask the manager if you can take on this task before starting it. Some jobs are better left to one person - the manager.

When Working With Customers at the Register:

Greet customers; ask if they have been in the shop before and if they haven't, direct them to the different department locations.

Treat all customers as you would like to be treated.

Find the appropriate size bag for their purchase.

If they have purchased something fragile, wrap it in bubble wrap or newspaper which should be under the counter to the right of the register. If you don't find any under the counter, go to "Linda's Room" (this is the room in the back where out of season clothing is kept) and you should find some just to the right as you come into the room.

If they have purchased jewelry, there are small boxes under the counter to the right of the register all the way back under the counter. This keeps the item from getting lost in the bag.

If an item doesn't have a price on it, **always** ask one of the managers if it is for sale and if yes, ask for the price.

Remember to thank customers for coming to our shop.

When placing clothes in the off season storage area, please hang on a rack in the kitchen and they will be placed in the correct area later.

If you are working in the pricing area:

Hang clothes on appropriate hangers or stack on the table to be priced.

Check for spots, stains, tears, etc. Throw away clothing that is not useable to anyone.

Clothing that looks used, but is not up to our standard, please place in the “Dixie” container next to the work table in the kitchen; it is marked “This is the Dixie Bag.”



When placing clothes in the off season storage area, please hang on the nearest rack and they will be placed in the correct area later.

To Close the Shop:

The Manager or Assistant to the Manager will close the register at the end of each work day. If both managers are out, turn the register to OFF and leave the money in the register. The managers will take care of the deposit.

Turn off all air conditioners, fans and lights. Be sure all the outside doors are locked.

Miscellaneous Items:

Sales Tax - Sometimes customers ask why we charge sales tax when we are a charitable organization. The answer is that sales tax is collected on behalf of the State. Tax free or 501 (c3) status is a federal designation and has nothing to do with sales tax.

Washing & Ironing - There are always clothes to wash and iron. Usually Linda and Irene take clothes home to be washed, but you can help with this, too. When clothes are donated or washed, they sometimes need to be ironed. If you are working in the back and there are no donations to sort and price, check the ironing rack. Taking on this task is a huge help as there are almost always clothes to be ironed. Bless you!

Dressing Mannequins - If you feel like dressing a mannequin, please be sure the top and bottom are the same size. This is called “merchandising.” In other words, it is more likely they will purchase both items if they are the same size.

If a customer asks for a reduced price, gently say that all our proceeds go to charity and then show them the list of charities.

I will post a schedule at the register area so that volunteers can write in when they change with others, etc. There will also be a schedule on the wall in the work area that should be updated as well. This *should* eliminate any confusion.

The most important thing to me is that you use common sense. This is your shop and you should be proud of it.

Thank you for your dedicated and faithful service in this important ministry.

Linda Krisman
Thrift Shop Manager
August 2015

Light of Christ Anglican Church
Heathsville, Virginia

Policy on Displaying Information at the Thrift Shop
March 2015

1. Purpose of this Policy Statement

The purpose of this Policy Statement is to specify acceptable practices for displaying information at the Light of Christ Thrift Shop, so as to encourage mutual understanding and prevent conflict.

2. Display Locations

At the Counter:

The only information displayed at the counter will be flyers, cards and posters that invite customers to worship or other events at Light of Christ Church or the Thrift Shop. They are in the nature of conversation starters to make people feel invited and welcomed at our church. The counter shall be kept neat and uncluttered.

On the outside bulletin board:

The locked, enclosed bulletin board outside is for information about the Thrift Shop (hours, special sales, etc.), and information about worship or other events at our church. It is not a community bulletin board, and is not for advertising community events.

The Prayer Box shelf

This is the place to display information about prayer, and inviting people to submit prayer requests, or to seek prayer in the prayer room. It is also appropriate to place devotional booklets there. It is to be kept neat and uncluttered.

The Prayer Room

This is the place to display other information, such as Christian causes that our congregation supports, and devotional booklets that may be taken free of charge.

3. Who decides

Decisions as to whether something not specifically mentioned in this policy statement should be displayed at the Thrift Shop are to be made by the leadership of the Light of Christ Women. Thrift Shop volunteers may not display things on their own volition. It is not within the purview of the Thrift Shop Manager or Assistant Manager to decide if subject matter is appropriate for display.