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Pop Up Shop Procedures for Volunteers October 2015

- 1. Please try to be in good time for your shift and if you are likely to be late phone your shift leader or ReFurnish at the numbers on the attached email.**
- 2. The premises we have been given FREE of Charge by ReFurnish is somewhat basic. Without their generosity this event would not have been able to take place. It is weather proof and there will be lighting but there is no electricity supply suitable for using heaters. It is important therefore that you come dressed in layers that you can put on or peel off in order to stay comfortable if the weather is unduly warm or cold.**
- 3. Please put your personal valuables into the lockable filing cabinet on arrival and make sure your other personal possessions are kept well away from goods that are for the public to take away . We regret we cannot be held responsible for any personal possessions that may inadvertently disappear!**
- 4. Please ask the public using the Give and Take Shop NOT to park in the ReFurnish car park next door but to use the Morrisons Car Park. We would ask all volunteers to do the same. Cars can park briefly in front of the building in order to unload.**
- 5. ReFurnish have asked that we keep an eye on their parking area and if it is being abused/overused by customers of our Shop that we have a volunteer who is available to sort this out/prevent this by moving people on to Morrisons politely. Should this be necessary and you are willing to undertake this task we will provide you with a dayglow vest for visibility.**
- 6. Tea and coffee is available in the Refurnish kitchen, which we may use. Please ask all volunteers if they would like a drink if you are going to make one and then make for everyone. There is a door into ReFurnish from the car park on the LHS of the building. Access to the kitchen is just inside this door to the left. There is a toilet there we can use too. Customers must use the toilets at Morrisons.**

7. ReFurnish have also asked that if their shop gets very busy with extra customers from our Give and Take event, that one of our volunteers be prepared to spend some time in ReFurnish itself just generally helping out but NOT responsible for the till. If you are asked whether you are willing to help in this way and you agree Kate at ReFurnish (the manager) will ask you to fill in a short routine form. The questions are to cover them for insurance purposes should you have a problem whilst helping on their premises.

8. If you are on the Give and Take reception desk during your shift please accept donations of goods and put them on the tables behind you in the sorting area for sorting. When customers leave please ask them how many items they have and give them a docket for the requisite number. This safeguards them if they subsequently go into ReFurnish and also gives us a record of how many customers have taken goods from the shop.

9. If you are sorting goods during your shift please put any un-saleable items into the storage area neatly for disposal and put any electrical items in the relevant marked area to be taken to ReFurnish as and when necessary.

10. Please note we cannot accept 'old style' TV's, video cassettes, any flammables, opened cosmetics or other toiletries or sharp knives. Please refuse such items politely if you have the opportunity or put them into the storage area ready for disposal. Also we cannot put electrical items out in the Give and Take shop due to safety regulations, so they will all go to ReFurnish for checking and sale there.

11. People may take up to 5 items per day from the shop at your discretion. eg. multiples of similar glasses/plates count as one item only. Volunteers can also put aside 5 items for their own use during each shift. Please try and ensure that people stick to 5 items – point out to them they can always come back another day!

12. Please note shelving, tables, chairs, lamps and rails are NOT for the public to take away - they belong to Sustainable Crediton or have been loaned to us for temporary use in the shop. This is very important as we did lose shelving that did not belong to us at the last Pop Up Shop in February

13. There are two fire extinguishers in shop. Please make yourself familiar with their use in case of emergency.

14. There is a dustpan and brush for breakages

15. The green board is for people to advertise their unwanted large items. There are cards and pens by the board for their use. Please make sure their telephone number/e mail address is clear.

THANK YOU FOR HELPING. IT IS MUCH APPRECIATED