



# PACIFIC NORTHWEST ADULT & TEEN CHALLENGE

VOCATIONAL TRAINING  
STORE PROCEDURES  
AND  
TRAINING MODULES



**SOFT GOODS  
PROCEDURES  
AND  
TRAINING MODULES**

## **SOFT GOODS**

### **JOB DESCRIPTION**

- SORT, HANG AND TAG CLOTHING, SHOES, LINENS AND ACCESSORIES
- WEEKLY COLOR TAG PULL
- ASSIST WITH THE LOADING / UNLOADING OF THE BOX TRUCK
- ASSIST IN RECEIVING DONATIONS
- ASSIST IN LOADING SOLD ITEMS FOR CUSTOMERS
- PARTICIPATE IN NIGHTLY CLEAN UP
- OTHER TASKS ASSIGNED BY STAFF

### **TRAINING MODULE 1 - SAFETY**

- A CLEAN WORK AREA IS A PRIMARY RULE FOR A SAFE WORK ENVIRONMENT
- REPORT ANY UNSAFE WORK PRACTICES, CONDITIONS OR INJURIES IMMEDIATELY TO STAFF
- WHEN BLOOD FROM AN INJURY IS PRESENT, HAVE THE PERSON APPLY PRESSURE TO STOP THE BLEEDING AND NOTIFY STAFF IMMEDIATELY TO ASSESS THE INJURY
- KNOW THE LOCATION OF FIRE ESCAPES AND FIRE EXTINGUISHERS FOR YOUR WORK AREA
- ALWAYS LIFT WITH YOUR KNEES AND NOT YOUR BACK. GET HELP TO LIFT HEAVIER OBJECTS

## **SOFT GOODS**

### **DISTRIBUTION CENTER**

#### **GAYLORD OF CLOTHING & LINENS**

**INCOMING CLOTHING & LINENS**

**CLOTHING & LINEN COLOR TAG ROTATION PULLS**

#### **STORE ACCESSORIES CATEGORIES**

- SHOES
- HATS
- PURSES
- TIES
- SCARVES
- GLOVES

## TRAINING MODULE 2 – SORTING

- RECEIVE INCOMING CLOTHING DONATIONS FROM CUSTOMERS AND BOX TRUCK
- BRING BAG / BOX OF CLOTHES TO THE SORTING TABLE
- OPEN BAG / BOX AND VISUALLY INSPECT THE INSIDE FOR

DAMP / WET CLOTHES AND LINENS – PUT INTO THE DUMPSTER

CLOTHING - GAYLORD

LINENS - GAYLORD (NO PILLOWS)

REMOVE ACCESSORIES (SHOES, BALL CAPS, HATS, TIES, BELTS, PURSES)

PUT INTO TUBS TO PROCESS AT THE STORE LEVEL

REMOVE HARD GOODS (CLOCKS, CUPS, VASES, BASEBALLS ETC.)

TAKE TO HARD GOODS TO BE PROCESSED AT THE STORE LEVEL

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- LABEL ALL GAYLORDS WITH YOUR STORE LOCATION & CONTENT (clothes, linens, etc.)

## TRAINING MODULE 3 – SHOES & ACCESSORIES

- MARK DOTS ON THE SOLES OF SHOES WITH A SHARPIE. ONE DOT PER DOLLAR OF THE PRICE AND NOT THE \$ .99.
- OTHER ACCESSORIES – CAPS, HATS, BEANIES, GLOVES, SCARVES, BELTS & TIES START AT \$ .99
  
- RECYCLE SHOES WITH BAD SOLES, BAD INSIDES, RIPS OR STAINS.
  
- TO PREPARE SHOES FOR RECYCLING TIE OR BAND THEM TOGETHER AND BOX THEM UP LABEL “PAIRED SHOES”. THEN PUT ON A PALLET TO SHIP TO THE DC  
  
BOX UP AND LABEL “SINGLES” THOSE WITH 2” OR HIGHER HEELS, SHOES WITH METAL CLEATS, RUBBER BOOTS, LADIES FASHION BOOTS, SKATES, PLASTIC SHOES, FLIP FLOPS OR SLIPPERS AND PUT ONTO THE “BUFFALO” PALLET .
  
- PURSES, WALLETS & BACKPACKS / BELTS / STUFFED ANIMALS / BALL CAPS / GET BOXED UP AND PUT ONTO THE “BUFFALO” PALLET
  
- HARD TOYS 18” OR SMALLER AND BOOKS GET BOXED UP LABELED AND PUT ONTO THE “BUFFALO” PALLET
  
- WE GET PAID TO RECYCLE THESE ITEMS AND THAT IS LESS TRASH THAT WE HAVE TO PAY TO HAUL OFF
  
- TO ENHANCE THE PRESENTATION OF SHOES ON THE SALES FLOOR TIE OR TUCK THE LACES AND WIPE DOWN WITH CLEANER IF THEY ARE DIRTY
  
- TO ENHANCE THE PRESENTATION OF PURSES ON THE SALES FLOOR STUFF THE PURSE WITH PAPER TO GIVE IT SHAPE AND ZIP OR BUTTON ALL OPENINGS

## **SOFT GOODS**

### **PURSES**

- **PROCEDURE**

    SORT PURSES – CHECK FOR DIRTY INSIDES, RIPS, STAINS, BROKEN ZIPPER ETC.  
    GOOD PURSES KEEP FOR SALE  
    BAD PURSES ARE BOXED UP, LABELED AND PUT INTO THE BUFFALO PALLET

**GOOD PURSES**

        CLEAN PURSE  
        FLAT PURSES STUFF WITH PAPER TO GIVE IT SHAPE  
        ZIP OR BUTTON CLOSE ALL OPENINGS

- **PRICING**

    ATTACH STRUNG TAG OR CLOTHING TAG  
    PRICE TAG WITH PRICE GUN

    STARTING PRICE FOR AN AVERAGE PURSE - \$ 4.99

## SOFT GOODS

### SHOES

- PROCEDURE

    SORT SHOES

        CHECK FOR WORN OUT SOLES, DIRTY INSIDES, RIPS, STAINS ETC.

        GOOD SHOES KEEP FOR SALE

        BAD SHOES ARE BOXED UP LABELED AND PUT ONTO THE BUFFALO PALLET

    BAD SHOES ARE BOXED FOR BUFFALO

        BOXED AND LABELED "***PAIRED SHOES***" – TIED TOGETHER

            (WEARABLE SHOES, WORK BOOTS & COWBOY BOOTS)

        BOXED AND LABELED "***SINGLE SHOES***" – NOT TIED TOGETHER

            (HIGH HEELS OVER 2", METAL CLEATS, RUBBER BOOTS, WINTER BOOTS

            FASHION BOOTS, SKATES, PLASTIC SHOES, FLIP FLOPS, SLIPPERS AND SINGLE SHOES)

    GOOD SHOES

        CLEAN SHOES

        TIE LACES

- PRICING

    MARK THE SOLE WITH DOTS INDICATING THE **DOLLAR** PRICE WITH EITHER

        A SILVER OR BLACK SHARPIE - \$ 3.99 = 3 DOTS / \$ 5.99 = 5 DOTS

    PRICE WITH A PRICE GUN ON THE HEEL OF BOTH SHOES

    WHEN SHOE ARE OVER \$10 THEN WRITE THE PRICE ON THE BOTTOM OF THE SOLES OF EACH SHOE

    PLACE CARDBOARD IN FASHION BOOTS SO THAT THEY WILL STAND UP STRAIGHT

STARTING PRICE FOR AN AVERAGE PAIR OF LACE UP SHOES \$ 4.99





**SALES FLOOR  
PROCEDURES  
AND  
TRAINING MODULES**

# **SALES FLOOR ASSOCIATE**

## **JOB DESCRIPTION**

- INTERACT WITH CUSTOMERS
- MERCHANDISE THE SELLING FLOOR
- MAINTAIN CLEANLINESS OF SELLING FLOOR
- CARRY OUT MERCHANDISE FOR CUSTOMERS
- ASSIST IN WEEKLY COLOR PULL
- PARTICIPATE IN NIGHTLY CLEAN UP
- OTHER TASKS ASSIGNED BY STAFF

## **TRAINING MODULE 1 - SAFETY**

- A CLEAN WORK AREA IS THE PRIMARY RULE FOR A SAFE WORKING ENVIRONMENT
- KNOW ALL THE LOCATION FOR ALL THE FIRE EXTINGUISHERS AND FIRE ESCAPE ROUTES AND THEIR EXITS. ALSO THE GATHERING PLACE FOR EVERYONE INCASE OF AN EVACUATION
- DO NOT TAKE THE CHANCE OF A CUSTOMER GETTING HURT BY LIFTING HEAVY OBJECTS LIKE TVs OFF THE SHELF. IT IS SAFER AND IT IS GOOD CUSTOMER SERVICE FOR YOU TO LIFT IT OFF, CARRY IT TO THE FRONT AND LOAD IT INTO THEIR VEHICLE FOR THEM
- IN CASE OF AN EMERGENCY IN THE FLOOR YOU SHOULD ASSESS THE LEVEL AND EITHER NOTIFY STAFF OF THE SITUATION OR IMMEDIATELY CALL 9-1-1
- IN CASE OF A LIQUID SPILL NOTIFY THOSE AROUND IT, MOP UP THE SPILL AND LEAVE A CAUTION SIGN UNTIL THE AREA IS COMPLETELY DRY
- TC POLICY IS NEVER TO TIE ANYTHING TO A CUSTOMER'S VEHICLE TO AVOID AN LIABILITY

# SALES FLOOR ASSOCIATE

## DUTIES

CARRY WITH YOU      SOLD STICKERS – TAPE MEASURE – PEN

GREET CUSTOMERS AND OFFER YOUR ASSISTANCE

DO NOT HANG OUT AT THE TILL AREA

PUT AWAY CARTS

### DEPARTMENTS

#### FURNITURE

MOVE FURNITURE TO THE SELLING FLOOR

KEEP AISLES STRAIGHT

DUST FURNITURE

ASSIST CUSTOMERS IN SALES

CARRY ITEMS TO THE TILL

NOTIFY THE STUDENT AT THE REGISTER OF THE PRICE OF THE FURNITURE BEING SOLD

CARRY OUT SOLD ITEMS – LOAD INTO VEHICLES

WE ARE NOT ALLOWED TO TIE ANYTHING DOWN ON CUSTOMERS VEHICLES

SOLD ITEMS TO BE PICKED UP LATER

FILL OUT SOLD STICKER WITH

CUSTOMER'S NAME – YOUR NAME – DATE – PHONE NO.

FILL OUT SET-A-SIDE / DELIVERY FORMS

PUT SOLD FURNITURE IN SET ASIDE STAGING AREA TO AWAIT PICK UP

#### ELECTRONICS

TURN ON TV'S IN THE MORNING / OFF AT CLOSING

DUST TV'S

STRAIGHTEN SHELVES

FIX UNDONE CHORDS

TEST ELECTRONICS AT CUSTOMERS REQUEST

CARRY HEAVY ELECTRONICS TO THE TILL FOR CUSTOMERS

LOAD CUSTOMERS PURCHASES IN THEIR CARS FOR THEM

#### SPORTS / EXERCISE

KEEP AISLES STRAIGHT

KEEP THINGS PICKED UP OFF THE FLOOR

KEEP SHELVES ORGANIZED

CARRY THINGS TO THE TILL FOR CUSTOMERS

LOAD CUSTOMER PURCHASES IN THEIR CARS FOR THEM

#### HOUSEHOLD / CRAFTS / TOYS / HARDWARE

FACE SHAVING

KEEP THINGS PICKED UP OFF THE FLOOR

## TRAINING MODULE 2 – COMPANY POLICIES

- WE DO NOT HOLD ITEMS FOR CUSTOMERS THAT ARE NOT PAID FOR YET.
- WE WILL HOLD A PAID FOR ITEM FOR THREE DAYS BEFORE IT IS PUT BACK ONTO THE FLOOR TO BE RESOLD
- WE ARE NEVER ALLOWED TO TIE ANY LOAD TO A CUSTOMER'S VEHICLE
- IF YOU FIND AN ITEM WITHOUT A PRICE TAG RETURN IT TO PROCESSING TO BE REPRICED. IF A CUSTOMER BRINGS YOU AN ITEM THAT DOES NOT HAVE A PRICE STICKER THEN YOU SHOULD SAY;

**“I’M SORRY IT IS STORE POLICY THAT WE CAN NOT SELL AN UNPRICED ITEM TODAY AND THAT IT HAS TO GO BACK THROUGH PROCESSING AND MAY BE OUT ON THE FLOOR TOMORROW, I HOPE YOU UNDERSTAND”**

- FOR TWO WEEKS ITEMS ARE TAGGED WITH A NEW COLOR AND AFTER THE 3<sup>rd</sup> WEEK AT REGULAR PRICE THAT COLOR WILL BE ON SALE AT 25% OFF FOR THE NEXT TWO WEEKS AND ON THE 5<sup>TH</sup> WEEK IT GOES TO 50% OFF FOR THE NEXT TWO WEEKS AND THE 7<sup>TH</sup> WEEK WE PULL ITEMS OF THAT COLOR AND RETAG THE ITEM IN A PINK TAG AT 75% OFF AND MOVE THE ITEM TO THE “LAST CHANCE CLEARANCE” AREA. THEN WE START TAGGING WITH THAT COLOR ALL OVER AGAIN.
  - REGULAR PRICE FOR WEEKS 3 & 4
  - 25% OFF FOR WEEKS 5 & 6
  - 50% OFF FOR WEEKS 7 & 8
  - 75% OFF CLEARANCE ON WEEK 9
- THE DRESS CODE FOR WORKING AT TC RESALE AND DONATION CENTERS ARE A COLLARED SHIRT OR A TEEN CHALLENGE TEE SHIRT, LONG PANTS WITHOUT HOLES OR STAINS, SHOES OR BOOTS NO SANDALS OR FLIP FLOPS AND A CLEAN TC RESALE AND DONATION CENTER APRON
- WE HAVE A “NO RETURN” POLICY. THE MANAGER HAS THE OPTION OF ISSUING AN IN STORE CREDIT ON AN ELECTRONIC IF BROUGHT BACK WITHIN 3 DAYS WITH THE RECEIPT
- MINIMUM DELIVERY FEE IS \$45.00
- DO NOT HANG OUT AT THE TILL AREA

## TRAINING MODULE 3 – MERCHANDISING

- KNOW THE LOCATION OF THESE ITEMS ON THE SALES FLOOR
  - ELECTRONICS
  - TOYS
  - MEDIA (BOOKS, MUSIC, VIDEO, ETC.)
  - HOUSEWARE (DISHES, GLASSES, KITCHEN UTENSILS, ETC.)
  - HARDWARE
  - APPLIANCES (MICROWAVES, COFFEE MAKERS, TOASTERS, ETC.)
  - LINENS
  - ACCESSORIES (BELTS, HATS, PURSES, ETC.)
  - MSS
  - WSS
  - SWEATS/FLEECE
  - COATS
  - MLP
  - WLP
  - MSP
  - WSP
  - SPORT COATS
  - BLAZERS
  - SUITS
  - SKIRTS
  - DRESSES
  - UNDERWEAR
  - SLEEPWEAR
  - INFANTS
  - BOYS
  - GIRLS

## TRAINING MODULE 4 – CUSTOMER SERVICE & SALES

- NEVER SHOW UNFRIENDLY BODY LANGUAGE LIKE A FROWN ON YOUR FACE AND YOUR ARMS CROSSED.
- A SMILE AND UNCROSSED ARMS SHOWS THAT YOU ARE FRIENDLY AND APPROACHABLE
- GREET EACH CUSTOMER BY SAYING

“HELLO, TODAY'S SALES ARE \_\_\_\_\_ AND OUR COLOR TAGS ARE \_\_\_\_ IS 25% OFF AND \_\_\_\_ IS 50% OFF. IS THERE ANYTHING THAT I CAN HELP YOU WITH “

- AS THEY LEAVE, EVEN IF THEY DID NOT PURCHASE ANYTHING, TELL THEM

“THANK YOU FOR COMING IN”

- IF A CUSTOMER WOULD LIKE A “SPECIAL DISCOUNT” SAY TO THEM

“I'M SORRY, I AM ONLY ALLOWED TO GO WITH THE DAILY SALE AND THE COLOR TAG DISCOUNTS”

- FOLLOW THIS PROCESS FOR SETTING UP A DELIVERY

1. NOTIFY THE MANAGER SO HE CAN SET UP A TIME AND DATE AND THE DELIVERY FEE AMOUNT
2. HAVE THE CUSTOMER PAY FOR BOTH THE ITEM AND DELIVERY FEE
3. FILL OUT THE DELIVERY FORM AND GIVE THE CUSTOMER THEIR COPY
4. MOVE THEIR ITEM TO THE DELIVERY HOLDING AREA AND ATTACH A SOLD STICKER AND THE STORES COPY OF THE DELIVERY FORM

- SOLD STICKERS SHOULD HAVE ON IT

1. CUSTOMER NAME
2. PICKUP/DELIVERY DATE
3. SOLD BY NAME
4. SOLD DATE

- TO SET US ASIDE FROM OUR COMPETITION TC RESALE AND DONATION CENTERS PRIDES ITSELF WITH OUR FRIENDLY STUDENTS AND GREAT CUSTOMER SERVICE

- IF YOU THINK THAT SOMEONE MAY BE STEALING THEN

1. DO NOT ACCUSE THEM OF ANYTHING
2. ASK THEM IF THERE IS ANYTHING THAT YOU CAN HELP THEM WITH
3. STAY ON THE SAME AISLE AS THEY ARE OR KEEP YOURSELF CLOSE TO THEM AT ALL TIMES. BE OVERLY HELPFUL AND FRIENDLY
4. IF THERE IS ANY CONFLICT THEN GET THE MANAGER



**HARD GOODS  
PROCEDURES  
AND  
TRAINING MODULES**

## **HARD GOODS**

### **JOB DESCRIPTION**

- RECEIVING DONATIONS
- STACKING DONATIONS
- SORTING THROUGH AND SEPARATING  
GOOD MERCHANDISE – TRASH – RECYCLING
- MAKE MERCHANDISE READY FOR THE SALES FLOOR  
CLEAN – BUNDLE – TEST - PRICE
- ASSIST IN LOADING SOLD MERCHANDISE
- PARTICIPATE IN NIGHTLY CLEAN UP
- OTHER TASKS ASSIGNED BY STAFF

### **TRAINING MODULE 1 - SAFETY**

- A CLEAN WORK AREA IS THE PRIMARY RULE FOR A SAFE WORKING ENVIRONMENT
- ELECTRICAL PANELS IN YOUR WORK AREA NEED THE WIDTH OF THE PANEL AND THREE FEET OUT TO BE CLEAR OF ANY OBJECTS AT ALL TIMES
- PUT ALL YOUR EQUIPMENT AWAY AT THE END OF EACH DAY
- DO NOT STACK ANY CLOSER THAN 18" TO ANY OVERHEAD FIRE SPRINKLERS
- USE A DOLLY OR HAND TRUCK ON HEAVY ITEMS OR GET HELP WHEN LIFTING THEM
- WHEN USING AN EXTENSION LADDER THE BASE SHOULD BE SET AT AN ANGLE OF 75.5 DEGREES AND WHEN USING A STEP LADDER NEVER USE THE TOP AS A STEP
- KNOW WHERE ALL THE FIRE EXITS AND FIRE EXTINGUISHERS ARE LOCATED
- HAZARDOUS MATERIALS SHOULD BE SET ASIDE AND STAFF NOTIFIED SO THEY CAN BE TAKEN TO THE LOCAL COLLECTION FACILITY



# HARD GOODS

## PROCESSING

- PROCEDURE

RECEIVE DONATIONS FROM CUSTOMERS AND THE BOX TRUCK  
WE DO NOT SELL - CAR SEATS, CRIBS, FLOOR LAMPS W/HALOGEN BULBS

TAKE CARE IN STACKING DONATIONS IN DONATION HOLDING AREA  
MOVE FURNITURE TO FURNITURE STAGING AREA  
PUT CLOTHING, SHOES & ACCESSORIES INTO SOFT GOOD RECEIVING AREA

SORT THROUGH HARD GOOD DONATIONS AND SEPARATE  
SALABLE MERCHANDISE FROM TRASH AND RECYCLABLES

RECYCLE – SITE SPECIFIC, CHECK WITH THE MANAGER  
METALS – FERROUS METALS, ALUMINUM, STAINLESS STEEL,  
COPPER, BRASS, ELECTRICAL WIRE  
PLASTICS – HARD PLASTICS, SOFT PLASTICS, BAGS  
PAPER  
CARDBOARD  
ELECTRONICS

PREPARE GOOD DONATIONS FOR THE SALES FLOOR  
CLEAN – BUNDLE – BAG

TURN INTO MANAGEMENT  
MONEY, ILLEGAL DRUGS & PARAPHERNALIA, MEDICATIONS, WEAPONS,  
TOBACCO PRODUCTS, ALCOHOL, HIGH DOLLAR ITEMS, JEWELRY, PORN  
AND RARE COLLECTIBLES ( COINS – STAMPS – CARDS – GLASSWARE – ETC. )

TEST ELECTRONICS  
GOOD – BUNDLE THE CORD  
BAD – CUT THE CORD - RECYCLE

ASSIST IN LOADING SOLD MERCHANDISE  
NEVER TIE DOWN A CUSTOMER'S LOAD

NIGHTLY CLEAN UP

OTHER TASKS ASSIGNED BY MANAGEMENT

# HARD GOODS

## PRICING

- PROCEDURE

RECEIVE DONATIONS FROM CUSTOMERS AND THE BOX TRUCK

TAKE CARE IN STACKING DONATIONS IN THE DONATION HOLDING AREA

MOVE FURNITURE TO THE FURNITURE STAGING AREA

PUT CLOTHING, SHOES & ACCESSORIES INTO THE SOFT GOODS RECEIVING AREA

ENTER THE MONTH/YEAR AND YOUR STUDENT NUMBER INTO THE PRICE GUN

CHECK WITH THE MANAGER FOR YOUR ASSIGNED NUMBER

PRICE PROCESSED MERCHANDISE

TURN INTO MANAGEMENT ITEMS THAT NEED TO BE RESEARCHED FOR PRICE

PUT PRICED MERCHANDISE INTO SHOPPING CARTS WITH CARE

MOVE FULL CARTS TO THE FLOOR FOR THE SALES ASSOCIATE TO PUT AWAY

PRICE FURNITURE

USE CLOTHING TAGS ON SOFT FURNITURE (SOFAS, RECLINERS ETC.)

PRICE STICKERS DIRECTLY ON HARD FURNITURE (TABLES, BOOK SHELVES ETC.)

PUT MORE THAN ONE PRICE TAG/STICKER PER PIECE OF FURNITURE

LET MANAGEMENT PRICE THE VERY NICE PIECES

NOTIFY THE SALES ASSOCIATE THAT PRICED FURNITURE IS READY TO

GO ONTO THE SALES FLOOR

ONCE A WEEK – CHANGE COLORS IN ALL THE PRICE GUNS

TO THE NEW COLOR OF THE WEEK

ASSIST IN LOADING SOLD MERCHANDISE

NEVER TIE DOWN A CUSTOMER'S LOAD

NOTIFY MANAGEMENT WHEN LOW ON PRICING SUPPLIES

NIGHTLY CLEAN UP

OTHER TASKS ASSIGNED BY MANAGEMENT

## TRAINING MODULE 2 – SORTING, CLEANING & PRICING

- TO MAXIMIZE THE VALUE OF EACH ITEM PROPERLY SORT AND CLEAN THEM
- HARD GOODS CATEGORIES
  - HOUSEHOLD, FURNITURE, CRAFTS, ELECTRONICS, HARDWARE  
MEDIA, SPORTS, TOYS, JEWELRY AND COLLECTIBLES
- TRASH OR RECYCLE HARD GOOD ITEMS THAT
  - ARE BROKEN, HAVE TEARS, ODORS, MISSING PIECES, WILL NOT COME CLEAN OR  
ARE ITEMS THAT WE DISAPPROVE OF OR ARE ITEMS ON THE DO NOT SELL LIST.
- TURN INTO STAFF ANY CONTRABAND FOUND AS SOON AS POSSIBLE
  - ILLEGAL DRUGS, DRUG PARAPHERNALIA, MEDICATIONS, WEAPONS  
TOBACCO PRODUCTS, ALCOHOL, PORN OR CASH
- ITEMS OF HIGH DOLLAR VALUE SHOULD BE BROUGHT TO STAFF'S ATTENTION AND SOLD IN THE GLASS CASES
  - JEWELRY, RARE COINS, COLLECTIBLE GLASSWARE,  
HIGH DOLLAR FIGURINES AND SPORTS COLLECTIBLES
- DO TO REGULATIONS (CAR SEATS, CRIBS, FLOOR LAMPS WITH HALOGEN BULBS AND HAIR DRYERS WITHOUT A CIRCUIT BREAKER PLUG)
- HARD GOODS THAT CAN'T BE SOLD SHOULD BE RECYCLED TO REDUCE THE TRASH BILL ARE
  - HARD TOYS (18" OR SMALLER), STUFFED ANIMALS (18" OR SMALLER), PAPER,  
BOOKS, ELECTRONICS, ELECTRICAL CORDS, PLASTICS, METALS, CARDBOARD
- THE STORE'S GOAL IS TO RECYCLE AS MUCH AS POSSIBLE AND REDUCE THE TRASH BILL
- PRICING COMES FROM THRIFT STORE EXPERIENCE BUT A RULE OF THUMB IS IF AN ITEM LOOKS NEW THEN PRICE IT AT 50% LESS THAN WHAT YOU BELIEVE THAT IT WOULD COST NEW. IF IT SHOWS WEAR THEN PRICE IT A LITTLE MORE THAN 50% LESS
- WHEN PRICING FURNITURE AND LARGE APPLIANCES PUT AT LEAST TWO STICKERS SQUARELY ON THE FRONT
- WHEN PRICING SMALL ITEMS PUT THE STICKER WHERE IT CAN BE SEEN WITHOUT HAVING TO PICK UP THE ITEM
- WHEN PRICING SOFT FURNITURE LIKE SOFAS, STUFFED CHAIRS OR MATTRESSES USE CLOTHING TAG WITH BARB. USE TWO TAGS PER PIECE OF FURNITURE
- WHEN PRICING WICKER OR WIRE ITEMS USE A JEWELRY TAG

### **TRAINING MODULE 3 – ELECTRONICS & APPLIANCES**

- THE NUMBER ONE PRIORITY FOR PROCESSING ELECTRONICS AND APPLIANCES IS TO ENSURE THAT EVERYTHING WORKS PROPERLY. IF EVERYTHING DOES NOT WORK RIGHT DO NOT SELL IT.
- WIPE ELECTRONICS DOWN AND WRAP UP THE CORD SO THAT IT WILL LOOK GOOD ON THE FLOOR TO MAXIMIZE IT'S VALUE TO GET THE MOST FOR THAT ITEM
- IF THE ELECTRONIC ITEM OR APPLIANCE IS NOT ACCEPTABLE TO SELL THEN CUT THE CORD FOR RECYCLE AND RECYCLE THE ITEM IF POSSIBLE

### **TRAINING MODULE 4 – RECEIVING DONATIONS**

- STAFF, STUDENT, INTERN AND VOLUNTEER ARE ALL RESPONSIBLE FOR RECEIVING DONATIONS.
- THE FIVE STEPS TIN RECEIVING DONATIONS ARE
  - GREET THE PERSON WITH THE DONATIONS
  - UNLOAD IT OUT OF THEIR VEHICLE.
  - PLACE THE DONATION IN THE PROPER HOLDING AREA OF THE STORE.
  - IF THE PERSON ASKS GIVE THEM A RECEIPT
  - THANK THEM FOR THINKING OF TEEN CHALLENGE
- WHEN ASKED FOR A DONATION RECEIPT
  - DO PUT YOUR NAME AND DATE
  - DO NOT LIST THE DONATED ITEMS NOR THEIR VALUE
  - THEY CAN GET A RECEIPT FOR EACH TIME THAT THEY DONATE
- THE APPROPRIATE WAY TO TURN DOWN A DONATION IS TO SAY

“I’M SORRY BUT I CAN’T ACCEPT THAT, IT IS SOMETHING THAT WE JUST COULD NOT SELL THROUGH OUR STORE. BUT I WANT TO THANK YOU FOR THINKING OF US.”

IF THERE IS ANY PROBLEM TELL THEM THAT YOU WILL GET THE MANAGER



**BOX TRUCK  
PROCEDURES  
AND  
TRAINING MODULES**

# **BOX TRUCK**

## **STAFF**

### **JOB DESCRIPTION**

- RESPONSIBLE FOR THE STUDENT
- TEACH THE STUDENT SAFETY

#### **LIFTING – LOADING – BACKING THE TRUCK**

- TEACH THE STUDENT VEHICLE MAINTENANCE AND PAPERWORK
- TEACH THE STUDENT TO COMMUNICATE WITH CUSTOMERS
- TEACH THE STUDENT HOW TO ACCEPT AND DENY DONATIONS
- RESPONSIBLE FOR ALL VEHICLE MAINTENANCE – EQUIPMENT - PAPERWORK
- DONATIONS

# **BOX TRUCK**

## **STAFF**

RESPONSIBLE FOR THE STUDENT AT ALL TIMES

### **VEHICLE MAINTENANCE**

DAILY VEHICLE WALK-AROUND INSPECTION

WIPERS – LIGHTS – HORN – MIRRORS – TAGS – TIRES

DAILY VEHICLE MILEAGE PAPERWORK – TURN IN DAILY

NUMBER OF PICK UPS / DELIVERIES – NUMBER OF MILES DRIVEN

WEEKLY VEHICLE SAFETY CHECKLIST PAPERWORK – DO EVERY MONDAY – TURN IN FRIDAY

FUEL LEVEL – FILL IF AT ¼ OR LESS

REPORT ANY PROBLEMS TO THE MANAGER RIGHT AWAY

### **VEHICLE EQUIPMENT**

FIRE EXTINGUISHER – FIRST AID KIT – TOOLS – GLOVES - ROPE, STRAPS OR LOAD BARS

HAND TRUCK – PACKING BLANKETS - CASH RECEIPTS – DONATION RECEIPTS – PEN

### **RESPONSIBILITY**

CHRISTIAN MUSIC ONLY IN THE TRUCK

ALWAYS BE POLITE

NEVER USE OR LET THE STUDENT USE A CUSTOMERS BATHROOM

YOU ALONE MAKE THE DECISION ON WHAT YOU WILL ACCEPT AS A DONATION

ENSURE YOU BOTH ARE CAREFUL AND LIFT PROPERLY

BE MINDFUL OF THE CUSTOMER'S HOME

FLOORS – WALLS – DOORWAYS

FUEL DONATION - FILL OUT CASH RECEIPT – LEAVE A COPY / TURN IN A COPY

CASH OR CHECK GETS TURNED IN AND RUN IN THE TILL AS FUEL (KEY 19)

CASH TIPS – GET TURNED IN AND RUN IN THE TILL AS DONATION (KEY 18)

GIVE DONATION RECEIPTS

THANK THE CUSTOMER

MAKE THE DECISION ON HOW TO SECURE THE LOAD IN THE TRUCK

USE THE STUDENT TO SPOT YOU WHEN BACKING UP

ALWAYS ENSURE EVERYONE USES SEAT BELTS

HAVE THE STUDENT CLEAN OUT THE CAB AT THE END OF THE DAY

HAVE THE STUDENT CLEAN OUT THE BOX AT THE END OF THE DAY

SECURE ALL DOORS AND WINDOWS AT THE END OF THE DAY

### **TEACH THE STUDENT**

TO ALWAYS BE POLITE - HOW TO TURN DOWN A DONATION - HOW TO ASK FOR A FUEL DONATION

TO ALWAYS BE APPRECIATIVE OF ANY DONATION (GOOD OR BAD) - WHAT TO SAY ABOUT TEEN

CHALLENGE – HOW TO LIFT PROPERLY – HOW TO STACK DONATIONS IN THE TRUCK

## **WE ACCEPT GENTLY USED**

CLOTHING – SHOES – ACCESSORIES – LINENS - BOOKS – MUSIC – MOVIES

COMPUTERS - TVs – ELECTRONICS – FURNITURE – APPLIANCES – COOKWARE

DISHES – GLASSWARE - JEWELRY – ART – COLLECTIBLES – MUSICAL INSTRUMENTS

# **BOX TRUCK**

## **STUDENT ASSISTANT**

### **JOB DESCRIPTION**

- FOLLOW STAFF DIRECTIONS
- LEARN SAFETY

#### **LIFTING – LOADING – BACKING THE TRUCK**

- LEARN VEHICLE MAINTENANCE
- LEARN TO COMMUNICATE WITH CUSTOMERS
- LEARN HOW TO ACCEPT AND DENY DONATIONS
- ASSIST IN NAVIGATING FROM STOP TO STOP
- PROPER USE OF CELL PHONE
- ASSIST IN THE LOADING AND UNLOADING
- KEEPING THE TRUCK CLEAN



# BOX TRUCK

## STUDENT ASSISTANT

STAFF IS IN CHARGE AT ALL TIMES  
ALWAYS FOLLOW THEIR INSTRUCTIONS

ASSIST WITH VEHICLE MAINTENANCE

NAVIGATE – HELP WITH DIRECTION (MAP / GPS)

PHONE – CALL AHEAD TO THE NEXT STOP / CALL IN TO THE STORE

RADIO – CHRISTIAN RADIO STATION ONLY - DO NOT CHANGE THE STATION OR VOLUME

### DONATIONS

STAFF MAKES THE DECISIONS ON ALL DONATIONS

LEARN WHAT TC RESALE & DONATION ACCEPTS AS DONATIONS

TAKE CARE IN LIFTING

BE MINDFUL OF THE CUSTOMERS HOME WHEN REMOVING FURNITURE

FLOORS – WALLS – DOORWAYS

TAKE CARE IN LOADING THE DONATION IN THE TRUCK

PROPER STAKING – DO NOT SCRATCH FURNITURE – BE A GOOD STEWARD

BATHROOM – **NEVER** USE A BATHROOM IN A CUSTOMER'S HOME

CASH / CHECK – DO NOT HANDLE – LET STAFF HANDLE MONEY

ASSIST THE DRIVER IN BACKING UP THE BOX TRUCK

ALWAYS USE SEATBELTS

AT THE END OF THE DAY

CLEAN OUT THE CAB AND THE BOX

## TRAINING MODULE 1: SAFETY

1. THE SAFE OPERATION OF THE TRUCK IS THE PRIMARY RESPONSIBILITY OF BOTH THE DRIVER AND THE ASSISTANT
2. IT IS IMPORTANT TO COMPLETE THE DAILY CHECKLIST TO ENSURE THAT THE BOX TRUCK IS IN GOOD WORKING ORDER AND IS SAFE TO DRIVE
3. IT IS IMPORTANT TO COMPLETE THE WEEKLY CHECKLIST TO KEEP UP ON SCHEDULED PREVENTATIVE MAINTENANCE IN ORDER TO KEEP THE VEHICLE FROM BREAKING DOWN
4. THE ASSISTANT MUST ALWAYS GUIDE THE TRUCK WITH HAND SIGNALS AND HIS VOICE WHEN BACKING UP.
5. TO MAINTAIN SAFETY STANDARDS THE CAB AND CARGO AREA MUST ALWAYS BE KEPT CLEAN
6. TO PREVENT DAMAGE TO THE DONATIONS AND TO MAINTAIN A SAFE CARGO AREA BE SURE THAT ALL MERCHANDISE IS WELL SECURED
7. THE DRIVER SHOULD NEVER USE THE PHONE WHILE DRIVING. THE ASSISTANT SHOULD ALWAYS CONDUCT THE CALLS WHILE IN TRANSIT
8. THE PROCEDURE IF AN ACCIDENT OCCURS IS TO
  - a. STOP IMMEDIATELY IN A SAFE LOCATION, TURN OFF THE VEHICLE AND REMAIN AT THE SCENE
  - b. IF INJURIES - ASSIST THE INJURED IF POSSIBLE – DO NOT MOVE THE INJURED – CALL 911 FOR MEDICAL ASSISTANCE
  - c. WARN TRAFFIC WITH REFLECTORS OR FLARES
  - d. TRADE INFORMATION (DRIVER'S NAME, ADDRESS AND PHONE NUMBER – INSURANCE COMPANY, AGENT, PHONE NUMBER AND POLICY NUMBER )
  - e. IF PROPERTY DAMAGE IS \$1500 OR MORE CALL 911 FOR POLICE
  - f. CALL THE THRIFT STORE MANAGER
9. IF A TRAFFIC CITATION IS ISSUED NOTIFY THE STORE MANAGER IMMEDIATELY. ALL TICKETS ARE THE RESPONSIBILITY OF THE DRIVER
10. WHEN MOVING MERCHANDISE ALWAYS LIFT WITH YOUR LEGS AND GET HELP WITH THE HEAVIER ITEMS. ALSO USE A HAND TRUCK AND RAMP FOR THE VERY HEAVY ITEMS
11. SO THAT THE DRIVER CAN CONCENTRATE ON THE DRIVING IT IS THE ASSISTANT WHO IS THE PRIMARY NAVIGATOR ON THE BOX TRUCK

## TRAINING MODULE 2: VEHICLE INSPECTION

1. IN ORDER TO KEEP THE VEHICLE IN GOOD WORKING ORDER AND IS SAFE TO DRIVE IS WHY THE COMPLETION OF THE DAILY LOG IS IMPORTANT
2. THE COMPLETION OF WEEKLY CHECKLIST IS IMPORTANT FOR PREVENTIVE MAINTENANCE AND KEEPS THE VEHICLE FROM BREAKING DOWN AND AVOIDING ACCIDENTS
3. THE DAILY INSPECTION CATEGORIES ARE
  - a. WALK AROUND INSPECTION
  - b. EQUIPMENT
  - c. MILEAGE
  - d. FUEL
  - e. PICKUPS/DELIVERIES
4. THE WEEKLY INSPECTION CATEGORIES ARE
  - a. WIPERS
  - b. TURN SIGNALS
  - c. LIGHTS
  - d. HORN
  - e. MIRRORS
  - f. LICENSE PLATE TAGS
  - g. TIRE INFLATION
  - h. TIRE TREAD
  - i. STEERING FLUID
  - j. COOLANT
  - k. MOTOR OIL
  - l. BRAKE FLUID
  - m. TRANSMISSION FLUID
  - n. FIRE EXTINGUISHER
  - o. FIRST AID KIT
  - p. ROADSIDE KIT
  - q. INTERIOR CONDITION
  - r. EXTERIOR CONDITION

# BOX TRUCK DAILY LOG

TURN IN AT THE END OF THE DAY

DRIVER \_\_\_\_\_

DATE \_\_\_\_\_

NAVIGATOR \_\_\_\_\_

## WALK AROUND INSPECTION

CAB \_\_\_\_\_ BOX \_\_\_\_\_ TIRES \_\_\_\_\_ DOORS \_\_\_\_\_ GLASS \_\_\_\_\_ LEAKS \_\_\_\_\_

NOTES \_\_\_\_\_

\_\_\_\_\_

## EQUIPMENT

RECEIPTS \_\_\_\_\_ HAND TRUCK \_\_\_\_\_ TIE DOWNS \_\_\_\_\_ BLANKETS \_\_\_\_\_

## MILEAGE

ENDING ODOMETER \_\_\_\_\_

BEGINNING ODOMETER \_\_\_\_\_

TOTAL MILES \_\_\_\_\_

## FUEL

DOLLAR AMOUNT SPENT ON FUEL \_\_\_\_\_

DAYS END FUEL LEVEL            E    I    ½    I    F

## PICKUPS / DELIVERIES

NO. OF PICKUPS \_\_\_\_\_

NO. OF DELIVERIES \_\_\_\_\_

CLEAN OUT THE CAB AND THE BOX AT THE END OF THE DAY \_\_\_\_\_

# BOX TRUCK WEEKLY LOG

FILL OUT AND TURN IN EVERY MONDAY

STORE \_\_\_\_\_

TRUCK \_\_\_\_\_

MONTH \_\_\_\_\_

**DO NOT OPERATE IF ANY UNSAFE CONDITIONS EXISTS – NOTIFY MANAGEMENT**

DATE	_____	_____	_____	_____	_____
INSPECTED BY	_____	_____	_____	_____	_____
WIPERS	_____	_____	_____	_____	_____
TURN SIGNALS	_____	_____	_____	_____	_____
LIGHTS	_____	_____	_____	_____	_____
HORN	_____	_____	_____	_____	_____
MIRRORS	_____	_____	_____	_____	_____
PLATE TAGS	_____	_____	_____	_____	_____
TIRE INFLATION	_____	_____	_____	_____	_____
TIRE TREAD	_____	_____	_____	_____	_____
STEERING FLUID	_____	_____	_____	_____	_____
COOLANT	_____	_____	_____	_____	_____
MOTOR OIL	_____	_____	_____	_____	_____
BRAKE FLUID	_____	_____	_____	_____	_____
TRANSMISSION FLUID	_____	_____	_____	_____	_____
FIRE EXTINGUISHER	_____	_____	_____	_____	_____
FIRST AID KIT	_____	_____	_____	_____	_____
ROADSIDE KIT	_____	_____	_____	_____	_____
INTERIOR CONDITION	_____	_____	_____	_____	_____
EXTERIOR CONDITION	_____	_____	_____	_____	_____

**NOTES**

## TRAINING MODULE 3: ACCEPTABLE DONATIONS

1. AS A GENERAL RULE WHEN ASSESSING A DONATION PICKUP AS A WHOLE, IF WHAT YOU SEE IS 70% ACCEPTABLE AND 30% IS NOT WE CAN TAKE THE WHOLE DONATION
2. IF WHEN ASSESSING THE DONATIONS AND IT IS UNDER 70% ACCEPTABLE STATE THAT "THERE IS TOO MUCH THAT WE WOULD BE UNABLE TO SELL IN OUR STORE BUT THERE ARE SOME THINGS THAT WE COULD TAKE". IF WE ARE ALLOWED TO "CHERRY PICK" AND JUST TAKE THE SELLABLE ITEMS THEN DO SO. THIS WILL ALLOW USE TO SAVE ON OUR GARBAGE COSTS
3. ACCEPTABLE MERCHANDISE CATEGORIES ARE
  - a. CLOTHES
  - b. HOUSEHOLD ITEM
  - c. TOOLS
  - d. FURNITURE
  - e. APPLIANCES
  - f. CRAFTS
  - g. ELECTRONICS
  - h. HARDWARE
  - i. MEDIA
  - j. SPORTING GOODS
  - k. TOYS
  - l. JEWELRY
  - m. COLLECTIBLES
  - n. VEHICLES
4. UNACCEPTABLE MERCHANDISE ARE
  - a. ANYTHING BROKEN OR HAS MISSING PIECES
  - b. ANYTHING WITH STAINS, TEARS OR ODORS
  - c. ANYTHING THAT TEEN CHALLENGE DISAPPROVES OF
  - d. THINGS WE ARE NOT ALLOWED TO RESELL
    - i. CAR SEATS
    - ii. FLOOR LAMPS WITH HALOGEN BULBS
    - iii. HAIR DRYERS WITHOUT CIRCUIT BREAKER PLUGS
    - iv. CRIBS
    - v. PLAY PENS WITH NETTING SIDES
    - vi. INFANT CLOTHING WITH DRAWSTRINGS
  - e. CONTRABAND (DRUGS, PARAPHERNALIA, TOBACCO, ALCOHOL OR PORN
  - f. ITEMS THAT DON'T SELL (CONSOLE OR PROJECTION TVs, ORGANS)
5. BE POLITE WHEN TURNING DOWN UNACCEPTABLE ITEMS, OVERSTOCKED ITEMS AND/OR ITEMS WE CAN NOT SELL
6. IF AN ISSUE ARISES WHEN TURNING DOWN A DONATION DO NOT ARGUE AND REFER THEM TO THE STORE MANAGER

## TRAINING MODULE 4: COMMUNICATION

1. YOUR FIRST ORDER OF BUSINESS WHEN YOU ARRIVE AT A DONATION PICKUP SITE IS TO GREET THE DONOR IN A FRIENDLY MANNER AND WHY YOU ARE THERE
2. AN EXAMPLE OF YOUR GREETING WOULD BE “HELLO, HOW ARE YOU TODAY? I AM “\_(YOUR 1<sup>ST</sup> NAME)\_” , AND I AM HERE FROM THE THRIFT STORE TO PICK UP YOUR DONATION”
3. YOU DO NOT NEED TO OFFER A TAX DEDUCTIBLE RECEIPT TO EVERYONE, JUST THOSE WHO ASK FOR ONE
4. YOU SHOULD ONLY ENTER THE DONOR’S HOME TO GET THE DONATION. YOU MAY NEVER USE THE DONOR’S BATHROOM AT ANY TIME. THIS IS EXPRESSLY PROHIBITED BY THRIFT STORE POLICY
5. YOU ARE FREE TO SHARE THE NATURE OF ADULT & TEEN CHALLENGE AND YOUR INVOLVEMENT WITH THE PROGRAM. YOU MAY ALSO SHARE SOME OF YOUR PERSONAL TESTIMONY
6. YOU CAN END YOUR CONTACT WITH THE DONOR BY SAYING “THANK YOU VERY MUCH FOR YOUR DONATION. TEEN CHALLENGE GREATLY APPRECIATES YOUR CONTRIBUTION TO THIS VERY IMPORTANT PROGRAM. GOD BLESS YOU AND HAVE A NICE DAY”.
7. BEING COURTEOUS, POLITE AND RESPECTFUL IS THE MOST IMPORTANT ASPECT OF YOUR CONTACT WITH THE DONOR

## **TRAINING MODULE 5:    LOADING AND UNLOADING OF THE VEHICLE**

1. THE SAFETY OF THE STUDENT IS THE PRIMARY CONCERN WHEN LOADING AND UNLOADING THE BOX TRUCK
2. THE CARE OF THE DONATION IS THE SECONDARY CONCERN
3. THE USE OF PROPER LIFTING METHODS, THE USE OF A HAND TRUCK AND THE RAMP AND HAVING AN ADEQUATE NUMBER OF STUDENTS TO LOAD OR UNLOAD THE BOX TRUCK CAN HELP ENSURE THE SAFETY OF THE STUDENTS
4. THE DONOR'S HELP SHOULD NOT BE SOLICITED TO LOAD THE BOX TRUCK BUT THEY CAN VOLUNTEER IF THEY DESIRE
5. SMALLER ITEMS SHOULD BE PUT INTO BOXES OR BAGS FOR PROPER TRANSPORT