



# Children's Services Auxiliary



## PROCEDURES FOR TOY STORE VOLUNTEER

Thank you for volunteering at the Holiday Toy Store. Before arriving for your shift, please read these procedures carefully. If you have any questions, please ask your shift leader.

### ASSISTING SHOPPERS

1. Before you begin to assist shoppers, familiarize yourself with the layout of the store and how the toys are sorted on the tables.
2. The number of gifts each guest will select for each child will be posted.
3. The shift leader will check-in all shoppers and validate the voucher.
4. The shift leader(s) will hand you a voucher. Introduce yourself to the shopper(s) as their HOST.
5. Review the ages and gender of the children listed on the voucher.
6. Take the shopper to the stocking stuffer and stuffed animal area first. Tell them how many they can pick and give them a basket for the stocking stuffers they select.
7. There will be an area designated to put the selected items while the shopper is still shopping. Ask shopper if they brought a bag (if not we do have some available) and put the stocking stuffers and stuffed animals in the bag, and put the voucher on top of it. Put the bag in the designated area.
8. Take the shopper to the shopping area and explain the layout of the store and how many toys they will be selecting for each of their children. Tell them to let you know if they have any questions. If you do not know the answer, ask the shift leaders.
9. As the shopper selects gifts, place them in their designated area.
10. If the shopper is having difficulty making selections, or if they are not selecting gifts that are appropriate for the age of the child, offer assistance.
11. Gift Cards for Teens (13 and older, court-dependent only): If a shopper has a teen and they are unable to find a gift in the designated TEEN area, we have gift cards available in lieu of a large gift. When they have made their other gift selections, count and bag their items, then take them to the front desk to sign up for one gift card. Shift leaders will assist them.
12. When the shopper is done, count the gifts as you put them in the bag to ensure they received the correct amount.
13. Give the bags to the shopper and direct them to the exit.
14. If you have any problems with a shopper, please let the shift leaders know immediately. We want this to be a positive experience for both you and the shopper.
15. If you are assigned to work in the front with shoppers, please don't go into the back-sorting area unless directed to by the shift leader.
16. The last hour of your shift you will be sorting and/or restocking the merchandise.
17. If you have any questions, please speak to the shift leader.

### SORTING ROOM

1. Sort toys according to gender and then by the type of toys. Follow signs on the floor.
2. Items that appear to be for Teens will be separated and placed in a designated area.
3. Clothing donations are to be sorted in the designated area.
4. When a toy delivery arrives, please stop sorting and assist with unloading the toys from the vehicles. The priority is to unload the toys as quickly as possible.
5. If you have any questions, please speak to the shift leaders.

