

CHARITY GUILD SHOP POLICIES FOR MEMBERS

Shop Hours: 10:00 a.m. – 3:00 p.m.
Monday through Saturday

WORK DAYS

Assignments: Each member is expected to work her assigned day. If a member cannot work as scheduled, she should notify her Day Manager.

Shop Time: Members must SIGN IN and SIGN OUT on the designated computer at the Customer Service desk and on the sign-in sheet nearby so that hours worked in the shop are counted. A member who forgets to sign in or out must record hours worked in the PROBLEM BOOK to the right of the sign-in sheet. Sign in for shop hours ONLY, not for committee hours.

Double Hours will be given:

- Fridays and Saturdays
- Thanksgiving week
- Christmas Week
- Spring Break
- Any additional dates designated by the Shop Chairs

Lunch Break: should be limited to **30 MINUTES**.

Uniforms: Members' aprons must be worn with the member's first name monogrammed on it, large enough to be easily read. Our own Lady Fingers can monogram aprons for a suggested donation of \$10. Provisional pins and "arches" are to be "retired" after one becomes an Active member.

Personal Calls: Please limit personal telephone calls. All cell phones should be placed on the silent or vibrate mode when working on the floor. If a member receives a call on her cell phone, she should leave the floor to continue the conversation. Conversations on one's cell phone should not take place where customers are present.

WORK DAYS (continued)

Members' Children in the Shop:

- No child under the age of 12 is allowed to accompany a member on a workday.
- Children ages 12 and older and NOT applying for service hours may accompany a member but must remain with the member for the duration of the workday. Children in this age group must **not** become the responsibility of a non-related member.

Students Earning Service Hours:

- Hours must be scheduled through the Day Manager
- No more than 2 students per day
- Day Manager or her designee will schedule tasks for students to perform
- Students may not work in the cashier area or in the jewelry department
- Shop Chair or Day Manager must sign off on hours completed

Solicitation of Funds, Collection for Gifts: Each member of the Guild is a volunteer and gives generously of her time, talent, and treasure; therefore, it is the policy of the Shop that all gift giving between members be done voluntarily, privately and outside the Shop work environment. Funds to purchase gifts or to provide celebrations may not be solicited.

Member Pricing: A member MUST NOT price any items she intends to purchase. A member who sees an un-priced item she would like to purchase should put her name and telephone number on the item and ask to be called when it is priced. The item will be held for 3 days after being priced and then placed on the floor.

Members may NOT price their own items or their family's items. They should place them in the proper area to be priced.

MEMBER SHOPPING

Personal Shopping: Members should limit shopping to one's lunch break or **BEFORE** shop hours. Please try to make all purchases before 2:00 p.m. The last 30 to 60 minutes are very hectic and should be reserved for customers.

Mark Down Items Policy: No one (member or customer) may call in and have a "mark down" item held. Members must come in person (just like the customers) the day of the mark down BUT must wait until after 10:15 a.m. to purchase the item.

Members Hold Policy: Items may be held for members for **ONLY** three (3) days provided that the item will not be marked down during that time frame. Sunday is included in the 3 day approval. Member must place on the hold item:

- her full printed name
- date
- phone number/cell phone number
- email address

She must place the item in the designated holding area:

- Apparel: white coat rack near the upstairs "Apparel Boutiquing" area
- Household items: in the Household receiving area on the shelves behind the northern-most computer. There is a sign designating the proper shelves.

After three (3) days it will be placed on the floor.

Members may take an item home on approval for three (3) days only. The member must leave a check for the amount of the purchase **based on that date**, including sales tax, along with the consignor price tag. Mark the envelope with the date to be processed. The Member's check will be deposited when the three (3) days have elapsed.

No over the phone holds will be accepted.

MEMBER CONSIGNMENTS

Member Consigning Policy

Member must:

- follow all consigning rules regarding
 - number of items
 - acceptable items
 - and seasonal items
- put clothes on proper hangers
- fill out and sign a contract
- provide a complete list of the items being consigned.
- take responsibility for consigning her own items, updating the computer and placing her consignment in date order with other consignments.

Member MUST NOT price her own items or her family's items. She should place them in the proper area to be priced.

Apparel Consigning

- Members may consign apparel at any time as long as guidelines are followed.
- When Apparel Receiving is open **to outside consignors**, members may consign before 12:30PM or after 2:30PM.
- Members should consign across from the rack that brings apparel up from receiving, sign in on the gold sheet and enter the date of the consignment in the computer.
- A Member may consign only **one contract per week** for herself **OR** for a member of her family.

Household Consigning

- Members may consign at any time on days when Household Receiving is **closed to outside consignors**.
- When Household Receiving is open **to outside consignors**, members may consign **only after 1:00PM**.
- Members should sign in on the yellow sheet and enter the date of the consignment in the computer.

A Member may consign only **one contract per week** for herself **OR** for a member of her family.

SHOP POLICIES FOR PROVISIONALS/TRAINEES

Training: Provisionals shall be in training for the duration of their first year in the Guild. The Day Manager will assign each provisional to an area and appoint an Active member to work along with her.

Provisionals must rotate through both Receiving areas and through both Pricing areas (Apparel and Household), Assignments to the Cashier, Customer Service, Estates, Jewelry, Shoes, Donations, Art and Books will be at the discretion of the Day Managers.

Work Days: Provisionals should work their assigned day. A provisional may come in on other days after she has verified with the appropriate Day Manager that it is permissible for her to do so. The Day Manager must know in advance in order to properly plan for her day and make personnel assignments. On these days the Provisional will be expected to do the tasks that the Day Manager assigns and these will include: dressing room duty, tagging for pricers, straightening up the shop, floor duty, etc.

Double Hours: Provisionals will follow all Policies for Members. Provisionals are required to work one Saturday at the Shop during the year. They will receive double hours for that day.

Provisionals will also receive double hours:

- Any Friday or Saturday
- Thanksgiving week
- Christmas week
- Spring Break; Monday through Saturday)
- Any additional days designated by the Shop Chairs

SHOP POLICIES FOR CUSTOMER CONSIGNMENTS

Consigning during reduced hours, 2021-2022

Hours:

- Determined by Shop Chairs and inventory needs.
- By appointment only.
- Consignors need to visit website for updates and changes.

Closure dates for consigning to be determined on a month by month basis.

CONSIGNMENT RECEIVING

Consignor Accounts: A photo I.D. is required to open a new account and to consign. Consignors may consign only under their name and number and not for family members. (This does not apply to members.) Members may not add a new consignor account for an individual unless the individual is present and has the goods to be consigned in hand.

CONSIGNMENT FREQUENCY

- **Monthly in Apparel**
- **Weekly in Household**
- **Furniture by appointment only** and accepted based on space availability for consignors AND members. Email the Furniture department at furniture@charityguildshop.org
- **Estate Consigning** is by appointment only for consignors and members. Calls to the Shop should be directed to the Estate Department Chair.
- **Boutique Circle** – Consignors who regularly consign designer or high-end apparel may be invited to the Boutique Circle. An interview is conducted by the Boutique Circle Chair and consignments are scheduled by appointment only.

CONSIGNMENT GUIDELINES

SEASONS: **Transitional Spring** - January
Spring: February - March
Summer: April through July
Fall: August - September
Winter: October - November

HOLIDAY/SPECIALTY ITEMS RECEIVING:

Apparel

Valentine's Day: January
Rodeo: January - February
Halloween: September
Furs: October - November
Ski Apparel: November - January
Christmas: October - November

Household

Valentine's Day: January
Mardi Gras: January
Rodeo: January - February
Easter: February - March
Halloween: September
Fall & Thanksgiving: October
Christmas: October thru **November**

Apparel receiving is **closed** for the months of **July and December**.

Household receiving is **closed** December 12, 2020 through January 1, 2021.

All Receiving is closed on the days of **General Meetings**

CONSIGNMENT POLICIES

Consignment Responsibility: Charity Guild Shop assumes no responsibility whatsoever for loss due to fire, theft or damage of any item left for consignment.

Consignment Acceptability: All apparel must be clean and pressed, odor-free, in good repair, current and able to be priced at **\$10.00**. Clothing must be on hangers. Household items must be clean, in working order and able to be priced at least at **\$8.00**. Any item that cannot be priced at the minimum is not acceptable for consignment and should be returned to the consignor or placed in the donations for St. Vincent de Paul. It should not be sent to our donations department for placement in the shop. Children's items can be priced at a minimum of **\$4.00**.

Unacceptable items are listed in each receiving area. There are also **MAXIMUM LIMITS** on the number of items in each category that may be received **PER CONTRACT**:

- **12** adult hanging garments
- **12** children's garments
- **15** household items
 - 1 set of dishes per contract
 - books count as one line item
- **5 each** of all accessories (shoes, purses, scarves, belts, ties)
- **10** pieces of jewelry

Consignment Price Reductions and Retained Fees:

Most items are marked down 25% on the 30th day from the original price date, 50% on the 45th day from the original price date. On the 60th day from the original price date any item not sold becomes the property of Charity Guild Shop.

Certain items may be reclaimed with a 10% return fee based on the original sales price **ONLY** if this arrangement has been made by a Shop Chair **BEFORE** the item is consigned.

The Shop pays the consignor 60% of the selling price on all items sold before they become shop property. The 40% retained by the Shop is a consignment fee paid by the consignor to Charity Guild Shop and is not tax deductible.

Consignor Checks: Checks for the merchandise sold during the previous month will be mailed no later than the 15th of the following month. Checks will generally not be written for less than \$15.00. However, in November checks will be issued for accounts with a balance of \$4 or more, and in May checks will be issued for account balances. A fee of \$10.00 will be charged to reissue a check. Checks not cashed within one year of date of issue will not be honored and the monies become the property of Charity Guild.

CUSTOMER RELATIONS

Tax-Deductible Forms: These are for donated items only. The customer fills out the form completely. A member signs and dates the form and both copies are given to the customer. Charity Guild Shop does not keep any paperwork. All items are donated at the Customer Service desk and delivered by a member to the Donations/Supply Room.

We do not:

- hold items for customers.
- accept credit cards over the phone for anyone.
- give refunds.
 - However, the Shop Chair may authorize a refund under specific circumstances.
- give out personal information of any member to anyone.

Difficult Situations: Members should be courteous at all times. If a situation should become difficult, signal the guard who will handle the problem.

ALWAYS BE ALERT FOR SHOPLIFTERS THROUGHOUT THE STORE

GENERAL POLICIES FOR CHARITY GUILD SHOP

There shall be a Charity Guild Shop Policy Board to serve as a stable guiding force in the continued development of the Shop. This board shall meet quarterly or as needed to reconsider existing shop policies and practices. The present Shop Chairs shall call the meeting(s).

The Policy Board shall be composed of:

- Present and newly elected Apparel Shop Chairs
- Two (2) previous Apparel Shop Chairs
- Present and newly elected Household Shop Chairs
- Two (2) previous Household Shop Chairs
- Shop Treasurer
- Current and newly elected Presidents
- Finance Chair

(Present Shop Chairs, at their discretion, may ask previous Shop Chairs to sit in on Shop Policy meetings.)

Updated May 2021