

## Volunteer Positions:

**Donor Assistant:** Donor Assistants help with the incoming donations and work with unloading the ReStore box truck as well as individuals dropping off donations to the ReStore. The Donation Assistant will make sure that items that come in are ready to go to the sales floor. This includes cleaning, doing minor repairs, assembling, and testing donated items. While staff/experienced volunteers will do the pricing, new Donation Assistants help with researching prices for items.

Please be mindful that donors are our customers too. They need to be handled with the same courtesy you would expect from any retail store. If someone has gone through the trouble of bringing an item to us, we must be careful about declining the donation. If a donor comes in with something that is in either poor condition or that we do not accept do not flat out tell them no. Try the Pause technique: "Normally we don't accept this", pause to gauge customer reaction. If the donor understands about the condition or that we don't take a certain item let them offer to take it somewhere else. If they do not know where to direct the donation, be ready to provide them with a few alternatives. If the customer begins to look or act upset, take the item and assure them we will make sure that the donation is put to good use. If in doubt accept it because you never know what the donor may bring in next time.

**Sales Assistant:** Sales Assistants need to be outgoing individuals who like working with the public. They are the help on the floor. While you do not need to know every answer for the customer, be ready to find someone who might. You will also want to know all special sales and promotions the ReStore is running that day.

As a Sales Assistant you will be helping individuals find just what they are looking for today, so please familiarize yourself with the ReStore. In between customers we need sales assistants to refresh displays and reorganize shelves. Example: Set up table settings with dishes. Sometimes moving inventory around makes it appear new even if it has been in the ReStore for weeks.

Always greet customers at the door and on the sales floor. Initial greeting, "Good morning/afternoon, welcome to the ReStore." When asking the customer if they need assistance ask open ended questions. Instead of, "Can I help you find something?" Try, "What projects are you working on," or "What's on your list today," or even, "What can I help you find today?" This gives the customer pause to think of an answer and not just say no.

Always do your best to help a customer and answer questions, but if you do not know how to answer the customer's question regarding an item or a project they are explaining, be honest, and absolutely DO NOT make up an answer. We would rather the customer make an informed decision on a purchase than sell them something they cannot use.