




University of Arizona
Yavapai County Cooperative Extension
Master Gardener Association

Please, no pets!

Presents

PLANT AND YARD SALE

MONSOON MADNESS

Training for Master Gardeners

6/23/2019

Why you need to review this training document



- All volunteers need to know something about every area of the sale, as customers may ask you questions on sale day or you may be asked to fill in for another position in addition to your area.
- You will have questions - who to report to, where to park, what to do if you want to make purchases, etc. This document has that info.

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Monsoon Madness Week Volunteer Positions

- Logistics (Wednesday, Thursday, Friday, Saturday, Monday)
- Merchandise Intake/Pricing (Thursday and Friday)
- Refreshments (Set-up room Friday; Saturday snacks/lunch)
- Shopkeepers (Saturday)
- Cashiers (Saturday)
- Runners (Saturday)
- Tally People (Saturday)
- Floaters (Saturday – experienced gardeners – know the plants)
- Master Gardener Information Table (Saturday)
- Holding area (Saturday)
- Greeters/Clickers (Saturday)

Directions to Prescott Extension Office

Coming from Verde area via Hwy 69

Option 1:

- Stay on Hwy 69 coming into Prescott – becomes Gurley Street
- Go past Courthouse Plaza
- Right on Gail Gardner
- Look for Extension office sign on your right

Option 2:

- From Hwy 69 in Dewey area, right on Fain Rd
- Left on Willow Creek
- Right on Fair St
- Left on Gail Gardner
- Look for Extension office sign on our left



2019 Shifts

		Hours of Operation	Volunteer Shifts
Wednesday July 10th	Logistics set-up / clean barn	1:00pm to 3:00pm	1:00pm to 3:00pm
Thursday July 11th	Drop off Merchandise/price plants	7:45am to 3:00pm	7:30am to 11:30am 11:15am to 3:00pm
	Logistics	7:15am to 1:00pm	7:15am to 1:00pm
Friday July 12th	Drop-off merchandise	7:45am to 12:00pm	7:30am to 12:00pm
	Price yard stuff	7:45am to 3:00pm	7:45am to 3:00pm
	Logistics set-up	7:45am to 12:00pm	7:45am to 12:00pm
	Refreshment set-up	1:00pm to 4:00pm	1:00pm to 4:00pm
Saturday July 13th	Logistics set-up	5:30am to 7:30am	5:30am to 7:30am
	Volunteers move merchandise	6:00am to 7:00am	NA
	Sale Hours	7:30am to 12:30pm	6:00am to 9:45am (incl set-up) 9:30am to 1:30pm (incl clean-up)
	Logistics	Put large items away after sale	12:30pm to 2:00pm
	Refreshments	Start 6:00am	6:00am to 1:00pm (incl clean-up)
Monday July 15th	Post-sale clean-up/storage	8:00am to 10:00am	

Note: On Saturday morning, everyone on the first shift helps move merchandise to the sale yard. Second shift helps with clean-up after the sale.

Logistics



- Responsible for the setting up of tables, EZ-ups, fencing, etc.
- Activities take place Wednesday, Thursday, Friday, Saturday, and the following Monday morning (put materials back in storage, final clean-up)

Note: Involves lifting (moving tables, EZ-ups, concrete blocks, etc. plus some not so strenuous activities)

Thursday/Friday – Merchandise Intake/Price

Unload merchandise as it is brought for the sale



Groom and price plants



Move priced plants to Mackin basement

When pricing non-plant items, it is helpful if you know something about yard sale prices.

You will be standing, lifting plants, etc. for an extended period of time. Notify the coordinator of your limitations.



Price non-plant items in Barn B

Pricing Plants - Instructions

Most plant prices are determined by the pot size

- Make sure the plant has a plant ID stick (botanical name, common name, flower color)
- Place the price dot and the plant ID stick in line with each other (may have to wipe the pot first)
- Take off or mark out any labels on the pots (including bar codes)
- Do the tug test – if the plant is not rooted put it aside
- Remove dead leaves; look for insects/diseases
- Check to see if plant needs water

Placing Plants in Mackin Basement

After plants are priced they will be placed in the Mackin Basement

- There will be signs on the wall for the plant categories
- Place plants so the plant price & stick label face the aisle - this makes checking much easier

Pricing Yard / Garden Stuff (non-plant)

- As items are delivered, place them in Barn B
- Volunteers will sort items (look for cracked or dirty pots, items with missing parts, etc.)
- Put small similar items in baggies (e.g. irrigation parts, etc.)
- Price items – (yard sale prices; ½ or less of what the items sell for at a place like Walmart). Price to sell – be consistent.

Shopkeepers

1. Shopkeepers staff each plant area and the non-plant area
2. Primary shopkeeper for each area should be in place before merchandise is brought out Saturday morning
3. Should know something about the type of plants in their area
4. Answer customer questions, help them select plants
5. Keep area looking nice; rearrange remaining merchandise
6. Place hold tags on large items (see Large Items page 26) – Hold for 1 hour
7. Look at other areas to see what plants they have so you can direct customers as needed
8. May end up staying with customer and walking with them as they need more assistance with plant selections in other areas
9. May help them get merchandise to Holding Area



Floaters

- Experienced Master Gardeners provide general help for customers; may float between shopkeeper areas



Tally People

- Tally people are stationed at the beginning of the cashier lines
- All items have a price sticker
- Write prices of items on paper and give it to customer
- Customer takes tally sheet to the cashier
- Position requires standing and bending
- First hour is really busy, then it slows down



Tally Options – any one of these is ok

$$\begin{array}{l} 1 \times \$ 5 \\ 4 \times \$ 3 \end{array}$$

Enter number of items at each price and let cashier do the math

$$\$ 10$$

Enter total amount and circle it

$$\begin{array}{l} 3 \\ 3 \\ 2 \\ 1 \end{array} \quad \textcircled{9}$$

Enter prices and total them – circle the total

$$\begin{array}{l} 3 \\ 5 \\ 1 \\ 1 \\ 2 \end{array}$$

Just enter individual prices and let cashier total it

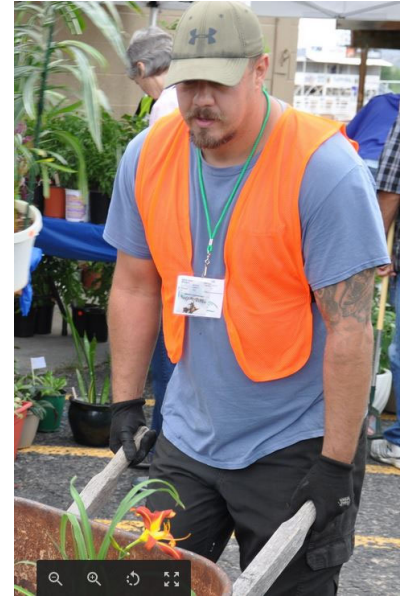
Cashiers

- 2 cashiers per cash box
- Take tally sheet from customer, total it, take money, provide change, stamp with “Paid” stamp
- We only accept cash (i.e. no credit cards or checks)



Runners

- You will be wearing orange vests
- Help move items within the sale yard
(use hand trucks, wheel barrows, carts) –
some items could be large – ask for help if you need it
- Help customers take purchased merchandise to vehicles
- **We do not allow customers to take our wheel barrows, hand trucks, carts, etc. to their vehicles unattended**



MG Information Table

- Answer customer horticulture questions
- Will have reference materials (similar to event tables) and binders with plant information sheets
- If you have worked on the Master Gardener Help Desk or staffed information tables, this is similar, but not a prerequisite



Hold Area

- Customers should store merchandise in the Hold Area if they have too much to carry and are still shopping
- A cashier station and tally people are assigned to the Hold Area for the first couple hours, as it gets really busy
- Enter the customer's last name and time on one of their items. **Items are held 1 hour only- tell the customer that.**
- We do not release any items until there's a "paid" stamp on the tallied slip.
- It is really busy, so to eliminate mistakes, tally people should just enter the number of items and amounts – let cashiers add it up – examples:

3 x \$5

1 x \$10

8 x \$2



Greeters

- Greet customers in line before the sale and explain the process (yard layout, hold area, MGs will help them carry their merchandise, etc.), and that sales are cash only.

Greeter



- After sale begins, stand at the entrances, welcome customers, and count them as they enter the sale yard using a clicker



Important Information – you need to know.....

- Where do I park?
- Who do I see when I get there?
- What happens on Saturday?
- What about food??????
- What if I want to make purchases?
- What else do I need to know about the process?



Master Gardener Parking on Saturday

- Enter from Gail Gardner
- Make a sharp left after coming in the gate and look for the sign
- Volunteers will park on the west end of Barn B (long building that will be in front of you)
- We are leaving the paved parking spaces for customers



Check-in and Check-out with Volunteer Coor.

- Check-in and check-out with the Volunteer Coordinator every day you volunteer during Monsoon Madness week
- On sale day all volunteers wear vests so we can be easily identified. You will receive a vest when you check-in; return it when you check-out after your shift



Volunteer Coordinator –
Sandy Dessero

Saturday Morning – Sale Day

- Logistics starts at 5:30am – tables and EZ-ups need to be placed
- 1st shift volunteers for all other positions arrive at 6:00am to help move merchandise to sale yard
- Be patient, can't move merchandise out until tables, EZ-ups and signs are in place
- **Directions will be provided on what gets moved where – there is a process, so pay attention to instructions 😊**



7:00am - Cashiers, Tally people, Runners, and Hold Area people meet at cashier end of the yard for final instructions



Refreshments

Thursday and Friday – bring your own nourishment;
water will be provided

Saturday

- Coffee/snacks are available early (i.e. 6am)
- Lunch will be provided – usually available around 10:15am
- Check with your area coordinator before leaving for a break or lunch – positions need to be covered
- **Refreshments are only for volunteers, not the general public**



Carts, Wheelbarrows, Hand Trucks

- Loaned by Master Gardeners (be sure your name is clearly marked)
- They are for volunteers to assist customers; not for customers to use to collect merchandise
- No customer should leave the sale yard with a cart, wheelbarrow, etc. without a MG Runner



Signs

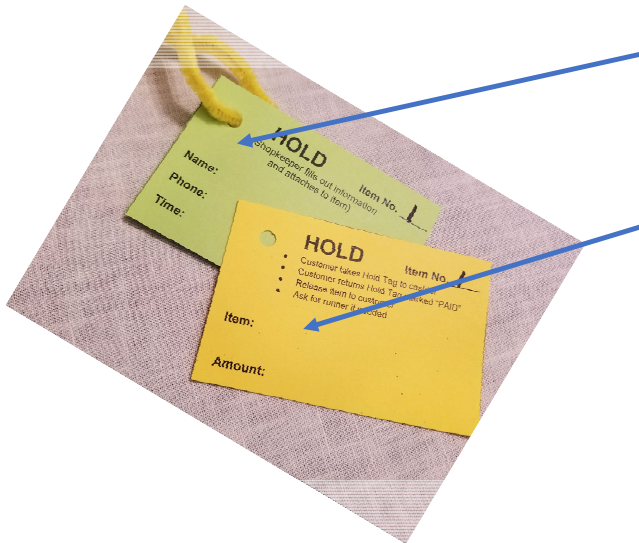
Signs are used to designate each area of the sale yard



Informational signs are clipped to stakes in nursery pots with gravel

Large Items

- If items are too large to carry to the cashier or to the Hold Area, we use a **Hold Tag**.
- This is a 2-part tag, and each set of tags is numbered. The shopkeepers for that area of the sale yard have the Hold Tags.



1. The shopkeeper writes the customer's name, phone number, and the time on this portion ties it to the item. The time is important. Tell customers we will **hold for 1 hour**.
2. The shopkeeper writes the name of the item, e.g. ficus tree, and the price are written on this portion and gives it to the customer to bring to the cashier.
3. After paying, the cashier stamps "paid" on the tag and the customer brings it back to the shopkeeper, who matches the 2 tags and gives merchandise to the customer. A Runner will help get the item to the customer's vehicle.

NOTE: These large items are not taken to the Holding Area. The Holding Area does not use these tags.

Prices

- All items are priced on the Thursday and Friday before the sale.
- Items will be marked with a dot that includes the price.
- If a dot won't stick to an item, it may be attached with a string tag or tape
- Prices are firm; we **do not** negotiate prices with customers; we don't discount prices, and we don't tell customers prices will be ½ off later in the sale. Any decision to reduce prices will be lead by the Merchandise Coordinator.



Master Gardener Purchases



- ✓ Master Gardeners may not make any advance purchases before the sale.
- ✓ You may not make purchases while “on volunteer duty”, i.e. wearing your MG nametag, wearing a volunteer vest, during the sale.
- ✓ You may have someone else (family member, friend, etc.) make purchases for you while you are “on duty”. **Work this out before the person is in line – does not look good for a MG to be telling person in line what to purchase for them.**
- ✓ When you do make purchases, do not leave them in the sale yard; take them to your vehicle or put them in the Mackin basement with your name on them.

Volunteer Guidelines

- ✓ Watch for e-mail instructions from your coordinator. Respond so they know you have read the message.
- ✓ Park only in areas designated for volunteers (pg 21); leave spaces close to the sale yard for customers.
- ✓ Wear your Master Gardener/Associate Master Gardener nametag and any MG logo wear you'd like.
- ✓ It could be really hot; it could rain, so dress accordingly (bring sunscreen, hat, rain gear, etc.) Igloos of water will be available.
- ✓ Be on time; if something comes up and you can't make it let your coordinator know.
- ✓ Remember, no smoking or eating in the sale yard in front of customers
- ✓ HAVE FUN!!!!

After the Morning Rush

After the first rush of customers, you may be tempted to stand in a group chatting with other Master Gardeners – please do not do that – make yourself available to the customers we still have.



Tear Down - Saturday

- The 2nd shift volunteers help with tear down after the sale – Logistics people will provide instructions.
- If it starts to rain or there are only a few customers you might wish you could start taking down tables and EZ-ups.
We don't do that while we have customers.
- Instructions for taking down tables and EZ-ups will be provided. Make sure there is 1 person on each EZ-up leg before removing weights.
- Logistics people are asked to stay after the sale and put away as many of the supplies as possible (e.g. take to storage unit behind Extension Office, etc.) unless it is raining.



Feedback / Suggestions

- The Monsoon Madness processes, signs, layout, etc. that we have today are the result of suggestions and feedback from previous sales.
- Your coordinator will solicit feedback/suggestions either in person or via e-mail. It is important to provide that before the Monday morning after the sale so it can be included Monday's Planning Committee wrap-up meeting.

What do we do with the proceeds?

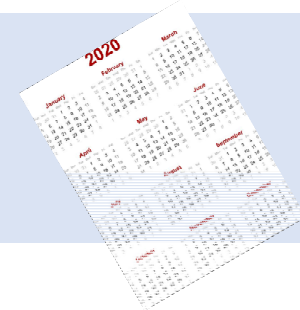
If customers ask what we do with the money we make, here is the answer:

Proceeds from our Monsoon Madness sale are used for public outreach, which means reaching out to the community to provide free science-based horticulture information.

Some examples of how the funds are used: printing costs, equipment costs such as the supplies we use at Farmers Markets (canopies, books, banners, tables, display stands), projectors for presentations, guest speakers at garden conferences, scholarships, etc.



Is there a Monsoon Madness Sale Next Year?



The location of the Cooperative Extension office will probably change within the next couple years. Since we do not have firm plans yet, and we don't know if we will have this same sale in this same location next year, customers may provide their e-mail address and we will place them on our "Cooperative Extension Event Mailing List".

They will be notified of all Extension workshops, events, etc., including our Monsoon Madness Plant and Yard Sale.

Thank you for helping to make this a great event for our customers and for you. It is an opportunity to get to know your fellow MGs and to provide educational information to the public. Most importantly - Have fun!!!!