




University of Arizona
Yavapai County Cooperative Extension
Master Gardener Association

Please, no pets!

Presents

PLANT AND YARD SALE

MONSOON MADNESS

Training for Master Gardeners

Version 3.0 - 2018

What you need to know....



- All volunteers need to know something about every area of the sale, as customers may ask you questions on sale day, you may be asked to fill in for another position in addition to your area, etc.
- You should also know the duties of each position so you volunteer for tasks that you will enjoy.
- You will also have questions - who to report to, where to park, what to do if you want to make purchases, etc.

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 (Saturday)

2018 Shifts

		Hours of Operation	Volunteer Shifts
Wednesday July 11th	Logistics set-up / clean barn	1:00pm to 3:00pm	1:00pm to 3:00pm
	Drop off for committee members	3:00pm to 6:00pm	NA
Thursday July 12th	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 13th	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 14th	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)
	Refreshments	Start 6:00am	6:00am to 1:00pm (incl clean-up)
Monday July 16th	Post-sale clean-up/storage	8:00am to 10:00am	
	Wrap-up meeting	11:00am (incl lunch)	

Note: On Saturday morning, everyone on the first shift helps move merchandise to the sale yard.

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)

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.



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

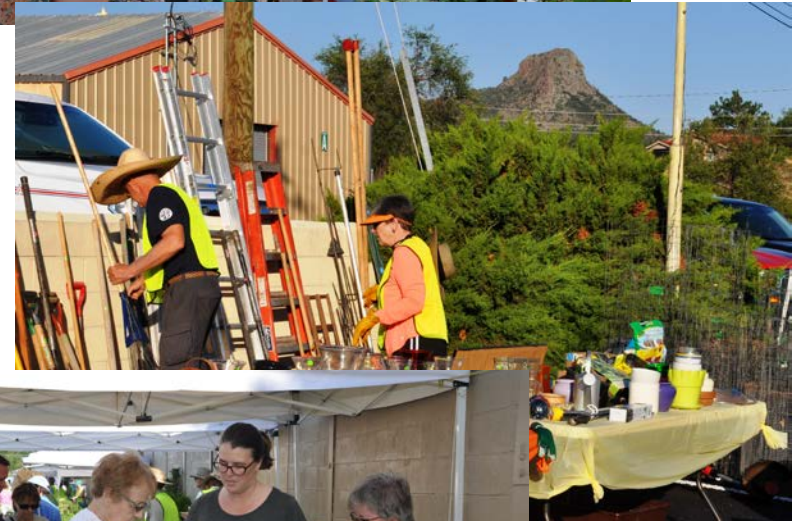
- There will be signs on the wall for the plant categories
- Place plants so the plant price & stick label face the aisle - this makes checking much easier

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
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) – 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



Floater

- 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
- First hour is really busy, then it slows down



Tally Options

1 X \$ 5
4 X \$ 3

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

\$ 10

Enter total amount and circle it

3
3
2
1 (9)

Enter prices and total them – circle the total

3
5
1
1
2

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
- We only accept cash (i.e. no credit cards or checks)



Runners

- You will be wearing orange vests this year
- 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 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 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 one hour only. The customer is told this.
- ✓ 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.

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

- Check-in and check-out process
- What happens on Saturday?
- What about food??????
- What if you want to make purchases
- What else you need to know about the process



Master Gardener Parking

- 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
- 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 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



Signs

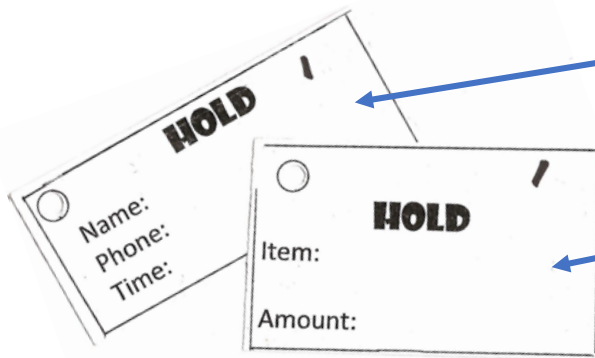
Signs are used to designate each area of the sale yard



Informational signs are clipped to stakes in nursery pots with gravel

Large Items

- If items are too large to carry to the cashier, 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 name of the item, e.g. ficus tree, and the price are written on this portion, and it is given 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. A Runner will help get the item to the customer's vehicle.

NOTE: These large items are not taken to the Holding Area.

Prices

- All items are priced on the Thursday and Friday before the sale.
- Items will be marked with a colored 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”.
- ✓ 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; 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.
- ✓ 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.
- 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.



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 Monday morning 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.



Have fun!!!!