

## **Holding Area Coordinator Responsibilities**

7/10/16

- Coordinate procedures with Cashier Coordinator
- Have supplies for volunteers available
- Communicate with volunteers prior to the sale – provide instructions so they know what is expected

## **Holding Area Volunteer Procedures**

- Instruct customers that holding items is for one hour. After an hour, items will be returned to the floor.
- Receive merchandise, put last name on tag with time, and group in a corner area or other space.
- When customer returns to pay for items, have tally person add up items. If busy, you may tally items as well. The customer gives the tallied items sheet to the cashier for payment.
- When the customer returns with the paper ticket marked “paid,” the items can be released to the customer’s car.
- The customer may need assistance getting paid items to their car. Call for a runner if assistance is needed.

## **Holding Area Supply List**

4-5 pens, 2 sharpies  
2 Post-it note pads  
2-3 small pads of paper  
1 pair scissors  
2 masking tape or scotch tape  
Stapler  
Clips  
Plastic tote to store supplies (in case of rain)  
Trash container

## Sample e-mail message for Holding Area volunteers

Howard Pena <howardpena@cableone.net>

July 10, 2013 6:26 PM

To: Tom Watkins <QFD@aol.com>, Lee Vadnais <stepoway@mail.com>, Cathie Martin <cathiecolleen@gmail.com>  
Holding Area Instructions

On the day of the Monsoon Madness sale, Saturday, July 13, you have been assigned to volunteer for the Holding Area. While Missy Sandeen is the general volunteer coordinator, I want to give you a few tips to be prepared for the sale day. If you have not received Missy's last minute instructions, let me know and I'll have her send you another copy.

**The first shift volunteers are Tom Watkins, Lee Vadnais and me. The first shift begins at 7:00 and ends at 10:30 a.m. The second shift is Cathie Martin and me. The second shift begins at 10:30 and ends at 1:00 or whenever the sale ends.**

There will be coffee and breakfast snacks available in the early morning. Lunch will be brought to the Extension Office meeting room at 11:00, so hopefully the first shift will stick around and have some lunch. However, I will have some great homemade cookies and extra water bottles for you in the Holding Area. We've all volunteered for the Holding Area in the past, and I know it's hard to get a break sometimes. There may be rain, so I have 3 disposable ponchos. Be prepared for the sun or rain by wearing a hat and sunscreen.

Our responsibility is to hold customer merchandise before purchase. Group customer purchases together, put the customer's name on a piece of paper **with the time** and hold everything for one hour. Clip the customer's name on one of the plants and put everything they are holding in a corner. I will have paper supplies, pens, scissors, tape, string, staplers, etc., for us to use. Most customers come back before an hour, but if they don't, the plants go back on the sale floor.

The second shift has the same instructions, but there's something else to add. Many customers may put items in the Holding Area thinking items will be half-price later. None of us know when the half-price sale will be announced. Around 10:30, we will start marking the customer's name, the time, and writing **FP (full price)**. If the items are in the Holding Area marked FP, the items will be sold at full price.

The Holding Area will have their own cashier on the morning shift. Tally people will be available to us who will tabulate the merchandise before people get to the cashier. When a customer is finished shopping, ask for a tally person to add up the merchandise. The cashiers have stamps marked "PAID" and will stamp the tally sheet once the merchandise has been paid. You can release the merchandise once you see the PAID stamp and cashier's initials on the tally sheet. There are runners stationed near the cashiers to help people bring merchandise to their vehicles.

While on duty, enjoy yourself, smile at the customers and be helpful. The MG information booth is available to customers with questions. Urge people to visit the information booth and the new technology table. Oh, what's that? We're trying something new. Laptops will be set up near the MG information booth staffed with volunteers. They will be demonstrating the MG website and how to answer questions on the Internet.

If you have any suggestions for improving the Holding Area process, I'd love to hear from you. Write down your suggestions on Saturday and give them to me or let me know later. All suggestions go to the MM committee and are evaluated. The best way to keep improving MM is to hear from your experiences and suggestions.

Please remember to wear your badge (I keep mine in the car). Let me know if you have any questions on the instructions. See you Saturday.

Sherry H.