



# Second Glance Volunteer Information

## General Guidelines

Second Glance the Thrift Store of The Open Door provides low-cost clothing items and household goods to the community, honors referral requests from other agencies, recycles bags of clothing through Salvation Army, hosts Community Enterprise and STEP program participants for job training, and raises revenues to support our hunger-relief programs.

- ❖ Volunteers at Second Glance receive, screen, and price donations and stock them on the sales floor. They also keep the sales floor neat and clean.
- ❖ Volunteers must sign in and out on the appropriate log every time they volunteer. If you're doing community service, you'll also have to fill out your own community-service log and have a staff member sign off on each shift.
- ❖ When you arrive for your shift, please ask a sales associate what needs to be done.
- ❖ At the end of your shift, please leave through the front door.
- ❖ If you are unable to make your shift or are going to be late, please call to let a sales associate know. (Please leave a message if no one answers.)
- ❖ Please reserve 15 minutes of your shift for cleaning and straightening the sales floor.
- ❖ We cannot be responsible for personal items. Anything you bring in might be inadvertently sold by a well-meaning volunteer. Leave your purse in your car. Hang your coat on the rack in the office.
- ❖ To be courteous to other volunteers and staff, please leave the back room tables and racks empty. Any donations you work on should be screened, sorted, and put on the sales floor before you leave.
- ❖ Please take any trash you've generated out to the dumpster and break down any boxes you've emptied and put them in the cardboard dumpster.
- ❖ If you are a reseller in any venue (e.g., eBay, consignment shops, etc.), you must disclose this fact to the store manager.
- ❖ If you happen to see an item that has been priced too high or too low, ask a sales associate to re-price it appropriately. If you see an item that has been discarded when it should have been sold, notify a sales associate. If you have knowledge or suspicions of an item's value, you must disclose it to the sales associate so that he or she can make an informed pricing decision.
- ❖ Volunteers are eligible for discounted or complimentary items according to the policy posted at the store. You may take a discount or request complimentary items only on days you work and you must shop for your items before or after your scheduled shift. All volunteer purchases, discounts, and complimentary items must be rung in at the register by a sales associate.
- ❖ Our volunteer and staff guidelines help ensure the integrity of our program; failure to follow them is grounds for immediate dismissal.

## Contact Information

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