



## ECONOMY SHOP

*Men's Casual Wear (2<sup>nd</sup> floor)*

103 S. Grove, Oak Park 708-383-2449 [www.economystore.org](http://www.economystore.org)

### 1. SET UP/MARKING DAYS (*volunteer shift*)

- a. All items must be folded or hung on hangers
- b. Stains, missing buttons, tears? Set item aside in designated box
- c. Once hung or folded, place items in appropriate section of room
- d. Volunteer Presale: (2 days before Sale Days) 11am – 1pm
  - i. Transactions take place like a normal sale day.
  - ii. Items that are not marked or that are in storage bins are not for sale
- e. See **Additional Daily Instructions/Set Up Procedures Document** by sign-in sheet.

### 2. SALE DAYS (*volunteer shift*)

- a. Volunteer Presale 8am – 8:45am
  - i. See Volunteer Pre Sale procedures above (1.d.)
- b. **If you are scheduled to volunteer for the 1<sup>st</sup> shift (8:45am or 2:45pm) please arrive by 20 minutes prior to your shift start time** and enter the Economy Shop via the rust colored side door/volunteer entrance on South Blvd. The general public will be waiting in line outside the main door and you won't be able to get in!
  - i. When you arrive, pick up and sign for Men's Casual Wear BANK in the first floor office. Please count money to check for accuracy
  - ii. Walk around the room and familiarize yourself with the merchandise and its location
  - iii. Review the updates that are listed on the clipboard located under the Sign-In clipboard
- c. **If you are scheduled to volunteer for the 2<sup>nd</sup> shift (11:45am or 4:45pm)** you may enter through the main entrance.
  - i. Walk around the room and familiarize yourself with the merchandise and its location
  - ii. Review the updates that are listed on the clipboard located under the Sign-In clipboard
  - iii. At the end of the shift, add up all remaining cash (no coins). Place them in the plastic envelope and bring the cash and cash box to the 2<sup>nd</sup> floor office
- d. Nametags or lanyards must be worn during volunteer shifts. They can be found in the desk drawer
- e. Always check PRICING BOARDS and SALE BOARDS for most up to date pricing, discounts, etc
- f. Use slow periods to straighten up the room!
- g. TRANSACTIONS
  - i. *CASH TRANSACTIONS*
    1. \$50 and \$100 bills are accepted as long as there is sufficient change in the cashbox
    2. Always check the picture watermark on larger bills. Make sure it matches the center portrait. Use the counterfeit detection pen found in the cashbox
  - ii. *CHANGE*

1. Change can be obtained in the SECOND FLOOR office.
  - a. The FRONT DESK and FIRST FLOOR office do not have change
  - b. Never leave the room unattended.
  - c. Never bring a customer to get change.

*iii. CREDIT/DEBIT and CHECK TRANSACTIONS*

1. All credit/debit and check transactions are done at the FRONT DESK on the first floor
  - a. Fill out a 3-part form. Make sure to include "MEN'S CASUAL WEAR" at the bottom.
  - b. WHITE and YELLOW copies - CUSTOMER
  - c. PINK copy – MERCHANDISE
  - d. Hold and label purchase (in bag) with CUSTOMER NAME and PHONE NUMBER.
  - e. Attach PINK copy
  - f. Customer takes the WHITE and YELLOW copies to the FRONT DESK on the first floor
  - g. Customer returns YELLOW COPY stamped "PAID"
    - i. If it's not stamped "PAID", customer needs to return to FRONT DESK.  
Do not give customer merchandise without first receiving a "PAID" YELLOW COPY
  - h. Before giving customer their purchases, double check form #'s on the yellow and pink copies to make sure they match
  - i. YELLOW COPY goes in the cash box. PINK COPY goes to the customer.

*iv. CASH PICK-UP*

1. Thursdays: 11am and 2pm
2. Saturday: 11am
  - a. Place cash and checks in the labeled envelopes (located cash box)
  - b. Someone will come by the room to pick up the envelopes
- h. LUNCH: 11am – 12:30pm; \$2

**3. PARKING**

- a. Grove Ave has a 2 hour limit (beginning at 9am) Monday – Friday
- b. Please make sure to observe all Oak Park Village parking signs!

**4. MISCELLANEOUS**

- a. No Refunds/Returns
- b. No pricing negotiations
- c. All volunteers need to fill out an Emergency Contact Information Card (check with FRONT DESK)
- d. Nametags should be worn at all times on Sale Days
- e. Smoking is not allowed in the Economy Shop

QUESTIONS?

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