

Changing the World



Girlguiding UK:
Changing the world

Adopt a Shop

Concise Retail

Companion

We Save the Children  Will you?

During your time in the shop there will always be a representative from Save the Children present. However, there are responsibilities that come with being part of the shop team:

Shop business

- Maximising income to help save as many children's lives as possible.
- Working as an effective team
- Promoting Save the Children to your customers

Financial

- Banking money quickly and securely
- Ensuring you keep a record of the items you sell using the financial tracking sheet (in Supporting Resources)
- Ensure all takings are processed correctly through the till (see below).

Legal and health & safety

- Group leader to ensure that health and safety practices are adhered to (see below)
- Your Save the Children representative will ensure that you adhere to retail law.

Save the Children's good name and image

- Maintaining the Save the Children good name
- Encouraging all team members to be ambassadors for Save the Children

Housekeeping

- Ensure the shop is safe, clean and tidy



Prior to your day in the shop it is essential that your group gain an understanding of the following areas. This will ensure that your day runs as smoothly as possible and you can concentrate on making business boom.

Health and Safety

Specific health and safety issues are outlined in more detail in the sections below. However the following should be considered at all times:

- Child protection: All Girlguiding UK members should be supervised by a Girlguiding UK leader at all times. Leaders should follow the Girlguiding UK *Guiding Manual* and ensure that they maintain the appropriate girl to adult ratios for out the meeting place.
- Trips, slips and falls: Everybody within the shop should be aware of potential trips, slips and falls. The shop should be kept clean and tidy at all times to avoid accidents.

Emergency First Aid Treatment

In the case of an accident in the shop report it immediately to the Save the Children representative. You will be asked to fill in a report form in the accident book. There is a first aid kit in all shops, please ask to see the location on arrival in the shop.

Donated Goods

Save the Children Shops rely heavily upon public donations of good quality clothing, bric-a-brac, books and household goods. The sale of donated goods is very important to the success of Save the Children Shops.

Sorting donated goods before the day in the shop

There are a few simple health and safety tips that will ensure that there are no accidents when sorting stock:

- Please ensure you wear the protective gloves and the protective apron before opening bags of donated goods and sorting them out. These are to protect you from any dangerous items that may be in the bags. For example, broken glass, knife blades, razors and in rare occasions, a syringe or needle may be found in a bag. The gloves should be cut resistant to help protect you being injured by any type of sharp item. A broken mirror, for instance, could cause a serious cut to your hands if you weren't wearing the gloves. These gloves will be provided when you are in the shop.
- Empty the bag onto the floor or sorting table before sorting through them – you never know what might be lurking in the bottom of a black bag.
- Don't lift a heavy bag onto a sorting table, open it out on the floor and sort the donated goods from there until the bag is light enough to be lifted safely on to the sorting table or work surface. Ensure you bend your knees for this task, rather than bending, so that you do not hurt your back.

Sorting donated goods in the shop

Upon receipt, items must be placed in a designated place in the sorted area such as a 'goods in' bin/cage or in another agreed space. Your Save the Children representative will show you this area when you arrive at the shop. There are a few extra health and safety issues to consider when sorting goods in the shop:

- Sort through the goods systematically to keep the back room tidy and prevent tripping accidents.
- If you find sharp items during sorting, such as broken glass or a sharp knife, carefully pick up the object wearing the protective gloves and wrap in plenty of newspaper before placing into your rubbish bag for normal waste removal.
- In the rare event that you find a syringe or a separate needle make sure that you locate the yellow Sharps Disposal Container (that should be near the sorting table) and place it close to the item. Take great care that you protect yourself from any possible contamination by wearing the gloves and picking up the syringe from its handle and depositing the item into the yellow container carefully.
- If you find a jar or container containing an unknown chemical or liquid notify your Save the Children representative who will call the Environmental Health Department of your local authority to ask if they can collect the container for disposal.

Stock preparation

It is important for the reputation of Save the Children that donated goods are carefully sorted and only good quality ones put on sale. Goods can only be offered to customers if they have been properly priced.

Items should be displayed in the shop in product groups using the correct pricing ticket or label. Garments should be displayed on the correct hangers supplied by Save the Children. If money is found among the clothing while sorting, the following procedure should be used:

- Pay the money into the till using the donated goods button.
- Make a record of the details – the money can be refunded if the correct description of amount is given.

Presentation

The presentation of garments and goods is very important. Before offering them for sale ensure:

- Garments are as crease free as possible and that they are clean, priced, coded and placed on the correct hangers
- Bric-a-brac is washed and clean
- Books and records are of good quality

The following standards for books should be applied:

- Ensure the books are up to date and readable
- Discard any worn, frayed or discoloured books
- Discard any old textbooks

Reservations

No item should leave the shop until it has been paid for. No items are to be reserved against a deposit for a customer, a volunteer or a member of staff. However, good customer service should prevail and if you feel a sale will be made you can hold an item for up to 24 hours.

Volunteer purchases

All shop volunteers are welcome to purchase any item that has been properly priced and offered for sale. No volunteer should purchase an item at a lower cost than the price stated on the ticket.

Measuring items

When measuring material (e.g. curtains) the length and width must be declared both in metric and imperial measurements. The metric size must be the predominant one, with the imperial size in brackets, such as: 61 cm (24”).

Display

The best way to give a good impression of Save the Children to potential customers is to have eye catching and inviting window and shop displays. You should ensure that:

- Any items sold from the window are replaced as soon as possible
- Displays inside the shop are well presented and eye catching
- Ensure that the shop is neat and tidy to avoid trip hazards.

Shop till procedures, cashing up and security

Your Save the Children representative will oversee use of the till, cash up at the end of the day and bank the money. Ensure that you keep a record of how much you raised and feedback using your donation form so that your group can receive their Adopt a Shop certificate. Nobody under the age of 14 can use the till unsupervised.

The following forms of payment are accepted in Save the Children Shops:

- 1) Bank notes including those issued by Scotland and Northern Ireland banks except:
 - £50 notes are not accepted
 - £20 should be checked to ensure that they are not forged by using a counterfeit note detector pen
- 2) Cheques that are:
 - made payable to 'Save the Children
 - supported by a bankers card that has not expired
 - have the amount written on the cheque in words and figures that match
 - dated correctly
 - signed at the time of purchase by the person whose name is on the cheque
 - Not exceeding the limit shown on the bankers card
 - That you write the cheque card number and expiry date on the back of the cheque
 - That you write the shop name and code number on the back of the cheque – this is for security reasons
 - Made out for the exact amount – no change can be given on cheques

- 3) Postal orders, made payable to Save the Children
- 4) Travellers cheques:
 - must be countersigned at the time of making the purchase
 - can only be accepted in pound sterling
 - require a proof of identity in the form of a passport. Make sure you write the passport number on the back of the cheque
- 4) Giro cheques: supported by a cheque card up to a £50 limit
- 5) Foreign currency (i.e. any legal currency including the Euro)
 - Can only be accepted as a cash DONATION
 - Do NOT cash foreign currency into the till. Take it to the bank to be changed and then it can be put in the till as a cash donation.
 - Old European currencies cannot be accepted at all (e.g. French Franc, Spanish Peseta etc)

Using the Samsung Till

The following information is for guidance only, there will be a Save the Children representative present to show you how to use the till.

First – check that it is switched on, i.e. there is light on the display and that the key is set to REG

When you ring up a sale:

1. Ring in the amount
DO NOT USE THE DECIMAL POINT ON THE KEYBOARD. IF YOU ARE PUTTING IN FOR EXAMPLE £2.99 THEN JUST PRESS 299. IF IT IS £3.00 PRESS 300.
2. Press the department button – i.e. women's, men's, books etc.
3. Press sub total
4. Tell the customer how much it is
5. Ring in the amount they give you
6. Press **CASH/TEND**

The till will show you how much change to give.

You must **always** press the sub-total button, ring in the amount of cash given by the customer (even if it is the right money) **before** you press **CASH/TEND** otherwise the till will not work.

Multiplication

To multiply you **must** put the quantity in before the price, then department button sub-total etc.

If you make a mistake

1. If you have entered the amount only and **not** pressed the department button just press **CLEAR**.
2. If you have put in the amount and the department but not pressed sub-total then press **CANCEL SALE**. This will cancel the last entry only.
3. If you have put in the amount, the department and pressed sub-total, press **CANCEL SALE**. Then start the transaction again.
4. If all the previous 3 procedures have been applied and you find you still have an over ring, then to ensure that the total at end of day is correct that transaction needs to be taken from the daily total by using the "Return Merchandise " procedure shown below.
 - Ask the Save the Children representative to carry out the correction for you.

It is used to refund money to a customer returning faulty goods. The customer **must** produce the original till receipt and/or price ticket and the goods before we can refund money.

1. Take the goods and the original receipt from the customer
2. Press **MDSE RETURN**
3. Put in the amount of the refund (same as the receipt!)
4. Press the department button (same as the receipt!)
5. Press **CASH/TEND**
6. Give the customer the money.
7. Retain the returned receipt and ticket with the receipt printed for the refund.

REMEMBER IF YOU HAVE QUERIES ABOUT ANY OF THE ABOVE SIMPLY ASK YOUR SAVE THE CHILDREN REPRESENTATIVE