

BARGAIN BOX BASICS

FOR 2021 - 2022 ASSISTEENS

Assisteens - Assistance League® of Flintridge sincerely appreciates your enthusiasm and energy during your Bargain Box staffing. You are awesome! The following are pointers for you to keep in mind when you staff at the Bargain Box:

Arriving for Your Staffing Shift

1. Please do not park in the ALF lot. The lot is reserved for the use of our customers during our regular business hours.
2. Assisteens staff on the second Saturday of each month, September through April. Assisteens hours are 9:30 a.m. to 1:00 p.m. Please do not arrive *before* 9:30 a.m. as we are setting up the cash registers for the day's operations.
3. If you are not able to staff on a date for which you signed-up - PLEASE notify the Assisteens Advisor Judy Cosgrove- Cell: (818) 319-7413 - BEFORE your staffing date.
4. There is a sign-in/sign-out sheet that must be notated. Do not leave the building without notifying the Advisor.

Bargain Box Operation Priorities

1. **Cash Register/Floor Duties**
 - Keep a close watch on the register at all times.
 - Greet customers as they enter the store.
 - Observe the store from the convex mirror and on the security monitor. Pay attention - no distraction by cell phones on the floor! You may have your cell phone in your apron pocket.
 - Keep the jewelry case locked at all times. Serve one customer at a time at the jewelry counter and hold all jewelry to be purchased behind the counter until the customer is ready to check out.
 - No one hundred dollar (\$100.00) bills - ever.
 - No written personal checks - ever.
 - The restroom is NOT for customers.

- Customers may NOT go into the members' hallway - past the half door with the sign stating that only members with blue (or red) aprons may pass beyond that point.
- Please do not take food or drink on the store floor - please do not take food or drink by the cash registers. Food and drink may be consumed in the pricing room, or the room behind the cash registers - out of the sight of customers.
- If you make a mistake at the cash register - PLEASE DO NOT THROW THE REGISTER RECEIPT AWAY - THIS IS VERY IMPORTANT. Immediately notify the Assistance League of Flintridge Member ("ALF Member") who is at the register with you.
- An ALF Member will be with you at the registers at all times. Please immediately let the ALF Member know about any cash register problems, issues, or concerns of any kind.

2. Pricing Room

Our Motto:

"PRICE, PASS, OR PITCH"

- This means, when you look at the garment/item you are thinking of pricing - really take a good look - is it dirty anywhere, is it damaged, does it have holes, is the item not worthy of being sold in the Bargain Box.
- **PRICE:** If the garment/item is OK and worth selling in the Bargain Box - then price.
- **PASS:** If the garment/item is NOT OK and not worth selling in the Bargain Box, but still has some value, then it should go in a blue bag. It will be sent on to another charitable organization.
- **PITCH:** If the garment/items is NOT OK AND HAS NO VALUE WHATSOEVER BECAUSE IT IS DAMAGED, *etc.*, then it should go in a black bag. That means it will go in the trash.

Pricing:

- Pricing guides are located on the pricing tables - and ALF Members will help you with pricing.
- No item should be priced less than 50 cents.
- Tags are placed on the left side of the garment (on your right when the garment is facing you, as you tag; on the left when the garment is hung on the rack). This means that if you hold up the garment as if you were to wear it, the price tag goes/is on the left.

- Tags are placed at the end of the sleeve for tops and at the waist for bottoms (e.g., pants, shorts, skirts). Please have an ALF Member show you before you start to tag.
- Try to position the pricing needle into the seam or garment lining. This avoids making a hole in the garment.

Blue Bags:

- Blue bagged items do not meet Bargain Box standards but are still wearable and useable; they are passed on to other local charities.

Black Bags:

- Broken, unusable, and trash items go into the black bags.
- Garments and items that have no value, and are not wearable or useable, go into the black bags. If you are not sure, ask an ALF Member.

General Pointers

1. Never confront or argue with a customer. Immediately notify an ALF Member if there are any issues involving a customer.
2. Please act professionally at all times.
3. The amount of cash in the registers is counted at the end of the day.
 - a. The cash register should have the appropriate amount of cash, based on the day's transactions, at the end of the day.
 - b. Therefore, it is very important that you are careful and thoughtful when you are operating the cash registers.

THANK YOU ASSISTEENS FOR YOUR ENERGY AND SERVICE!

Assistance League of Flintridge
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