



Champaign County Humane Society



GIANT Garage Sale Volunteer Handbook

NEW LOCATION: 214 S. Market, C., former Rogards

Thank you for volunteering! And thanks to CORE Spaces, we have a new venue at the former Rogards in downtown Champaign! **I'm here – now what?**

- Get yourself a nametag (green for first-year, red for second-year and white for veterans; department czars and czarinas wear blue) and check in at the Command Center with the supervisor. She/he can direct you to where you're needed. New volunteers will be matched up with a veteran. Return your tag to the board at the end of your shift. We reuse these from year to year.
- Sign yourself in on your timesheet. Fill out your contact info so our records are up-to-date. Please record your hours every shift you work. It's important to our planning.

What jobs are needed to be done?

During dropoffs: • Help unload vehicles. Sticky notes are available for details donors might share, especially on valuable items. Be certain to thank the donor and offer a tax letter & flyer. • Sort merchandise. • Price merchandise • Sort/evaluate/display clothing.

During the sale: • Straighten merchandise and move items from floor to table • Experienced cashiers • Assist shoppers • Bag merchandise for cashiers

After the sale: • Sort, recycle leftovers • Clean sale venue • Return sale props to CCHS

A few words about sorting/pricing

Merchandise is priced at the tables, guided by the Czars and Czarinas who have volunteered to be responsible for them. (See posted list of czars/czarinas). Nothing should be priced under 25 cents. If you'd like to work in a particular section, please let the supervisor know. Place unpriced items at the designated places on the ends of the tables. Adult and children's clothing and shoes and purses are not individually priced. Fur items are being collected for wild animal rehabilitation. Anything electrical – small appliances, lamps, personal care items and electronics – are checked and labeled in their departments to be in good working order. Those that do not work are recycled.

Boutique items

If an item appears to be valuable or collectible, set it aside in the designated area in the Boutique. Suspected antiques are set aside for the Boutique as well. These items will be evaluated during the organization days by knowledgeable experts. Since we have a booth at Antiques and More on Staley Road, C., we will no longer have an antiques department at the sale.

Price stickers

Our standard tools are black Sharpie pens and masking tape. Be careful where you place labels/tape. (Don't put them on the front of a painting, for instance, or in a place where it may harm the finish) and remove others' price stickers on items.

Box small items

Small trinkets that sell for less than a quarter should be grouped together with similar items and sold as a bundle or box, priced accordingly. Be creative. We've found that dishes and glasses are more appealing and convenient for buyers if boxed ahead and sold as a set. Similar, but mismatched pieces of china can be attractively presented when sold as a unit. Craft items in particular are enticing and more salable when packaged.

We recycle!

Plastic, paper and cardboard are all recycled in the large blue City of Champaign toter bins throughout the venue. Plastic bags are put in the labeled barrels and folded for use at the sale. Packing materials are saved in the labeled barrels for use by Housewares pricers and at sale days. Cardboard boxes are stacked for recycling or re-use in a designated area. Likewise, metal items (nonworking electrical items, etc.) are saved in the Recycling Room in the Southeast corner of the warehouse building. Clothes and other fiber items, shoes, belts, plush toys that do not sell or are too poor condition to sell are also recycled/reused by a fiber recycler at the end of the sale.

Housekeeping

- Restrooms are in hall on the south side of the showroom. Portable toilets will be brought in for customers for sale days.
- Contributions to the canteen are welcome. Lunch may be provided some workdays by a volunteer, beginning with drop-off Thursday. Menu will be posted. Both vegetarian and meat options are offered.
- Your suggestions are welcome. A suggestion box is at the Command Center.

What don't we sell? We also don't accept these if they're visible in their donation. If they're buried in the box, we're stuck with them and find a home for them elsewhere. Handouts for alternative venues – Habitat's ReStore, Goodwill, etc – are available.

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| • Animal traps | • Computer monitors unless flat screen | • Mattresses/box springs | • Weapons |
| • Anything broken or with missing parts | • Electrical items that do not work | • Paint | • Windows |
| • Books without covers | • Flammable liquids | • Sinks | • Upholstered items |
| • Carpeting | • Large appliances or furniture | • Tires | |

- Chemicals
- Children's car seats
- Lumber
- Magazines
- TVs, unless flat screen
- Underwear, swimsuits, "intimates"

Frequently asked questions

Is my donation tax deductible? Yes. Give them a blank "tax form." We do not set the value, nor list what they donate. This is the donor's responsibility.

When is the sale? Friday (from 6-9 p.m.) and Saturday (from 8 a.m. to 6 p.m.) and Sunday (9 a.m.-noon bag sale; 12:30-2 giveaway) of Memorial Day weekend.

Is there an admission for the sale? There is a \$5 fee on Friday and \$3 fee until 3 p.m. on Saturday (waived with Friday bracelet on arm) and \$1 admission for the giveaway.

Is there a bag sale? Yes. 9 a.m. to Noon on Sunday. The price is \$3 per bag (paid as the shopper leaves) that we provide.

When is the last day for drop-offs? Saturday May18 at 3 p.m.

Do you have a holding area where I can keep these items until I shop for more? No

Can I pay for this item and pick it up later? No. We will no longer accept money for large items during the sale and then hold the item while they go find a friend with a truck. If they want the item, they must pay for it and then take it out of the building. We have had too many unpleasant incidents as a result of the "sold" tag being lost or deliberately removed or swapped and we have sold the item twice.

How are items paid for? Shoppers can pay with cash or check. We do not take credit cards.

Perks for the volunteers

All volunteers who work a minimum of *10 hours before the sale and commit to working at least four hours during the sale or cleanup* are eligible to purchase items before the sale. **After working 10 hours, volunteers may shop.** (A good work ethic is appreciated. Taking a break after putting in your time is expected.) You may record your purchases on the back of your time sheet. *If something is not yet priced, ask the Czar or Czarina from that section to price it for you. You may not price your own purchases.* Once recorded, you may take your items with you or stash them in a box labeled with your name. You may pay for all purchases at one time. All items must be paid for and removed the day before the sale or they will be returned to the sale floor. *Payment is to be made to Mare only.*

Finally: The big days

We have a critical need for volunteers to work the days of the sale.

We will need help running registers or bagging items, straightening displays, directing traffic, answering questions, assisting shoppers, resupplying tables, collecting entrance fees, and so on. We will provide a pizza lunch and drinks on Saturday and Sunday for volunteers working over the lunch hour. Pizza will be served about 11 a.m. We take turns. *Your privilege of shopping the sale early is predicated on your volunteering at least four hours on one of the sale days or cleanup days.*

On Friday and Saturday no negotiations are made on pricing. Czars and Czarinas may selectively cut prices and negotiate during the bag sale for larger items. It never hurts to remind our shoppers that all proceeds benefit the homeless animals at the Humane Society, though that will not likely motivate them to stop dickering. WE DO NOT HAVE A HALF PRICE SALE, unlike other sales.

Bag Sale, Giveaway and Cleanup

The bag sale has moved to 9 a.m. to noon Sunday. As the bag sale winds down we start consolidating merchandise and dismantling tables. We instituted a giveaway on Sunday in 2011. Cleanup continues in the midst of the giveaway, which goes from 12:30 to 2 p.m. We need volunteers with trucks to help move fixtures back to the shelter Sunday afternoon and Tuesday. We need fresh volunteers for the weekend cleanup. An especially fun part of cleanup is the dismantling of leftovers for recycling. On-the-job training!

Thanks again for volunteering. On behalf of the CCHS Board of Directors, I thank you for your support! If you have questions, please contact me at 217-871-1927 or mlpayne@illinois.edu.

 Mare Payne, Chair