

# **TWIG THRIFT SHOP HANDBOOK**

Revised August 31, 2020

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# **TWIG THRIFT SHOP**

106 N. Columbus St. Alexandria, VA 22314

703-683-5544

## **Hours of Operation**

10:00 am – 3:00 pm Tuesday – Friday

6:00pm - 8:00pm Thur Evening

10:00 am – 4:00 pm Saturday

## **Twig Thrift Shop Shifts**

TUES-FRI MORNING SHIFT	9:45AM – 12:30 PM
TUES-FRI AFTERNOON SHIFT	12:15PM – 3:15PM
THUR EVENING SHIFT	5:45 PM – 8:15 PM
SAT MORNING SHIFT	9:45 AM –12:00 PM
SAT AFTERNOON SHIFT	11:45 AM –2:00 PM
SAT LATE AFTERNOON SHIFT	1:45 PM – 4:15 PM

## **I. USEFUL NUMBERS**

**Inova Alexandria Hospital**

**703-504-3000**

**Police (non-emergency)**

**703-838-4444**

**Trash and Recycling Collection**

**703-966-9916**

*C&B Trash Removal*

*Contact: Charles*

Trash Pickup: Tuesday, Wednesday, Thursday, & Friday mornings  
Recycling Pickup: Wednesday and Friday mornings

### **Shop Voice-Mail for Shop and Weekly Chairs Only**

To retrieve messages dial:

**703-683-5544**

Pass code: (enter within first 3 seconds of greeting playing; follow prompts)

**\*1933**

**Vector Security**

**1-800-654-3050**

## II. SALES OPERATIONS

### A. Safety and Security

#### 1. Procedures must be followed:

- At least two Twigs must be on the main floor to open the Shop.
- Two Twigs must be on the main floor at all times; both must be behind the counter. If assistance is needed at the front desk, push the button located to the right of the money drawer to summon a Twig working on the second floor.
- Keep the door to the second floor closed at all times.
- Non-Twigs are not allowed on the second floor unless accompanied by a Twig.
- The Shop Chair(s) will schedule shop maintenance. Request an ID if unsure of the maintenance person; the Shop Chair(s) should be present when a contractor is scheduled.
- The side entrance door should be locked at all times.
- When locking up for the day, make sure that all customers are out of the basement. Ensure that the basement emergency, sump pump and storage doors are locked.
- Lock the front door and turn the open/closed sign to closed. The last Twig out must check the front and side doors from the street to make sure they are locked.
- **No Twig shall be in the building after the end of the last shift except for Board members, Shop Chair(s), Weekly Shop Chair (WSC), Stock and Special Sales Chairs.**

#### 2. Emergency Procedures

- In case of an emergency, dial 911. There is a phone on the main floor and two on the second floor. Acquaint yourself with their locations.
- If a customer falls or injures him/herself, call 911 if necessary. Advise the WSC and the Shop Chair(s) as soon as possible. A record of the accident/incident should be documented on an "Accident/Incident Report" form, located in the sign-in area. Upon completion of the report, place it on the bulletin board for the Weekly Shop Chair to review. Depending on the accident/incident, the Shop Chair will determine whether the incident should be reported to our insurance company. Incidents involving apparent injury should be reported immediately. If injuries are not obvious and the individual involved, states that he/she is not injured, then it is the Shop Chair(s) decision to call the insurance company. Our company is Alliance of Nonprofits for Insurance. Our broker is Clarke and Sampson, Inc., 288 S. Washington Street, Suite 200, Alexandria, VA 22314, telephone (703) 682-6601.
- If the fire alarm is accidentally activated, **immediately call Vector Security, 1-800-638-7077 to cancel the alarm.** Our pass code is 1933.
- Many people find their way to our Thrift Shop. If anyone makes you uncomfortable, contact the Alexandria Police Department. The non-emergency number is (703) 838-4444.
- All emergency and non-emergency numbers are posted on the bulletin board by the telephone on the main floor.

### B. Shop Operations

#### 1. Administration

- A Weekly Shop Chair (WSC) manages the Shop on a day-to-day basis.
- Each is responsible for the management of the Shop for a week at a time.

- The WSC schedule is posted on the white board on the second floor and on the bulletin board on the main floor.
- Twig names are observable; however, contact information is covered.
- The WSC may spend their days at the shop or check in frequently throughout the week, both by phone and in person.
- She will note the supplies needed on the whiteboard in the kitchen.
- She will place daily reminder phone calls to each person scheduled to work the following day.

## **2. Exception to Hours of Operation**

- The Twig Thrift Shop hours are as shown on page 3 of The Twig Thrift Shop Handbook except when there is an incident preventing access to the building or inclement weather.
- The Shop follows the Alexandria City Public Schools closure schedule for inclement weather. See page 16 for specific information on both planned and emergency Shop closures.

## **3. Opening Procedures (Morning Shift)**

- Twigs assigned to the morning shift, should arrive by 9:45; this will allow ample time to get the Shop ready to open promptly at 10:00.
- WSC should check phone messages and handle.
- Sign in on the second floor at the sign-in alcove and don a Twig apron.
- When at least two Twigs are present, retrieve the cash pouch from the two bottom drawers located under the counter and to the left side of the kitchen sink.
- Count the start-up funds of \$150.00. Record the count; both Twigs are required to initial in the book that is located in the pouch.
- Place the start-up cash, half in each of the cash drawers in the sales counter on the first floor.
- If it is a trash/recycling pick-up day, make sure trash piled up in the vestibule is placed on the curb directly in front of the Shop on the right side of the tree. Put the trash out as early as possible. Call Charles at C&B Trash Removal (703-966-9916) if the trash is not picked up by 1:00. After collection, return the recycling bins to the kitchen.
- Turn on the lights on all three floors. Check the white board to become familiar with scheduled sales. Morning shift Twigs should make it a point to straighten the shop before opening. At 10:00, promptly unlock the front door (the key is in the left-hand drawer under the sales counter), change the door sign to open.

## **4. Sales Procedures**

- Two Twigs are adequate to staff the sales counter. The remainder of the Twig staff should concentrate on processing stock and replenishing merchandise on the main floor and basement. Once the volunteers for the day have assembled, the WSC will determine the deployment of the individual team members into sales and donation positions. Positions to be filled are: Square terminal requires two Twigs; Floater requires one Twig to handle donations, empty dumbwaiter, hang processed clothing on the main floor and basement; display all other priced items throughout the Shop. Take empty hangers to the second floor. She will also relieve Square terminal Twigs if needed. Other Twigs will process stock and/or help the Floater, if requested. Under the direction of the Weekly Shop Chair, Twigs may be asked to work different positions throughout the shop. Working the counter, stock or floor may be rotated on a fairly even basis. All Twigs should be comfortable working in both sales and process. The Weekly Shop Chair should always ask if a team member needs a review of the operation of the Square and provide that review if necessary.

- All sales must be paid in cash or by credit card. We do not accept large bills, i.e., \$50 or \$100 unless the sale is close to the amount of the bill. For example, if the sale is twenty dollars or less, we do not accept \$50.'s or \$100.'s; this will diminish our ability to give change throughout the balance of the day or have small bills for the following day. We can hold the merchandise while the customer goes for change.
- Bag sales are an annual event that usually takes place the last week before closing for the summer.
- All sales are final and in "as is" condition. Prices are as marked – no negotiating. We do not accept returns or lay-a-ways. Merchandise is not allowed to leave the shop until items have been purchased.
- After an item has been priced and placed on the sale floors, Twigs will not arbitrarily decide that the price is too high or too low and re-price it. If the price is questionable, the item should be discussed with the WSC.
- Twigs may write checks for their purchases. Twigs must take the items to be purchased to the counter at least 15 minutes before the last shift of the day. Twigs are required to check out like regular customers. If a Twig is working a stock shift and wishes to purchase merchandise; the Stock Committee Chair will handle the transaction.
- All Twigs should assemble on the main floor no later than 2:45. The Shop tends to get messy during the day. Use this time to straighten the main floor and basement; re-hang garments that have fallen to the floor, check sizes and items to make certain they are in the correct color designated area; check the dressing room. Take empty hangers to the second floor. If you have been working in the stock area, clean the counters before going to the first floor.
- NOTE: Twigs should follow all Thrift Shop policies, except method of payment. You can write a check for your purchase; however no I.O.U.'s will be accepted.

## 5. Shift Changes

Twigs working a shift should make sure the Shop is adequately staffed by the next shift before leaving. If working a double shift, limit your lunch break to twenty minutes before the shift change. If more than one Twig is working a double; stagger the breaks.

## 6. Closing Procedures (Afternoon Shift)

- At 2:45 PM (3:45 PM on Saturdays), announce that the Shop will be closing in 15 minutes. State the time again in 5-minute intervals until the shop is closed.
- At 2:45 PM all Twigs on the last shift, except for the one or two as needed to staff the counter, should begin to straighten up the Shop. Check the dressing rooms and return clothes to the rack. Take empty hangers to the second floor. Clear off the sales counter. Collect trash on the main and second floor and place it on the first floor vestibule.
- At 3:00PM weekdays, 8 PM Thursday evening and 4 PM on Saturday, escort any remaining customers to the door; lock the front door. Change the door sign to Closed.
- The Square terminal is totaled at the end of each day. Use the instructions located in the box between the two Square terminals to determine the earnings for the day.
- Remove the cash (no coins) and take it to the kitchen. Follow the same procedure as the opening instructions. \$150.00 is reserved for the next days opening and should consist of small bills, \$1s, and \$5s when possible. After two Twigs have initialed the book, put the start-up cash in the green pouch and place it in the kitchen drawer.
- Using the binder in the drawer, record your total proceeds for the day to include cash, credit cards and checks, on the Daily Log sheet. Fill out deposit slip and record cash and checks only;

list the following information - last name, first initial and amount for each check. Place the slip, cash and checks in a deposit envelope; seal the envelope. Decide who will make the deposit. Once this is done, the counters and the person making the deposit should all sign the book in the appropriate spaces. A Twig must place the envelope in the night deposit slot at the Burke & Herbert Bank, located at 100 South Fairfax Street or any other Burke & Herbert Bank branch office, on the way home. **Do not make a regular deposit – only a night deposit.**

- Do a quick survey of the shop to make sure everything is secure and all customers are out of the building. Turn off all lights, radios, coffee pots, irons, etc. After checking the pockets for personal items, return the aprons to the pegboard.
- After leaving the building, check both doors from the outside to make sure they are locked.
- No Twig should leave prior to the count being completed, the log filled out; trash collected, first floor and basement are neat and ready for the next day's business. When these tasks are completed everyone may leave together.
- If trash bins are full; take them to the main floor. Cardboard boxes and such should be broken down before placing them in the recycling bin.

### C. Sales and Pricing Procedures

In general, the Twig Thrift Shop sells items according to a pricing schedule. We are a "one price" shop, meaning that each category of clothing (i.e., suits or dresses or slacks) is priced the same, unless otherwise indicated. The pricing schedule is posted throughout the shop and under the glass at the sales counter.

All Items of clothing have a colored tag attached to it, except for the following: tee shirts, ties, belts and ball caps. The tag indicates the size of the item. The tags are color-coded and will change each month:

September -yellow	March - orange
October -orange	April - green
November - green	May - blue
December - red	June - no color
January - blue	
February - yellow	

Seasonal and holiday items will be displayed in a prominent location.

Items that are of particularly good quality referred to as designer items, are new or in extremely good condition, will be tagged with pink tags and marked at a higher price. These items will be displayed together. A list of designer labels is posted on the bulletin board in the stock area. These items are generally set-aside for Special Sales, which has a designated area in the stock room for pricing.

At the end of the Twig year, the Shop will hold a bag sale. Customers may buy a brown grocery bag for a price set by the Shop Chairs(s) and stuff as much clothing and housewares as they like in the bag. Some pink tag items will be exempt.

As the Shop becomes overstocked in a particular area, we may hold sales for groups of items (i.e., all regular shoes half-price, etc.). The Weekly Shop Chair will make this decision. She will ensure that sales are announced on social media and will post the sale sign on the whiteboard on the main floor.

**Twig policy is: NO TAG, NO SALE!** This policy was instituted to discourage shoppers from removing the tag or sticker. If there is no tag on the item, do not price it at the counter. The item should be taken to the second floor and re-priced at a later time. Occasionally, a customer will ask you to reduce a price or to price an item that is missing its tag or sticker. Do not price or re-price any item.

We do not negotiate prices with our customers or each other.

Twigs may not self-price an item for purchase. Twigs are not allowed to give special pricing or discounts to fellow Twigs.

## **D. Customer Service**

Twigs have a reputation for friendly customer service. Many of our customers look forward to shopping because Twigs make them feel special. Hopefully, most of your experiences with Shop customers will be pleasant, but there will be times when customers will challenge you. Be firm in applying Shop policies! Here are guidelines and rules for dealing with our clients:

### **1. Do:**

- Welcome the customers as they come into the shop. Announce any sales that may be going on
- Treat customers the way you would like to be treated.
- Help customers find what they are looking for (if there is another Twig behind the counter).
- Keep an eye out for shoplifting. If you suspect that someone in the Shop is stealing, stay within close proximity of him or her. We usually do not call the police or approach the person. We just keep an eye on him/her.
- Remind customers that we are all volunteers and that ALL profits go directly to support Inova Alexandria Hospital.
- Promptly take care of customers who are ready to pay. Neatly fold clothing and wrap breakables.
- Place purchase in bags.
- As they are leaving, thank customers for shopping with us and encourage them to come back soon.

### **2. Don't:**

- Give price reductions or sell an item missing its tag. If an item's price is missing or dubious, send it upstairs to be re-priced. Explain to the customer that we, unfortunately, may not have anyone available to re-price the item that same day. (This discourages tag-pullers.)
- Put items on hold, unless it's only briefly while a customer is running out to get cash or smaller bills (change) to pay for their purchase.
- Accept a \$50 bill for a \$10 purchase; this will deplete our change.
- Accept a personal check from non-Twigs or a bill larger than \$100.00.
- Accept returns. All sales are final and "as is".
- Let a customer use the bathroom or telephone.
- **TWIGS DO NOT DISCUSS YOUR PERSONAL LIFE** such as vacations, weekend plans, etc., while on the floor with customers.

### **3. Bag Check System**

When a customer wants to leave a bag in our care while shopping, give him/her one of our numbered claim tickets and attach the matching ticket to their bag. Place their bag in the metal mesh container



behind the sales counter. Upon their departure, the customer must return the claim ticket in exchange for their bag.

## E. Selling-Floor Layout and Maintenance

This section provides information about the location of various items throughout the Shop.

### 1. First Floor

The first floor has the following merchandise:

- Good crystal, china, silver and collectibles such as pictures, art, special linens, etc., attractively arranged on table(s) and the display racks.
- Women's clothes are hung by color, type and sorted by S, M, L, XL, XXL. Color code charts are hung to the left and right of blouses and sweaters.
- Wall displays used to hang outfits; sales themes and Shop décor will be determined by the Weekly Shop Chair.
- Designer, new or very good clothing (pink tagged items), displayed prominently together on a rack.
- Special seasonal clothes, such as eveningwear, winter coats, etc., are featured on designated racks.
- Women's accessories, including belts, scarves and very good shoes.
- Vintage clothing and accessories.
- High-end menswear, shoes and accessories are displayed in the alcove between the two dressing rooms.

### 2. Basement

The basement has the following merchandise:

- Men's regular priced clothes are hung by category and size. Men's shoes, shirts and suits of lesser value and men's tee shirts.
- Sleepwear.
- Athletic Wear for men and women are hung by size.
- Housewares and linens are displayed in designated areas. Keep like items together i.e., kitchenware in the "Kitchen Corner".
- Totes, duffle bag, luggage and picture frames.
- Books. Many books are donated and at times we run out of shelves. The Weekly Chair will review the books and decide which books can be donated to the library.

## F. Donations

Our Shop is successful because of the quality donations we receive. When working on the sales floor, you represent Twig to customers and donors.

- When an individual enters the Shop with donations, graciously accept ALL that is offered, except for large pieces of furniture, electronics including computers, printers or TVs, tools, skis, etc. Date and sign a tax receipt located on the counter. It is up to the donor to fill in the dollar value of items donated. The tax receipt has a "do" and "don't" donate list on the back. For the list, go to [thetwig.org](http://thetwig.org), click on the Thrift Shop. A drop down menu will appear; select donations and the list will appear.

- Often, individuals call to inquire about our donation policy. Our preference is to accept clothing that is clean, in season and not too out-of-style. Refer them to the website for additional information.
- We also accept children's clothing and toys. These items will be donated to The Vietnam Veterans and/or The Central Union Mission.
- We will accept small appliances, such as coffee makers, after determining that they are in good working condition.
- We accept donations of bedding, pillows, towels and linen. These items are donated to The Vietnam Veterans, The Central Union Mission and The Animal Welfare League.
- Take the bags of donations to the second floor as soon as possible. If an item is too heavy or large to place in the dumbwaiter, then it should be priced on the selling floor.

## **G. Voucher Programs**

The Twig Shop collaborates with Christ Church, St. Paul's Episcopal Church, The Carpenter's Shelter and Alive House to provide clothing to people in need in our community. These organizations screen individuals and give clothing vouchers to those they have determined are in need.

The voucher program works as follows:

- The dated vouchers are valid for one month and may be exchanged for three articles of clothing. Each voucher should specify the individual's name and the type and quantity of clothes needed. If not, contact the organization's contact person (noted on the voucher). Note: Vouchers are not valid for pink tag items.
- When individuals present their vouchers at the Shop, ask if he or she needs any help. If they can't find clothing that day, determine if a substitution can be made. For example, if there were no dresses in her size, we should offer a blouse and skirt instead of a dress. Remind the individual that the voucher is good for a month and new items are put out every day. Ask them to check in often. If the individual was not able to find 3 items or their equivalency, note the items to be taken on the voucher, date and sign it and return it to the person to be used in the future. The three selected items should not exceed \$30.00.
- As clothing is exchanged for vouchers, write on the back of the voucher, the type of items taken. The price of each item does not need to be listed. Date and sign the completed voucher and place it in the cash drawer. At the end of the final shift put the vouchers in the Treasurer's drawer.

### III. STOCK OPERATIONS

This section addresses receiving and processing donations. Stock is an on-going process that is carried out by Twigs during Shop operating hours and during Stock Committee sessions.

#### A. Second Floor Layout

- The main work areas of the second floor are:
- **Sign-in Alcove:** Located at top of the stairs. Twigs must sign their name in the attendance book to get credit for working a shift. Aprons are located on pegs next to the coat closet. Store personal items in the coat closet.
- **Donation Bins:** The white wooden shelves along the wall are used to store donations to be processed. Do not block the aisle; this is a FIRE HAZARD.
- **Work Counter and Hanging Racks:** The long counter along the east side of the building is a work surface for sorting, pricing, and hanging donations. Supplies for processing donations are located in trays on the counter or spares can be found in the Supply Closet. If you run out of a particular item, leave a note on the whiteboard for the Shop Chair. Hangers are stored on a rod under the counter and in the storage room in the basement. Empty bins under the counter may be used to store shoes and other items not requiring a hanger. The price list and pricing guidelines are on the bulletin boards above the counter.
- **Out-of-Season and Holiday Bins:** The space at the end of the counter is used to stage boxes that are being filled with **good** out-of-season clothes. Bins containing items specific to major holidays are stored in the holiday nook or storage room in the basement.
- **Special Sales Storage:** The sorting area at the end of the counter is reserved for Special Sales. This Committee also has access to the closet in their processing area. When unpacking donations, quality items such as designer clothing, art, china and other collectibles, are to be priced by the Special Sales Committee. Place them in the Special Sales area of the stock counter. The hanging racks in the middle of the stock floor are designated for Special Sales. Bins are also stored in this area and marked Special Sales.
- **Out-of-Season Bin Storage:** Throughout the second floor work areas there are high shelves and open floor space that are used to store bins. These bins contain out-of-season clothes that will be saved for the following season.

#### B. Sorting/Hanging/Pricing Stock

This Section addresses Shop standards for processing donations. Using the following guidelines to sort, hang and price will ensure consistency in the donation process. When in doubt ask the Weekly Shop Chair.

##### 1. Clothing

###### a) Sorting

- Hang clothing on clear hangers; pink tags on black hangers. Ensure that the clothing is clean, neat, in good condition and reasonably stylish and in season for the sales floor.
- Clothing that meets these criteria and is of exceptional quality but out of season should be stored in bins according to the season. Saved clothing should be neatly folded and placed

in the bin.

- If clothing is just passable, do not save it. A big item such as a suit or coat that would be harmed by folding may be hung in the out-of-season hanging racks opposite the stock counter. When a bin becomes full, label it using the labels in the label notebook, located at the end of the counter. Place the full bin in the storage area for that season. Any clothing deemed not good enough to be put on our floor should be placed in the Viet Nam Veterans bag or The Central Union Mission bag.
- Do not throw away any items made of fabric. Place them in the bags for the Vietnam Veterans or The Central Union Mission. Cloth is shredded and recycled.

## b) Hanging and Pricing

- Hang blouses, coats, and dresses, knit tops, sweaters, etc. on clear hangers with the front facing left. Hang pants by the waistband, not folded, on pant hangers. Hang men's suits and heavy coats on wooden suit hangers.
- Tag all hanging clothes with the appropriate colored tag for the month located on the bulletin board above the stock counter. Tags go on the left sleeve on shirts, jackets, and dresses and on the left side of the waistband on skirts and pants. Annotate the size or S, M, L etc. on each tag. Tagging supplies are on the counter. Extra supplies are labeled and in the supply closet.
- Blouses are \$6. and tops are priced at \$4. The colored tag should indicate the size and the price.
- Hang tee shirts on white plastic hangers; do not tag them. They are hung in the basement. Price is according to the price chart.
- Clothing of an exceptional quality should be hung on a black hanger and placed in the Special Sales processing area. Special Sales will evaluate the merchandise and process accordingly. Special Sales clothing should be either new, barely worn, in style and have a recognizable brand name. A list of designer labels is posted on the bulletin board in the stock area.
- Only new (i.e., tags still attached) underclothing and socks will be sold. Price and place these items on the selling floor. If the items are clean and in good shape place them in The Central Union Mission bag. Socks that we would usually not accept should be placed in a "SOCK BAG" designated for the Central Union Mission. A Twig will wash and deliver the clean socks to The Central Union Mission.
- As the work counter and hanging racks become full, ensure that the tagged items are taken to the sales floor and placed on the appropriate sales racks. Clear the racks and counter before the next shift starts or at the end of the day

## 2. Shoes and Accessories

- a) **Shoes:** Select only shoes in good condition for sale. Shoes that show some wear should be placed in the Vietnam Veteran bag or The Central Union Mission bag. Check the soles and insteps for an assessment of the shoes' quality. New, or almost new, designer brands, etc. should be placed in the Special Sales area. Shoes/boots are marked on the soles of the shoes with a special marker or grease pen. The price is marked on both soles along with a letter indicating the current month. For example, \$6 and the letter "y" for the month. Use the same process to label pink tag shoes and add a "p" to indicate pink tag, i.e. \$10yp. All women's shoes

go on the first floor. Women's designer shoes are displayed throughout the first floor on the tops of dress racks and wooden shelves. Men's designer shoes are on the main floor in the shoe shelf located in the Men's area. Men's non-designer shoes go in the shelves in the basement.

- b) **Accessories:** Scarves, handbags and gloves, are priced with the monthly colored tag. Belts, gloves and men's ties are one price and do not require a tag. Designer items are always given a pink tag or dot and should be displayed on the main selling floor. Men's regular ties, caps and belts should be placed in the basement.

3. **Jewelry:** Price each item individually.

Use the white sales tags with strings attached to tag/price these items. Any piece that is flawed should be marked "as is." Any piece of jewelry of value or watch that either needs repair or a battery should be placed in the Special Sales area in the box marked King's Jewelry. If you are in doubt as to the quality of a piece, place it in the Special Sales area on the stock counter marked "Jewelry to be priced." Otherwise, the items can be placed in the jewelry case on the main floor. Broken jewelry or pieces that need gems/pears, clasps should be placed in the jar in special sales to be sold for to crafters.

4. **Housewares and Linens**

- Price all housewares and linens individually. If you are unsure of the value of the item, check the Internet. EBay and etsy are excellent sources of information and comparison. Items that go together, package and price them as a set.
- Display better housewares and gift items, particularly china, glass, crystal and silver, as well items small enough to be pocketed, on the shelves on the first floor. Art can be displayed on the wall system if it is of higher quality. Lesser items may be placed on the ledge in the stairwell leading down to the basement or elsewhere as space allows.
- Place priced everyday housewares, cookware, and small appliances on the shelves in the basement.
- Keep like items together, such as cookware, serving pieces, etc. **Ensure that appliances work and note on the tag that it does. If in doubt, place it in recycle trash.**
- Hang priced large linens on wooden suit hangers and place them in the housewares section on a rack. Provide any useful information about the item on the tag, such as tablecloth size, etc. Smaller linens such as cloth napkins and dish towels, etc. should either be hung or placed in bins.
- Throughout the year we receive clothing and housewares that are specific to a particular holiday season. Store these in the holiday nook near the kitchen.
- Do not price a single glass, mug, plate and flatware of little value. If an item isn't worth at least \$1. or a combination (2 matching glasses) place them in the "free box". These items can also be given to the Vietnam Veterans and The Central Union Mission.

5. **CDs, Tapes, Records, etc.**

Be very selective about videos and CDs. Ensure that there is actually a CD or cassette in the box and that it is the correct one. Secure the container with tape. Also, check for inappropriate content and discard those that are in poor taste. We are also selling some LPs – they are "vintage" and should be priced accordingly.

## C. Special Sales

Throughout the year we receive many special items. Some of these items are fabulous and/or never worn designer clothing. Some donations include really nice house ware items such as punch bowl sets, serving pieces, etc. Sometimes, we receive unique items, like an antique light fixture or roller skates from the 1950s. These items should be placed in the Special Sales area.

Special Sales holds periodic sales throughout the Twig year. This Committee will coordinate with the Weekly Shop Chair and Social Media.

**Note:** Special Sales will be using “Black Hangers” for pink-tagged clothing.

A new color tag has been added. Purple tags will appear on items that have been donated by Mint Condition, a consignment shop in Alexandria. These items will be picked up, examined, tagged, and placed on the first floor by Annelise Waller. These items will be above the regular priced items and may sometimes exceed the price of pink tags. Annelise will make these decisions.

## D. Stock Committee

The Stock Committee is made up of Active and Provisional Twigs. New Twigs are required to serve on this Committee for a year, unless reassigned by the President. The Committee members will work one shift a month. Members will schedule their shifts through the Scheduler. The Committee meets on the second and fourth Monday mornings from 9:30 a. m. to 11:30 a. m. The Committee also works on the first and third Tuesday evenings between 6 p.m. and 8 p.m. Committee members may select a morning or an evening shift.

Co-Chairs lead the Stock Committee in processing donations. They also work with the Weekly Shop Chair to determine the processing needs.

### 1. Tagging Rules

- Before tagging clothing, material or linens, check for spots, rips, tears, stains, moth holes, missing buttons and broken zippers.
- Anything deemed not suitable for sale should be donated to The Viet Nam Vets, The Central Union Mission and The Animal Shelter or disposed of in the trash.
- Check the clothing designer list – anything on it should be given to Special Sales.
- Check all pockets.
- Use the appropriate monthly color tag and use a clear barb.
- All clothing should be tagged on the left sleeve & left side of waistband. Put the size and in some cases the price on the tag.
- Button top button of blouses, sweaters, shirts, coats, pants and suit jackets.
- Make sure zippers work on everything not just clothing (i.e., gym bags, suitcases, etc.).
- Zip and button all pants.
- Tag matched sets.
- Tag gloves together.
- Tag placemats together.
- Measure material and linens.

## 2. Hangars

- Clear hangars for all tops. The only exception is a felt hanger for items of clothing that slip off of clear hangars.
- Plastic tube hangars for tee shirts.
- Wooden hangars are recommended for men's suits, all coats and heavy jackets.

## 3. Dumbwaiter

A dumbwaiter was installed by Area Access in the fall of 2018 and made operational on December 14, 2018. Care should be taken when operating the dumbwaiter. If it malfunctions, alert the Shop Chair. She will address the issue with technicians at Area Access. If an item is too large to fit in the dumbwaiter; price it on the main floor. Do not exceed 200 pounds.

## E. Shift Requirements and Scheduling

### 1. Shift Requirements

*Actives and Provisionals members* must complete two shifts per month. *Sustainers* must complete one shift per month.

Provisional members must also complete a day or night stock shift per month. In order to cover all shifts when the Shop is open, no more than five Twigs may sign up for any one shift unless the shift specifically indicates more than 5 shifts.

Stock Committee members must sign up for one day or night stock shift per month in addition to their regular shift requirements.

Shifts are as follows:

Tuesday through Friday:	9:45 AM – 12:30 PM 12:15 PM – 3:15 PM
Thursday Evening	5:45 PM – 8:15 PM
Saturday:	9:45 AM – 12:00 PM 11:45 AM – 2:00 PM 1:45 PM – 4:15 PM

### 2. Shift Scheduling

#### a) How You Are Scheduled

The Twig Shop Scheduler maintains the Shop schedule. Twigs are responsible for scheduling shifts or requesting an automatic shift assignment.

- **Shift Sign-Up:** Twigs can access the Thrift Shop Shift Schedule by logging into the Members section of the website ([www.thetwig.org](http://www.thetwig.org)). From here, Twigs can schedule a shift,

change a shift, or view who is scheduled for a particular shift. Please contact the scheduler if you need assistance with scheduling.

- **Automatic Shifts:** Twigs who want to work a consistent day and time each month (e.g., the first shift on the third Friday of the month) should notify the scheduler of their preference. For the remainder of the year, you will be automatically scheduled for that date and time each month. If any automatic date falls on a date that the Shop is closed, please contact the scheduler for an alternate date.
- **Sign-Up Deadlines:** Twigs should sign up for their monthly shifts at least one week after the General Membership Meeting of the previous month. As a rule of thumb, there will be two or three months available, so Twigs can plan ahead, and the calendars will generally close the weekend before the end of the month. Email notifications will go out when calendars are open and when they are closed, and this information will also be provided at the General Membership Meetings. If you have not signed up by the time the calendar closes, the scheduler will schedule you for a shift(s) that is not yet full.
- **Shift Reminders:** A reminder of your shift will be sent to you via e-mail. If you have a last-minute conflict, arrange for a substitute; advise the scheduler.
- **Sign-In Procedures:** It is imperative that each Twig sign the sign-in log located in the alcove on the second floor. On the day that you work, your signature is required on the sign-in sheet. This is the scheduler's way of verifying that you have worked your required shifts. Do not have someone else sign your name in the log. The scheduler checks the log on a weekly basis. All missed shifts must be made up.

#### b) Rescheduling

- If your scheduled shift has not been "locked" then you may "withdraw" from the shift using the volunteer schedule described above.
- If you need to reschedule a shift that has been "locked" on the calendar, then it is your responsibility to find a substitute to work in your place. When changing your schedule, it's your responsibility to contact the scheduler to notify her of the change. She in turn will advise the Weekly Chair who will update the weekly schedule posted at the shop.
- **Running Late or Have to Cancel at the Last Minute?** Be on time; the Shop will not open if at least two Twigs are present on the main floor. It is crucial that the afternoon shift is on time to relieve the morning shift. If you have a serious emergency and must miss your shift entirely, immediately call the Weekly Chair. Her name is printed at the bottom of the week's schedule on the monthly schedule calendar. Contact the scheduler to schedule a make-up shift.

## F. Shop Closings

**Scheduled Shop Closings:** Please remember that the Shop closes for some Federal holidays and two weeks at Christmas. The Shop will also be closed the mornings of the Membership Coffees and the Annual Meeting and Luncheon in June.

**Unscheduled Shop Closings:** During the workweek, the Shop follows the Alexandria City Schools' closings for inclement weather or other emergency conditions. If Alexandria schools are closed, the Shop is closed. If Alexandria schools open one hour late, then the Shop opens one hour late. If the schools open



two hours late, then the Shop opens at 12:30 noon and the morning shift is canceled. In the event of emergency conditions occurring on a Saturday, the scheduler will be advised by the Weekly Shop Chairs and/or the Shop Chair of closings and will advise members who are scheduled to work that day. If there is any question regarding closings, contact Weekly Shop Chair.

All Closings, other than Sunday/Monday, should be posted on the door and in our phone greeting, as a courtesy to our customers.

### **G. Donating Stock**

All Twig members (active, sustaining, and provisional) are encouraged to donate clothing and household items.

## IV. WEEKLY CHAIR RESPONSIBILITIES

The Twig Shop is managed by a team, consisting of the Shop Chair(s) and the Weekly Chairs. They are responsible for the overall decisions made during the year and will provide guidance, advice and suggestions to the Twigs working in the Shop. Following are some of the duties and responsibilities of a Weekly Chair:

- **Sunday or Monday:**
  - Check the supplies and write any items needed on the whiteboard in the kitchen. Stock refrigerator and put snacks on the kitchen table.
- **Monday:**
  - Coordinate donation processing with the Stock Chair i.e., pulling certain color tags from the sales floor, unpack designated bins and process the items. Price holiday items to place on the main floor. The coordination also applies to the Tuesday night Stock shift.
  - The Weekly Shop Chairs should look through the shop to make sure things are straight, no clothing on the floor, empty hangers off the racks, shoes looking neat, etc. Remember Saturdays can be very busy, and we are often shorthanded for the last shift.
  - Check donations upstairs. Saturday is also a heavy donation day. Make sure that the donations are not in the aisles; place them on the shelves if possible. Unload the bags you can't get on the shelves and try and fit them in. Items in the aisles present a fire hazard!
  - Other Weekly Chair responsibilities include: taking the trash to the bottom of the stairs or designating a Twig to handle this task.
  - Check phone messages by dialing our number, (703) 683-5544. When the message comes on, enter \*1933 and follow the prompts.
  - Sales should be coordinated with the Square Manager, Communication Chair and the Technology Chairs. Sales should also be noted on the main floor whiteboard.
  - Post the schedule for the week in two places: first floor on the bulletin board by the phone, and on the bulletin board on the second floor.
  - Place reminder phone calls to the next day's workers.
- **Tuesday – Saturday:**
  - Provide guidance to the shop on as-needed basis. Ideally, the WSC should be present at the beginning of each shift to ensure that there are an adequate number of volunteers to staff the shop. She will also provide guidance to the process team about the priorities for the day. If unable to be at the Shop, check in with the shifts by phone to make sure it is running smoothly. While you are not required to be present at the shop, you should always be available by phone during our regular hours of operation. It is the Weekly Shop Chair's responsibility to designate a Manager on Duty, to manage the Shop, if she is unable to be present.
  - Place reminder phone calls to the next day's workers.
  - Deal with anything unusual that happens.
  - Make sure the refrigerator and snacks are stocked daily.
  - Check phone messages at 10 a.m. and 3 p.m.
  - Before leaving for the day, turn off lights, radios, and the coffee pot and double check all doors are locked.
  - Wednesday close of business, take Vietnam Veterans donation bags to the main floor for Thursday morning pick up.
  - Thursday morning place the Vietnam Veteran donation bags to the right and left of the front door under the window boxes.

- The Shop Chair(s) is/are responsible for purchasing drinks, snacks, toilet paper, paper towels, cleaning and shop supplies. Weekly Shop Chairs should not file an expense voucher except on rare occasions. When the need does arise, fill out an Expense Voucher listing the items purchased and the amounts. The Expense Voucher should be submitted in a timely manner with receipts attached. Expense Vouchers can be found on the Twig website. Blank vouchers are maintained in the Treasurer's drawer. A Shop Chair is required to sign your voucher. Your expense voucher may be mailed to the Twig post office box, 26324, Alexandria, VA 22313 or you may place it in an envelope that bears the Shop Chair's signature and addressed to the Treasurer. Place the completed form in the bottom drawer under the kitchen counter.
- Weekly Shop Chairs are not responsible for purchasing furniture, fixtures or other such items for the shop. This is the responsibility of the Shop Chairs.
- **Weekly E-mail report:** Upon completion of the workweek the Weekly Shop Chair will write a report describing her week. The weekly report should include: merchandise placed on sale, daily receipts, accidents/incidents, staffing issues, any unusual events, positive customer feedback and suggestions for the following Weekly Shop Chair. The report should be sent out no later than 9 a.m. Monday morning. Send the report to the following Twigs:
  - Thrift shop chair(s)
  - All weekly chairs
  - Scheduler
  - President
  - Membership Chair
  - Stock Chairs
  - Special Sales Chairs

## V. STOCK CHAIR RESPONSIBILITIES

**Train the Provisional Members:** Emphasize the importance of reading the Handbook and watching the instructional videos on the Twig website.

**Coordinate with Weekly Chair:** Discuss what is planned for the week, so you will have a good understanding of what needs to be accomplished during your shift.

She will also oversee the efforts of the Stock and Special Sales Committees to ensure that all members are aware of regular and special events.

**Donation Bags:** Bags marked Vietnam Veterans and/or The Central Union Mission will be scheduled for pick up by the Shop Chair.

### A. Kitchen and Shop Maintenance

#### 1) Kitchen

The Shop Chairs regularly purchase drinks and refreshments for the staff. Food items “to share” should be placed in the center of the kitchen table.

#### 2) Cleaning

- The Shop is cleaned by a cleaning service. If you observe something that requires immediate attention (i.e., dirty floor, unsightly bathroom) please, take it upon yourself to fix the problem or let the Weekly Shop Chair know.
- Cleaning supplies and paper goods are located in the kitchen, bathroom and hall closet. The vacuum cleaner is located on the second floor closet. Step stools and ladders are also on the second floor. If you see that the Shop is lacking supplies make a note on the whiteboard in the kitchen.

#### 3) Trash

- Twigs generate a lot of trash in the day-to-day operation of the Shop. As trash bags become full, tie them shut, mark them with a label as “trash” and stage them in the kitchen. Labels for trash and recycling are located in a notebook on the stock counter. New trash bags are located on the main floor under the counter; on the second floor, they are in the kitchen and in the small cabinet opposite the dumbwaiter. Please re-line trash cans after you have emptied them. White trash bags are for all the trashcans and black trash bags are for donations to the Vietnam Veterans and The Central Union Mission. Trash is picked up four times a week (Tuesday, Wednesday, Thursday and Friday). If the trash is not picked-up by 1:00, the Weekly Shop Chair should call Charles at C&B Trash Removal (703-966-9916).
- C&B Trash picks up recycling with the regular trash on Wednesdays and Fridays. Boxes must be broken down and placed in blue bins. Bottles and cans also go into a blue bin. Empty bins should be returned to the kitchen following pick-up.

**4) Maintenance**

Should one of our systems break down or malfunction, such as plumbing, electrical or dumbwaiter goes on the fritz, alert the Weekly Shop Chair will, in turn, contact the Shop Chair who will resolve the issue.