

# CLOTHING CLOSET VOLUNTEER MANUAL

## Volunteer Roles

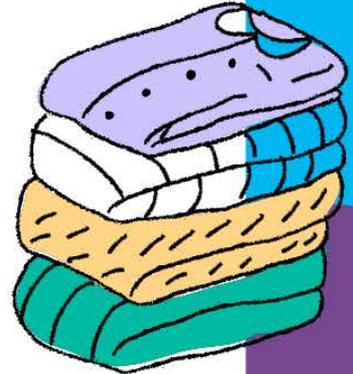
Sorting: Accept donations and sort them into the designated bins.

Inventory: Hang the clothing from the bins and record the number of items in Shopify.

Hanging: Hang the clothing that has been taken down in inventory to be purchased.

Check in: Check clients in at the door, review clothing gift card to ensure they can shop.

Check out: Check out the clients and bag their clothes.



## Accepting Donations

1. Assist donors with bags and put in the large black gaylord bins
2. Record the donor information and the number of bags donated. (If they do not want to put their name they may be put down as anonymous but we encourage getting their accurate info)
3. If the donor desires, fill out and give them a Network receipt for their donation



## Inspecting and Sorting Clothing

1. Take items from the large bin and inspect it. Network does not keep items that are:
  - Stained
  - Torn
  - Odorous
  - Used socks or underwear
  - Any item other than clothing, shoes, hats, purses, ties, jewelry
2. If the clothing is unacceptable for one of the above reasons, place it in the BLUE bins. If we can use the items, place it in the GRAY bins along the wall. Put each item in the gray bin according to what type of clothing it is. These bins will be clearly labeled as to which pieces of clothing go in which GRAY bins.
3. Other non-accepted item can be placed in the large donation bin in the laundry room
4. We do not keep hangers or bags
5. Shoes are strapped together with a rubber band and placed in the designated bin
6. Set aside any jewelry



## Hanging and Inventory

1. Use the designated hangers to hang up clothing from the gray bins. Sort the clothing into the proper sizes and types of clothing on a rolling rack.
2. Once you have filled the rack you then write the inventory number on the inventory sheet.

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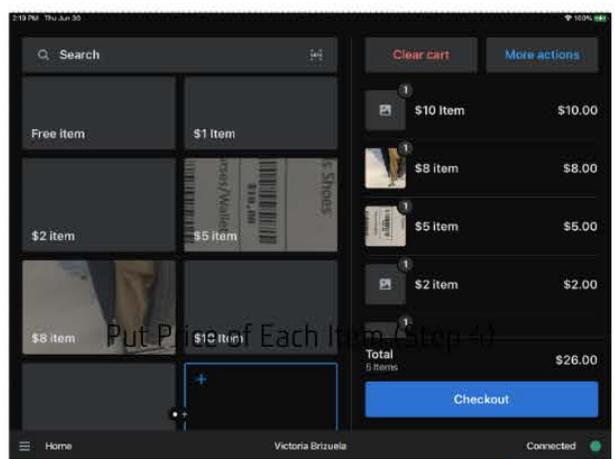
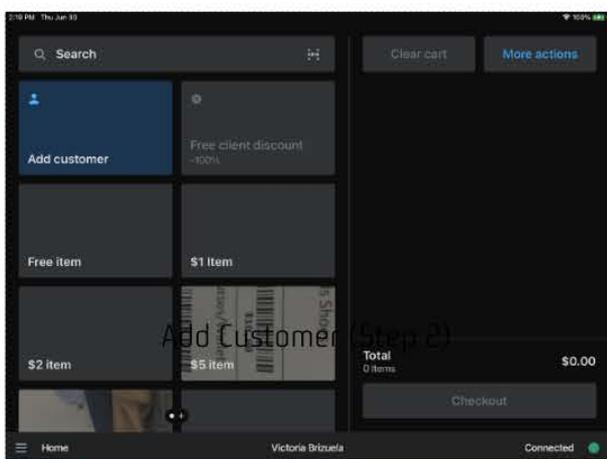
## Putting Out Clothing

1. Roll out the full already inventoried rack and hang the clothing up in the according sections.
2. 5T and under, Children's, Men's, and Women's clothes each have their own section in the store.
3. The Children's section is separated into boys and girls clothing.
4. Children, Men, and Women's tops and pants are separated.
5. Shoes are put on the shoe racks. Belts are also hung on a rack near the door along with purses and neck ties.
6. There are occasionally separate sections for professional wear, adult pajamas, and adult jackets.
7. Volunteers should also go around to clean up dropped items, empty hangers, rehang items discarded at check-out, return empty hangers to the donation processing room and general tidiness of the clothing closet



## Checking Out

1. When a customer comes up to check out, ask them for their card
2. Click add customer on the register iPad
3. Put their Household ID number into the search bar, and click on the client when you find them
4. Take the clothing off the hangers and put the price of each item into the iPad.
5. Subtract the total from the amount that the customer has left on their card
6. Write down how much the customer has left on their card
7. Click the 100% discount at the top of page
8. Press checkout
9. Press done
10. If it is their second visit, put \$0 as the remaining balance
11. There are limits on some items. Please review the posted signs for these limits. If someone is attempting to buy something over the limits, let them know what they can have, and they will typically pick which of the limited items they want.



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### Clothing Prices

Item	Price	Item	Price
Undergarments	\$1	Adult Sleepwear	\$8
Accessories	\$5	Adult Shirts	\$8
Baby/Youth Bottoms	\$5	Adult Bottoms	\$8
Baby Accessories	\$5	Adult Swim Wear	\$8
Baby Clothes	\$5	Adult Sweater/Vests	\$10
Baby/Youth Tops	\$5	Adult Hoodies/Blazers/ Jackets	\$10
Baby/Youth Swimwear	\$8	Adult Rompers/Dresses	\$10
Baby/Youth Shoes	\$5	Adult 2-pieces	\$15
Baby/Youth Dresses	\$8	Adult Shoes	\$15
Baby/Youth Hoodies/Jackets	\$10	Adult Suites	\$15
Baby/Youth Winter Coats	\$15	Adult Winter Coats	\$15

### Current Limits per Visit (May Change Occasionally)

2 socks, 2 underwear, 2 pairs of shoes, 5 baby/toddler, 5 youth