



# Anchorage Arts & Crafts Emporium

## Instructions for Sale Booth Volunteers

### General Booth Instructions:

1. Keep the booth attended at all times by at least one volunteer.
2. Keep the cash box closed and out of sight when you are not using it.
3. Keep an eye on all display items.
4. Wear the write-on name tag provided and, if possible, something hand-woven or handmade.  
***Have only your first name on the name tag.***
5. Wash your hands before handling hand-spun or hand-woven items.
6. Do not eat or drink (except water) near the sale items.
7. If the customer wants to try on a garment, help them put it on, and direct them to the mirror if they want to see the garment on them.
8. Maintain a friendly and welcoming presence. Allow customers room to browse the items in the booth, and answer questions about the fibers, techniques, or artist to the best of your ability.
9. Straighten and arrange items on the tables and racks regularly to maintain a neat and attractive display.
10. If a customer is interested in weaving or spinning, provide them with our brochure or a membership application.
11. Saturday night: If you are on the closing shift Saturday night, give the cash box to the Sale Coordinator and cover the front of the booth with the sheets from the blue tote held in place with the plastic clips.

### When you sell an item:

1. Tear off one of the small ID tags from the sold item, leaving the second one or larger "buyers" tag on the item for the customer.
2. Make a receipt for the sale from the receipt book (even if the buyer doesn't want a receipt – we use it for guild record keeping). The receipt must show:

a. List of each item purchased including:

- i. the tag number,
- ii. a brief description of the item,
- iii. the price,
- iv. whether the sale is check, cash or credit.

Give the customer the yellow copy of the receipt and keep the white copy in the receipt book.

3. There are three payment options: cash, check or credit card. Collect the cash/check or run the credit card as appropriate for the sale.

a. For checks: Make checks out to AWSG

b. For credit: One volunteer for the booth for each shift will be responsible for the credit card sales. The guild will provide a smart phone or tablet with the Square App loaded on it to run sales. **The SQUARE provides two options, a chip reader, or a scanner. The chip reader is wireless, the card reader plugs into the microphone jack. Both will be in the cash box. Please refer to the SQUARE instructions found later in this manual for how to run a credit sale.**

4. If the customer desires, wrap the item in white tissue paper (if available), put in a sales bag, and hand it to the customer.

5. Put the small ID tag from the sold item in the sales envelope for the day. Later, the Sale Coordinator or another volunteer will match the tags with the inventory sheets, and cross check with the receipts and cash/checks in the cash box and the electronic credit card log.

**SQUARE instructions** *(need to have someone review who is familiar with the square – Anita?)*

1. Before you arrive for your shift, please load the SQUARE App to **your???** *(above we say guild will provide)* smart phone or tablet.

2. When you arrive, the SQUARE chip/card reader should be in the cash box. Plug it into the phone's/tablet's microphone jack.

3. Log into the AWSG SQUARE account. Our id is [awsgworkshop@gmail.com](mailto:awsgworkshop@gmail.com) and our password is **4Denaina\$**. **To do this you may need to enable your microphone and location services on your phone or tablet. Your device will prompt you on how to find these if needed.**

4. You should be on the sale screen. If not, navigate to the sale screen using the three grey buttons at the bottom of the screen.

5. To execute a sale:

- a. Type in the amount of the sale & a brief description (“hat”)
  - b. Swipe the card (this will need to be done quickly)
  - c. The screen will say “Authorizing”
  - d. Have the customer sign the screen with their finger when prompted.
  - e. Push the “Done Signing” button
  - f. Push the “Text”, “Email”, or “No receipt” button to send the receipt as the customer prefers.
6. Troubleshooting: If you can’t get the reader to work, then try the following...
- a. Make sure you are swiping the card quickly through the reader.
  - b. Swap to the spare reader located in the box in the cashbox.
  - c. Enter the sale manually: Remove the reader. Type the amount into the sale screen. Tap the blue bar “Charge” bar displaying the amount. Select the credit card bar, type the credit card information in manually as prompted. Push the “Charge” button and complete the sale as normal.

Questions or Problems?

Call the Sale Coordinator \_\_\_\_\_ at \_\_\_\_\_ or email \_\_\_\_\_

**Anchorage Weavers &  
Spinners Guild**



## **Anchorage Arts & Crafts Emporium**

### **Instructions for Sale Coordinator**

#### **Timeline of Events:**

##### **January:**

1. Board approves sale participation. Coordinator signs up for the booth and Treasurer issues deposit for ½ of booth fee (or pay in full). Remember to book the booth as a non-profit which lowers the booth cost.

##### **Summer:**

1. Add a note to the May or Summer newsletters reminding Guild members that the Sale is fast approaching.

2. Submit a reminder for Guild members for the September newsletter/website.

### **September:**

1. Coordinate with the Treasurer to get the rest of the booth fee submitted if not paid in full already. The fee typically has to be received by the 3<sup>rd</sup> week in September or we will lose our spot.
2. Submit the sale instructions and inventory sheet to the newsletter/website

### **October**

1. Get Sign Up Genius set up before the October meeting
2. Sign up members who need the tech assistance at the October meeting
3. Submit the sale instructions, sign up genius link, and inventory sheet for the November newsletter/website.
4. Work with the board and U-Haul Storage to acquire and pay for 24 hour access for November only.

### **November**

1. Send out sale instructions and inventory sheet by info blast
2. Sign up members who need the tech assistance at the October meeting
3. Make a reservation for the U-Haul van to deliver grid walls and other items needed for setup on Friday and teardown on Sunday.
4. Pick up items at the November meeting. Guild members may coordinate with you to drop off their items between the meeting and sale dates if they can't make the meeting.
5. As sale items are received, do a quick inventory of the items against the inventory sheets to make sure tags are correctly done and that items are not missing. This task can be assigned to a volunteer. List it on the Sign Up Genius.
6. Make a copy of the inventory sheets for the Sale Instruction Binder
7. Test the square reader and coordinate with the Treasurer to replace as needed.
8. Get cash for the cash box from the Treasurer. (\$150 in small denominations)
9. Update the Sale Instruction Binder if needed with the first two pages of this document.
10. After the sale, send the sale summary and check amounts to the Treasurer so she can have the checks ready for Guild members at the December Potluck.

11. Submit a quick summary of the sale results and thank volunteers to the December newsletter/website. Also announce results and thank volunteers at the December meeting.

## **December**

1. Bring leftover sale items to the December meeting for the Weftover sale if members have not already picked up their boxes.
2. Return items to participants.
3. Confirm Treasurer has handed out the checks to participants
4. See January.

## **November Event Setup Instructions:**

1. Schedule: The Show package will assign us a start-up time when we have exclusive access to our row for setup. Setup of the grid walls is best done in the morning, typically scheduled for five to six people to assist in two shifts. Two to four people pick up equipment from the storage unit. Unloading and putting up the booth grid walls takes four-six people. The additional people can meet at the Dena'ina Center. Then two or three people show up in the afternoon to deploy the sale items and make the booth pretty. *It works best if you meet the schedule set by the Dena'ina. The earlier you set up, the easier it is on all volunteers. Hopefully, the start-up time assigned to the guild booth is early enough in the morning.*
2. Things for the Coordinator to bring or buy for the sale and setup. Please expense the consumable items you need to purchase for the sale.
  - a. Flashlight: The storage unit has lighting, but it can have dark corners, be sure to bring a flashlight if the guild flashlight is not handy.
  - b. Zip ties & Pliers: Several sizes of black zip ties are used to put the booth together. There should be some in the tote from the previous year, but not a bad idea to have some on hand. At least two sets of pliers (to cut the ends of the zip ties or tighten them down) owned by the guild should be with the zip.
  - c. Receipt books: Usually need three small carbonless books of 50 or more receipts each. There are usually leftovers from last year. Check how many and purchased what is needed.
  - d. Tissue Paper: If needed, typically there is some in the blue tote.
  - e. Change for the cash box: Coordinate with the Treasurer for this. Typically, we get \$150 broken down by an assortment of smaller bills.
  - f. SQUARE: Make sure the SQUARE card reader is in the cash box. **The Treasurer should have the spare reader.**

- g. Pens: Two or three ballpoint pens for writing receipts.
  - h. Deposit Slips: Get three or four deposit slips from the Treasurer to use during cash out at night.
  - i. Extra tags or small pieces of paper: Murphy's Law says at least one of the ID tags will fall off, extra tags or slips of paper allow the volunteers to write up the sale tag to put in the tag envelope when an item sells.
  - j. Sale Book: The binder with the sale instructions, inventory lists, and a copy of the volunteer schedule in it.
3. Vehicle: The grid walls for the show are 7 feet tall by 2 feet wide. You will need to rent a 10ft U-Haul van. The door at the Dena'ina can accommodate the 10-foot U-Haul truck, which is 8 feet 6 inches high. You will be able to drive into the Dena'ina Center from F Street to unload.
4. Things to pick up from Storage:
- a. Big Blue tote: Typically found on one of the lowest shelves. It has roller wheels but a cart is a handy accessory. Contains the grid wall accessories, the sheets for covering the booth, the table cloths, the extension cords and the banner.
  - b. Purple tote: Typically found on the second shelf. Contains all of the lights for the booth.
  - c. Blue tote: contains the trimmed sheets we cover the merchandise with in the evenings.



- d. Plastic pipes: Found under the shelves on the floor. Used for the hanging rods.
  - e. Grid Wall- We need 15 grid wall sections to build the booth. (There are 16 in storage, so there will be one extra grid left over in the storage unit.) **In the new storage unit, these are behind a rolling shelf unit which will have to be rolled into the hallway for access.** The storage unit has carts available that makes moving all these items easier. See the picture for set up pattern.
  - f. Wood 2x2 posts, used to stabilize the grid wall on the top. Holes are drilled and screws are available to connect. The posts are zip tied to the grid wall and screwed together. See photo.
  - g. The guild banner and step ladder needed to reach top of grid.
5. Items to borrow from Guild Members:
- a. Tables (you will need both)-
    - i. 5 or 6 foot folding table- We have borrowed this from Nicole Putnam
    - ii. Small Round table- to hold up the Christmas tree- We have borrowed this from Annita Magee
  - b. Racks & displays(you will need all of these)
    - i. Scarf racks- We have borrowed two from Annita Magee, Sherry Rogers, and Nicole Putnam.
    - ii. Quilt rack- We have borrowed this from Annita Magee
    - iii. Display cubes- We have borrowed these from Sherry Rogers.
  - c. Christmas Tree- We have borrowed this from Sherry Rogers in the past.
  - d. Mirror- We have borrowed this from Sherry Rogers or Annita Magee in the past.
  - e. Rug- We have borrowed this from Sherry Rogers or Clydene Fitch in the past.
6. During setup:
- a. First lay out your extension cords from the back wall to the two back corners.
  - b. Next set up the four grid walls for the back wall and the first two side wall sections to make the corner so that the back wall stands on its own. You may need to overlap two sections along the back wall by an inch or two if the vendors on the other side have set up before you. Use the zip ties to hold the walls together. Usually we do a minimum of three: one at the top, one in the middle and one near the bottom.

- c. Then put the banner rack together from the iron pipe. Zip tie the banner to the pipe and flip the assembly up along the back wall. Zip tie the banner poles to the back wall corners tightly. The assembly is heavy so you will need two sets of hands to get this up. Some years the banner is just zip tied to the grid walls directly.
- d. Finish assembling the side walls. Add the wood posts to stabilize.
- e. Place the lights on top the grid wall and position the extension cords.
- f. Lay down the rug and deploy the tables and racks in the booth.
- g. The last step is to lay out the tablecloths and sale items in an attractive manner and to cover the front of the booth with the sheets from the blue tote.

### **Event Tear Down Instructions:**

1. Schedule: The Show ends at 5pm. You must break down the booth and pack up and then the show helpers will assist you in moving things outside. It's easiest if you have the truck meet you at the corner of F and 8<sup>th</sup> streets to load up at roughly 5:30pm. Take down is typically scheduled for five or six people.
2. Tear down: Its easiest for the Sale Coordinator if you separate leftover items from the sale by Artist during the packing. This allows the coordinator to inventory quickly and to return items before the Holiday Potluck if the Artist requests it.

### **Counting Out at Night (or Monday):**

1. Log into SQUARE account and pull up the sale log. Verify the credit card receipts from the receipt books against the log to make sure they are all noted as credit on the receipts.
2. Next add up the receipts in each receipt book. You will need three numbers for each book: the total sales, the cash sales and the credit card sales. To check your total: Credit card + cash sales = total sales. Record these numbers for each receipt book.
3. Calculate the total sales, cash and credit sales by adding up the values for each of the receipt books. The credit card total should match the log from the SQUARE account.
4. Remove your starting bank (\$150) from the cash and put into the cash box for Sunday. (If this is Sunday's count then make up a deposit slip for the cash bank amount and set to one side.) Count up the cash and checks. The cash and checks plus the credit card total should equal your total sales from above.

5. Add up the sales tags, the sales tag total should equal the total sales from above. If they do not, compare the tags against the receipts one by one to find the extra or missing tag.
6. Mark the items sold on each inventory sheet.
7. Add up the inventory sheet totals on the copy of the inventory sheets you made. They should match your total sales amount. (Use two color pens to do this so Saturday and Sunday are easy to distinguish)
8. Make up the cash deposit slips and seal in an envelope to take to the Treasurer or the bank.

### **Appendix: Helpful forms for the Sale Coordinator**




*\*Tag Number should be your initials and a number, for example, "NEP-1, NEP-2, etc.*

## **Anchorage Arts & Crafts Emporium**

### **Volunteer Sign up Form**

<b>Date:</b>	<b>Prior to Friday</b>	<b>Inventory review</b>
<b>Time</b>	<b>Name</b>	<b>Email/phone #</b>

<b>Date:</b>	<b>Friday, Nov , morning</b>	<b>Booth delivery</b>
<b>Time</b>	<b>Name</b>	<b>Email/phone #</b>
TBD		

<b>Date:</b>	<b>Friday, Nov , morning</b>	<b>Booth set up</b>
<b>Time</b>	<b>Name</b>	<b>Email/phone #</b>

TBD		
TBD		
TBD		
TBD		-
TBD		
TBD		

<b>Date:</b>	<b>Friday, Nov , afternoon</b>	<b>Inventory set up</b>
<b>Time</b>	<b>Name</b>	<b>Email/phone #</b>
TBD		
TBD		
TBD		

<b>Date:</b>	<b>Saturday, Nov</b>	<b>2 volunteers per time slot</b>
<b>Time</b>	<b>Volunteer #1: Name/E-mail</b>	<b>Volunteer #2: Name/E-mail</b>
10:00am to 12:00 noon		
12:00 noon to 2:00 pm		
2:00 pm to 4:00 pm		

4:00 pm to 6:00 pm		
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<b>Date:</b>	<b>Sunday, Nov</b>	<b>2 volunteers per time slot</b>
<b>Time</b>	<b>Volunteer #1: Name/E-mail</b>	<b>Volunteer #2: Name/E-mail</b>
11:00am to 1:00 pm		
1:00 pm to 3:00 pm		
3:00 pm to 5:00 pm		-

<b>Date:</b>	<b>Sunday, Nov , Booth take down</b>	
<b>Time</b>	<b>Name</b>	<b>Email/phone #</b>
5-6 pm		
5-6 pm	-	
5-6 pm		

<b>Date:</b>	<b>Sunday, Nov , Return to storage ( may be Monday)</b>	
<b>Time</b>	<b>Name</b>	<b>Email/phone #</b>

6-7 pm		
6-7 pm		
6-7 pm		

<b>Date:</b>	<b>Monday after</b>	<b>Money/Inventory review</b>
<b>Time</b>	<b>Name</b>	<b>Email/phone #</b>