



### PRIOR TO ARRIVAL:

- Wear black pants or jeans & please come in with FAH shirt or Hat. This is the attire for volunteers managers.
- Make sure the table and chairs are properly sanitized. Dry the table off with a paper towel if it is still wet when people are coming in.
- On each table there should be:
  - 1) Basket of markers
  - 2) Blank white gift tags and holiday gift tags for each person
  - 3) ShopChecklist (2 pages)
  - 4) Challenge note for kids- scavenger hunt?

### UPON ARRIVAL:

1. Ask for your responsibility/area of coverage. We will help out everywhere, but will have an (1) Assigned Greeter, Assigned Check out person. Make sure you know who those 2 ppl are beginning of the shift.
2. When people arrive, make sure that they have an appointment. Check in on Ipad or print out of SUG.
3. Have them take their temperature, then sanitize their hands. Have them remove their coats, put them on a stool, then push up their sleeves and sanitize their hands.
4. Ask them to read the Waiver and sign the list.
5. Ask guests if they have been engaging in Covid safe practices - always wearing masks when outside their home and social distancing, as well as no contact with anyone who has tested positive in the past 24 hours. They must wear their mask the whole time.
6. Get kids excited! Tell them they are going to make other kids, just like them, feel so special and loved this season!



## ONCE GUESTS ARE SEATED:

- Find out if they prefer to make a package for a girl or a boy. Have them draw a holiday message on the plain white tag using at least **SIX different colors**. They can write (seasonal message) with other colorful designs. Older Kids ask to make for boys we have 68% boys.
- On the FRONT of their personalized card have them write **From, FIRST NAME (not Love) & "TG"** if they are making a stocking for a girl, "TB" if it is for a boy.
- Using the "Shop Checklist" as a guide, walk them through the next steps - how at a minimum they will fill their bag with the school supplies or toiletries (*listed on the small poster next to the toiletry shelf*) for \$15, then also encourage the \$5 treat bag filled with a candy, and **2** other small \$2 items to go in the bag with the stocking, such as a football and deck of cards for a boy and nail polish and nail file for a girl.
- Show guests where to find the clothing and food that they can pick out to be donated & Give them a laundry basket to collect items. They have the option to either choose the food items individually or donate a "Food in a Box," where we will make up a box for a child that will feed them for 21 meals. All food and clothing donations DO NOT go in the separate bag.
- Once all donations are decided upon, mark all items on the checklist and add up their total. Guests have the option to pay in check, cash, via PayPal on the [fillaheart4kids.org](http://fillaheart4kids.org) website (have them click on "donate") or via our credit card terminal. CHECK OUT AT IPAD! ENTER ALL INVENTORY for records! Circle method of payment!
- **Give guests a tax letter after they pay.**
- Ask guests if they would like a photo together, encourage them to post on social media! Ask them to post "We took the #Brighter Futures Challenge and we Challenge (1), (2), (3) people to do the Fill a Heart 4 Kid Brighter futures Challenge as well" Have them tag 3 people! and Post their photo.



## ADDITIONAL ITEMS

- During downtime please take the filled bags to the basement and put them in correct piles, which are separated by girls and boys (TG and TB).
- When the workshop isn't busy please restock items with back-up stock (in bins in the back room), make sure we have enough of everything out that we need, straighten up shelves, and wipe down counters, etc.
- Keep ribbons cut and stocked to tie treat bags. If candy buckets are low refill them accordingly.
- Make sure to keep the cleaning wipes and paper towels stocked by the tables so they are readily available to wipe everything down.
- Wipe down the seats, table tops, and spray the markers and put away any loose items on table.
- Sweep the floors.
- Always use the Ipad to check people out. Make sure the shopping checklist is accurate, but use Ipad if paying via paypal. All cash much go in cash box/safe. Make sure to mark method of payment on Checklist.
- Always greet with a smile! Make sure you know the description of the project and why it is special! Make sure you explain it in a positive way to children to feel proud of their help and donations!