

# VOLUNTEER GENERAL INSTRUCTIONS

1. Put on name tag. If you don't have one already, blanks are in box with pen. Leave your name tag in box at end of day.

2. Ask shopper for Room #.

Beside each room # on list is the number of adults in room

Each adult receives 4 tickets (men get tickets too)

Mark # of persons who get their tickets (all adults from

any room may not show up together)

The only purpose of tracking tickets is to assure our shoppers that each living unit is being treated identically. Adults with wrist bands assigned to any room may shop and may have 4 tickets per shopping 'day'. We DO NOT WANT to confront any guest negatively about their experience. We've done this to help families who have a need. If they scam our system out of a couple t-shirts, the conscience can deal with it.

\*\*\*If your record keeping isn't fabulous, it really does not matter!

3. Point out restrooms in hall are available for try-on, full-length mirrors

4. Collect tickets used for items as they leave; remind them to keep their unused tickets

5. Remind them that one (1) ticket is good for 2 scarves or 2 pieces of jewelry OR 1 of each!

6. Offer a bag.

7. Encourage hangers be left with us. If someone really wants/needs the hanger, allow them to take it

8. A special card allows families who have just checked out and whose child is still in the hospital to shop. They will present the card to you, but will not be wearing a yellow wrist band.

9. Foam sunglasses and tic-tac-toe games in basket are for anyone shopping with a child (or anyone who asks)