



# **ORIENTATION**

## **TRAINING FOCUS 1**

Name \_\_\_\_\_ Date \_\_\_\_\_

# TRAINING FOCUS 1: INTRODUCTION

## WELCOME TO TC RESALE AND DONATION CENTER

The entire staff of TC Resale and Donation Center and the local Adult & Teen Challenge Campus wish to extend its heartfelt welcome to you. We hope that your entire time here is as beneficial to you as it is to the Adult and Teen Challenge ministry.

We offer our blessings to you and your time that you will have at the Resale and Donation Center. We hope that you will be just as proud to be at the store as we are to have you.

Please view your work experience here at the Resale and Donation Center as a training period that will benefit you your entire life. The vocational skills that you will acquire can be put to your advantage as you seek employment in the future. You will not only learn skills, but will be certified as to your competency, enhancing any future resume. Know also, that you will be acquiring much more as you serve at the Resale and Donation Center.

### **Our mission:**

The mission of Adult & Teen Challenge Pacific Northwest is to evangelize people who have life controlling problems and initiate the discipleship process to the point where a student can function as a Christian in society, applying spiritually motivated, biblical principles to relationships in the family, local church, chosen vocation, and the community.

Adult & Teen Challenge endeavors to help people become mentally sound, emotionally balanced, socially adjusted, physically well and spiritually alive. Adult & Teen Challenge shall endeavor in its efforts to help people by enriching their lives with actual work experience to enable them to become profitable members of their community.

### **Our Goals:**

- Vocational Training
- Financial Support
- Community Impact

### **Our Pledge:**

- To serve each student with Christ-like compassion, respect and guidance.
- To address the needs of each student and to assist them in the development of godly character.
- To dedicate ourselves to mentor and to nurture meaningful relationships, inspiring hope for the future.
- To provide all students with the opportunities to build skill sets to take to their next career.
- To provide all students with safe working conditions, to build self-confidence and a positive self-worth as a student-worker and to enhance their basic work-related life skills.
- To maintain a Christ-like lifestyle and abide by Adult & Teen Challenge policy. Every student should feel free to discuss with staff, his or her problems with policies defined at the beginning of their program. We welcome suggestions that students may have that will aid in maintaining a constructive and harmonious relationship within Adult & Teen Challenge.

## **TC RESALE & DONATION CENTER TRAINING POSITIONS**

Each TC Resale and Donation Center is in reality, a retail store. Like any other retail store, in order to maintain a profitable and safe working environment, each TC Resale and Donation Center has a variety of work positions. It is our desire to provide the customer with consistently low-priced quality products and friendly competent service. In order to fulfill this goal and other important goals staff and students must closely cooperate and work to produce a monetary profit for Adult & Teen Challenge Ministry's future growth. Below is a list of each store position with its job description:

### **TRAINING POSITION 1 : SOFT GOOD PROCESSOR**

#### **POSITION DESCRIPTION**

The responsibilities of Soft Goods Processor are to sort clothing, shoes, linens, accessories.

#### **MAJOR RESPONSIBILITIES**

- Properly sort clothes, shoes, linens and accessories

#### **TRAINING GOALS**

- Develop experience in a processing environment
- Develop a commitment to service, excellence and customer satisfaction
- Develop the ability to process donations maturely and accurately while keeping the area clean
- Enhance communication skills with staff, students and customers
- The ability to work both independently and in a team environment with minimal supervision
- Develop organizational skills that enable multitasking and giving attention to detail
- A willingness to learn and possess a cheerful and positive attitude

#### **PHYSICAL REQUIREMENTS**

- Ability to stand for an extended period of time
- Ability to move and handle boxes of merchandise and fixtures throughout the store, which entails lifting
- One must be able to perform all the required functions of position

## **TRAINING POSITION 2 : SALES FLOOR ASSOCIATE**

### **POSITION DESCRIPTION**

The main focus of the Sales Floor Associate is providing excellent customer service. Greet customers, inform them of current sales, and help them find what they are looking for and maintaining a clean and uncluttered sales floor.

### **MAJOR RESPONSIBILITIES**

- Greet customers as they enter the store and inform them of the day's sales
- Ensure that each customer receives outstanding, helpful and friendly service
- Tactfully and pleasantly deal with customers
- Cleans the racks and shelves where merchandise is placed, periodically reorganizing and cleaning displays
- Ensures that all items are in their rightful place and properly displayed
- Ensures that purchase set-asides and deliveries are properly facilitated and all of the merchandise is properly staged
- Perform customer carry-outs as needed
- Always carry sold-stickers, a pen and a dust rag to facilitate quick customer service
- Move furniture to the sales floor and neatly display incoming after its priced
- Maintain a safe sales floor , free of clutter and hazards
- Assists in the weekly color tag pull
- Assisting customers with requested testing of electronics
- Turns on/off of TVs
- Safely load and unload merchandise using the proper equipment and/or lifting techniques and noted in the safety manual
- Participate in the nightly cleanup duties
- Perform other tasks as assigned by management

### **TRAINING GOALS**

- Develop customer service skills
- Develop the ability to properly display merchandise (i.e. furniture, shelves etc.)
- Enhance communication skills with staff, students and customers
- The ability to work both independently and in a team environment with minimal supervision
- Develop organizational skills that enable multitasking and giving attention to detail
- A willingness to learn and possess a cheerful and positive attitude

### **PHYSICAL REQUIREMENTS**

- Ability to stand for an extended period of time
- Ability to move and handle boxes of merchandise and fixtures throughout the store, which entails lifting
- One must be able to perform all the required functions of position

## **TRAINING POSITION 3 : HARD GOOD PROCESSOR**

### **POSITION DESCRIPTION**

The primary responsibility of the Hard Goods Processor is to conduct accurate sorting and pricing of merchandise, graciously receive and distribute incoming donations to their proper locations and to maintain a clean and orderly processing area.

### **MAJOR RESPONSIBILITIES**

- Cleaning and pricing of merchandise to be put onto the sales floor
- Properly testing and pricing electronics and appliances
- Properly sorting hard goods, electronics, books, shoes, linens and clothes
- Properly sort recyclable items from trash
- Maintain a safe work area , free of clutter and hazards
- Keeping the management informed of low pricing supply inventory levels
- Assist in unloading the box truck
- Safely load and unload merchandise using the proper equipment and/or lifting techniques and noted in the safety manual
- Receive donations
- Participate in the nightly cleanup duties
- Perform other tasks as assigned by management

### **TRAINING GOALS**

- Develop experience in a processing environment
- Develop the ability to identify the value of different brands of merchandise
- Develop a commitment to service, excellence and customer satisfaction
- Develop the ability to process donations maturely and accurately while keeping the area clean
- Enhance communication skills with staff, students and customers
- The ability to work both independently and in a team environment with minimal supervision
- Develop organizational skills that enable multitasking and giving attention to detail
- A willingness to learn and possess a cheerful and positive attitude

### **PHYSICAL REQUIREMENTS**

- Ability to stand for an extended period of time
- Ability to move and handle boxes of donations, merchandise, furniture and fixtures from vehicles to the store. This entails lifting, sometimes heavy lifting.
- One must be able to perform all the required functions of position

## **TRAINING POSITION 4: BOX TRUCK ASSISTANT**

### **POSITION DESCRIPTION**

The primary responsibility of the Box Truck Assistant is the safe operation of the vehicle and the acquisition of inventory for the Thrift Store

### **MAJOR RESPONSIBILITIES**

- The primary responsibility of this position is safety
- Safely load and secure merchandise for transport
- Use the proper equipment and lifting techniques per the safety manual
- Assist in the unloading of the box truck
- Assist the driver in backing the truck by getting out of the vehicle and spotting behind the truck. Always use caution when backing and checking the heights of overhangs
- Provide excellent customer service and Teen Challenge representation to the community
- Ensure the quality of the donations received
- All tips and gifts are considered Thrift Store donations and must be receipted to the customer
- Ensure items of high value are given to management
- Obey all traffic laws and ensure that the truck stays on route
- Do not allow unauthorized individuals to occupy or operate the truck
- Assist in the navigation of the route and insuring vehicles and obstacles are avoided
- Conduct a weekly and daily vehicle inspection
- Ensure that the proper care is given to the donation pick up and the delivery of furniture to minimize damage to items or to the residence
- Report any damage to a residence or merchandise to the manager
- Report vehicle accidents and/or traffic tickets to the manager. Tickets are the responsibility of the driver
- At the end of the day, ensure that the vehicle is locked and the box and cab are cleaned
- Ensure that the cell phone is limited to store and customer contact only
- Performs other tasks as assigned by management

### **TRAINING GOALS**

- Learn how to safely operate the vehicle
- Learn how to safely load and unload the box truck
- Learn the ability to identify high valuable items
- Pass the insurance certification process
- Develop a commitment to service, excellence and customer satisfaction
- Enhance communication skills with staff, students and customers
- The ability to work both independently and in a team environment with minimal supervision
- Develop organizational skills that enable multitasking and giving attention to detail
- A willingness to learn and possess a cheerful and positive attitude

### **PHYSICAL REQUIREMENTS**

- The ability to lift heavy boxes of merchandise of furniture in and out of the box truck and up and down stairs
- One must be able to perform the required functions of position

## STORE POLICIES

The following policies are created to minimize confusion between the customer and the sales associate

### DISCOUNTS

- Students are not to negotiate sales prices or give anything away, including rags or discarded items
- Students **on pass visiting a store** get a 20% discount on top of the current sale.

### DELIVERIES

- A minimum fee of \$45 is charged for delivery

### HOLDING MERCHANDISE

- The store will hold sold merchandise for only 72 hours. Unclaimed merchandise will be returned to the sales floor to be sold. The original customer, with the receipt may be issued an in-store credit by the manager
- Unsold merchandise may **not** be held

### STUDENTS AND CUSTOMER VEHICLES

- Student and staff may not assume the liability of tying merchandise to customer vehicles
- Students may not enter customer vehicles for any reason

### PAYMENT

- Cash, credit/debit card (Visa, MasterCard and American Express) or EBT card (state cash assistance card). Checks are accepted only for donations (i.e. gas donation from the box truck), or payment from approved businesses (i.e. Cherry City Recycle for metal recycle payment)

### MERCHANDISE LACKING PRICE TAG

- ***Merchandise lacking a price tag cannot be sold that day and must go back to processing area.*** Do not argue with the customer and hold firm to the store policy (remember, this policy is for the student's protection). ***This policy must be strictly adhered to,*** as occasions will arise where some customers may remove the price tag in order to get a better price.

### RETURNS

- TC Resale and Donation Centers do not give refunds. **All merchandise is sold AS IS.** The only exception is electronic/electrical merchandise. If it does not work it can be brought back for in-store credit within 72 hours of purchase with the receipt
- No electronic/electrical merchandise will be sold without having been previously tested to ensure it works. No merchandise will be placed on the sales floor that does not work.

## STUDENT CONDUCT

You are the primary focus of Adult & Teen Challenge. TC Resale and Donation Centers are focused on creating a safe environment at the store that you can learn in. Part of creating this environment requires you to bring with you some common workplace skills into the store setting.

### ATTIRE

TC Resale and Donation Centers are the face of Adult & Teen Challenge. Many people shop at TC Resale and Donation Centers not knowing what kind of program it is. The way that you dress and carry yourself speaks loudly to the customer, long before any conversation has transpired.

Everyone has their own idea of what clothes they like to wear. Clothing is a statement of our personalities. Clothing is also helpful in aspiring to higher positions in employment and societal recognition. Shorts and a t-shirt are appropriate for going out with friends to the park, working out or just hanging out at home. For work you should consider your wardrobe with the goals you have for the future. Jeans and a t-shirt do not say "hire me".

Adult & Teen Challenge dress code is consistent at the Campus as well as the store. It is as follows:

#### Women

- Female student may wear one earring per ear
- Jewelry: refer to the student manual
- Personal grooming: refer to the student manual
- Shirts must be with store supplied apron or Adult & Teen Challenge logo shirt
- Refer to the student manual for proper dress
- Shoes must be closed toed. No flip-flops or sandals

#### Men

- Jewelry: students may only wear a wedding or engagement ring. No watches
- Collared shirt or Adult & Teen Challenge logoed shirt with a store supplied apron
- Shoes must be closed toed. No flip-flops or sandals
- No hats on in the building
- No camouflage clothing
- Short pants (hemmed with pockets) during approved summer months only

### ATTITUDE

- A Christ-like attitude is what we at Adult & Teen Challenge as a whole strive for
- Students are responsible to respond to the directives of all store staff
- Remember to smile! Some days it may be difficult, but be strong and positive

### VISITATION

- Students should make all efforts to have visits occur at the Campus on designated days
- All visitations with the family should be approved by the Campus or store manager
- During any spontaneous visits, TC Resale and Donation staff will call the Campus for approval



