



ORIENTATION

TRAINING FOCUS 2

Name _____ Date _____

TC RESALE AND DONATION CENTER ORIENTATION

Your work experience here at TC Resale and Donation Center is a training period that will benefit you for 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 the store.

The Orientation process is broken up into 3 different departments of the store; Soft Goods, Sales Floor and Hard Goods. During orientation you will shadow a more senior student working in each of the departments so that you can get a feel of how the store operates.

After orientation you will begin the Certification Program. There are four departments in the Certification Program; Soft Goods, Sales Floor, Hard Goods and Box Truck. Each department contains training modules, module written exams, and a written final exam. Each exam will be graded pass or fail based on your score compared to the minimum required score on each exam. If you fail the test, there is a waiting period of 2 working days until you're eligible to test again.

The written module exams are open book. You will be able to move on to the next training module once all tests in your current module are passed to the satisfaction of the staff. To guarantee the best training, modules should be completed in the provided order.

The final exam is closed book and will be available once all modules are completed and the student has logged the required amount of working days in the department after starting the process of certification. It will consist of material from each module except for safety. Certification for this department is completed once you have satisfactorily completed all modules, competency tests and passed the final exam.

TRAINING FOCUS 2: TC RESALE & DONATION ORIENTATION

SOFT GOODS

Name _____

PART 1 : SORTING

Coach _____ Date _____

Shadow your coach and observe while you assist in:

- Tour of the store
- Distinguishing between acceptable & unacceptable clothing
- Where acceptable clothing goes
- Where unacceptable clothing goes
- Sorting of shoes, linens & accessories
- Safety & cleanup

TRAINING FOCUS 2: TC RESALE & DONATION ORIENTATION

SALES FLOOR

Name _____

PART 1 : MERCHANDISING

Coach _____ Date _____

Shadow your coach and observe while you assist in:

- Put away merchandise in carts
- Placement of furniture
- Merchandise location throughout the store
- Display of merchandise
- Knowledge of store promotions
- Knowledge of color tag sales
- Safety & cleanup

PART 2 : CUSTOMER SERVICE

Coach _____ Date _____

Shadow your coach and observe while you assist in:

- Providing customer service
- Selling techniques & procedures
- Supplies & forms
- Delivery procedures
- Sold merchandise procedures
- Safety & cleanup

TRAINING FOCUS 2: TC RESALE & DONATION ORIENTATION

HARD GOODS

Name _____

PART 1 : PROCESSING

Coach _____ Date _____

Shadow your coach and observe while you assist in:

- Receive incoming donation
- Communication with the donors
- Giving tax receipts
- Distinguish between acceptable & unacceptable donations
- Put incoming donations in proper places
- Sorting, cleaning & preparing merchandise for pricing
- What to do with high value items
- What to do with contraband
- Testing electronics
- Trash procedures
- Recycling procedures
- Safety and cleanup

PART 2 : PRICING

Coach _____ Date _____

Shadow your coach and observe while you assist in:

- Price gun operation
- When to use price stickers, jewelry tags and clothing tags
- Price structuring
- How to fill the cart
- Storage of pricing equipment
- Safety & cleanup



SOFT GOODS

MODULE EXAM

Name _____ Date _____

WELCOME TO SOFT GOODS CERTIFICATION

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The Soft Goods certification process is broken up into different training modules that have 2 different tests; a written exam and an exam that tests proficiency in on-the-job performance. Each exam will be graded pass or fail based on your score compared to the minimum required score on each exam. If you fail the test, there is a waiting period of 2 working days until you're eligible to test again.

The written exams are open book. You will be able to move on to the next training module once all tests in your current module are passed to the satisfaction of the staff. To guarantee the best training, modules should be completed in the provided order.

The final exam is closed book and will be available once all modules are completed and the student has logged the required amount of working days in the department after starting the process of certification. It will consist of material from each module except for safety. Certification for this department is completed once you have satisfactorily completed all modules, competency tests and passed the final exam.

WE AT TC RESALE & DONATION CENTER 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 and Teen Challenge.

WORK LOG

Name _____

Please log each day worked in Soft Goods. Upon completion of logging 8 working days and then passing the test modules you will be eligible to take the final exam for certification.

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TRAINING MODULE 1 : SAFETY

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. What is the primary rule for working in a safe environment?
2. Should you report unsafe work practices, unsafe work conditions or injuries? If so when and to whom?
3. What do you do in case of injury where blood is present?
4. Where is the location of the fire extinguisher in the Soft Goods area?
5. Briefly describe good lifting techniques:

TRAINING MODULE 2 : SORTING

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. Where do our clothing & linen donations come from?

2. What do you do with the donation of clothing & linen?

3. Where do you put the following:
 - a) Damp/wet clothes & linens –
 - b) Incoming clothing –
 - c) Incoming linens –
 - d) Accessories –
 - e) Hard goods –

4. What goes on the gaylord label?

TRAINING MODULE 3 : SHOES AND ACCESSORIES

NO MORE THAN 2 ERRORS TO PASS

Name _____ Date _____

1. Explain how you use dots to mark the price of shoes:
2. List 4 types of accessories and their base price:
3. List 4 problems that would disqualify a shoe from being put out in the store:
4. How do you prepare shoes for recycling?
5. Why is it better to recycle than to throw it away?
6. How can you enhance the presentation of shoes for the sales floor?
7. How can you enhance the presentation of purses for the sales floor?



SALES FLOOR

MODULE EXAM

Name _____ Date _____

WELCOME TO SALES FLOOR CERTIFICATION

Your work experience here at TC Resale and Donation Center is a training period that will benefit you for 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 store.

The Sale floor certification process is broken up into 4 different training modules that have 2 different tests; a written exam and an exam that tests proficiency in on-the-job performance. Each exam will be graded pass or fail based on your score compared to the minimum required score on each exam. If you fail the test, there is a waiting period of 2 working days until you're eligible to test again.

The written exams are open book. You will be able to move on to the next training module once all tests in your current module are passed to the satisfaction of the staff. To guarantee the best training, modules should be completed in the provided order.

The final exam is closed book and will be available once all modules are completed and the student has logged the required amount of working days in the department after starting the process of certification. It will consist of material from each module except for safety. Certification for this department is completed once you have satisfactorily completed all modules, competency tests and passed the final exam.

WE AT TC RESALE & DONATION CENTER 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.

WORK LOG

Name _____

Please log each day worked on the Sales Floor. Upon completion of logging 12 working days and then passing the test modules you will be eligible to take the final exam for certification.

Date Initial

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TRAINING MODULE 1 : SAFETY

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. What is the primary rule for working in a safe environment?
2. Should customers retrieve heavy objects from shelves such as TVs? Why or why not:
3. Where are the locations of the fire extinguishers on the Sales Floor?
4. Where are the locations of the fire exits?
5. What do you do in the case of an emergency?
6. What do you do if a liquid spills on the floor?
7. Are you allowed to tie furniture down to a customer's vehicle? Why or why not:

TRAINING MODULE 2 : COMPANY POLICIES

NO MORE THAN 2 ERROR TO PASS

Name _____ Date _____

1. How many days can an item be held *before* it is sold?
2. How many days can an item be held *after* it is sold?
3. When can you tie down an item to a customer's vehicle?
4. What should happen with an item without a price tag?
5. Describe our color tagging system and why we pull a color every week:
6. What is the appropriate dress for the store?
7. What is the store's return policy?
8. What is the minimum price for delivery?

TRAINING MODULE 3 : MERCHANDISING

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

- Take your coach to the following areas on the sales floor:

Electronics _____ Toys _____ Media _____

Kitchen wares _____ Hardware _____ Collectibles _____

Men's short sleeve _____

Women's long sleeve _____

Boy's clothing _____

Girl's clothing _____

Shoes _____

Purses _____

Belts _____

TRAINING MODULE 4 : CUSTOMER SERVICE

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. Describe 2 different ways we show friendly body language:
2. Describe 2 different ways to show unfriendly body language:
3. What would you say to a customer as they *enter* the store?
4. What would you say to a customer as they *leave* the store?
5. What should you say when a customer asks for a special discount?
6. What is the process of setting up a delivery?
7. Describe 4 things that should be written on a sold sticker:

8. What does Teen Challenge pride itself in and why?

9. If you think that someone may be stealing, what is the proper way to approach the situation?



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HARD GOODS

MODULE EXAM

Name _____ Date _____

WELCOME TO HARD GOODS CERTIFICATION

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The Hard Goods certification process is broken up into 4 different training modules that have 2 different tests; a written exam and an exam that tests proficiency in on-the-job performance. Each exam will be graded pass or fail based on your score compared to the minimum required score on each exam. If you fail the test, there is a waiting period of 2 working days until you're eligible to test again.

The written exams are open book. You will be able to move on to the next training module once all tests in your current module are passed to the satisfaction of the staff. To guarantee the best training, modules should be completed in the provided order.

The final exam is closed book and will be available once all modules are completed and the student has logged the required amount of working days in the department after starting the process of certification. It will consist of material from each module except for safety. Certification for this department is completed once you have satisfactorily completed all modules, competency tests and passed the final exam.

WE AT TC RESALE & DONATION CENTER PLEDGE:

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- 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.

WORK LOG

Name _____

Please log each day worked in Hard Goods. Upon completion of logging 12 working days and then passing the test modules you will be eligible to take the final exam for certification.

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TRAINING MODULE 1 : SAFETY

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. What is the primary rule for working in a safe environment?
2. How much space should be left around an electrical panel?
3. What should be done with equipment that had been use at the end of the day?
4. If stacking items, what is the minimum distance to be maintained from overhead sprinklers?
5. If an item such as furniture is very heavy, how should you move it?
6. What is the basic safety rule for extension ladder use?
7. Where is the location of the closest fire extinguisher for hard good processing?
8. What should be done with hazardous materials?

TRAINING MODULE 2 : SORTING, CLEANING & PRICING

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. Why is proper sorting and cleaning important to the hard goods department?
2. List 6 different types of hard good categories:
3. List 6 things that would disqualify a hard good from being processed for the selling floor:
4. What do you do when you come across contraband or high value items?
5. List 4 different types of contraband:
6. List 4 items that would go in the glass cases:

7. List 4 items that we cannot sell due to regulations:

8. List 4 items that we recycle?

9. What is our goal for trash and recycling?

10. How do you determine the price of hard good items?

11. Where do you put the price tags on furniture/large appliances?

12. Where do you place the price tag sticker on small items like a vase, knick knack or cup?

13. When would you use a tag other than a sticker dispensed from a price gun
 - a. Jewelry tag -
 - b. Clothing tag -

TRAINING MODULE 3 : ELECTRONICS

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. What is the number one priority when processing electronics and appliances?
2. Why must electronics and appliances look good?
3. What should be done with electronic items and appliances that are not sellable?

TRAINING MODULE 4 : RECEIVING DONATIONS

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. Whose responsibility is it to receive customer donations?
2. Describe the 5 steps of receiving a donation:
3. What 2 things do you write on a donation receipt?
4. What 2 things don't you write on a donation receipt?
5. What would you say to appropriately turn down a donation?



BOX TRUCK

MODULE EXAM

Student: _____

WELCOME TO BOX TRUCK CERTIFICATION

Your work experience here at TC Resale and Donation Center is a training period that will benefit you for 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 store.

The Box Truck certification process is broken up into 5 different training modules that have 2 different tests; a written exam and an exam that tests proficiency in on-the-job performance. Each exam will be graded pass or fail based on your score compared to the minimum required score on each exam. If you fail the test, there is a waiting period of 2 working days until you're eligible to test again.

The written exams are open book. You will be able to move on to the next training module once all tests in your current module are passed to the satisfaction of the staff. To guarantee the best training, modules should be completed in the provided order.

The final exam is closed book and will be available once all modules are completed and the student has logged the required amount of working days in the department after starting the process of certification. It will consist of material from each module except for safety. Certification for this department is completed once you have satisfactorily completed all modules, competency tests and passed the final exam.

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- 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.

WORK LOG

Name _____

Please log each day worked on the box truck. Upon completion of logging 12 working days and then passing the test modules you will be eligible to take the final exam for certification.

Date Initial

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TRAINING MODULE 1 : SAFETY

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. What is the primary responsibility of the box truck driver/assistant?
2. Why is completion of the daily checklist important?
3. Why is completion of the weekly safety checklist important?
4. When the driver is backing up, what must the assistant do?
5. Why must the box truck be kept clean?
6. Why must all merchandise be well secured in box truck?
7. Who should conduct phone calls while in transit?

8. What is the procedure if an accident occurs?

9. What happens if a citation is issued?

10. List some proper lifting and loading procedures:

11. Who is the primary “navigator” on the box truck and why?

TRAINING MODULE 2 : VEHICLE INSPECTIONS

NO MORE THAN 1 ERROR TO PASS

Name_____Date_____

1. Why is the completion of the daily checklist important?

2. Why is the completion of the weekly checklist important?

3. List the daily inspection checklist categories:

TRAINING MODULE 3 : ACCEPTABLE DONATION

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. As a general rule, when accepting donations, what should the percentage of acceptable merchandise be as opposed to unacceptable to accept the whole load?
2. If we are allowed to “cherry pick” through a donation should we and why?
3. List acceptable merchandise:
4. List unacceptable merchandise:
5. What is the appropriate way to turn down a donation?
6. If a donor has a problem or becomes upset, what should you do?

TRAINING MODULE 4 : COMMUNICATION

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. What is the first order of business when the box truck arrives at the pickup site?
2. Give an example of your greeting to the donor:
3. Should you offer the donor a tax deductible receipt?
4. Should you ever use the donor's bathroom?
5. What can you talk to the donor about other than the donation pickup?
6. Give an example of what you might say when ending your contact with the donor:
7. What is the most important aspect of your contact with the donor?

TRAINING MODULE 5 : LOADING AND UNLOADING

NO MORE THAN 1 ERROR TO PASS

Name _____ Date _____

1. What is the primary concern when loading and unloading the box truck?
2. What is the secondary concern when loading and unloading the box truck?
3. What can be done to ensure the safety of the student when loading and unloading the box truck?
4. Should the box truck driver and assistant use the donor's help in loading the box truck?
5. What is the proper way to load small items into the box truck?