

SVEF Tree Lot Volunteer Procedures

Thank you for volunteering to help on our fourth annual SVEF Holiday Tree lot. There are a couple things to remember while working on the lot. Please take a moment to read this guide and if you have any questions, please feel free to ask the manager on the lot.

Remember that this is a festive time of year and many families have a tradition of picking their tree. Make sure to have fun and help the customer to enjoy picking their tree.

Safety

The first thing is safety. There are wires, metal stakes, hoses, utility knives, and other hazards to be aware of. It is important to have fun when selling trees, but always use caution when working on the lot to ensure that no one is hurt. Please also watch out for the customer's safety. Use extra caution in the parking area while carrying and securing trees to cars; it may be crowded at times.

How to Dress

Trees can be very sticky. Make sure to wear gloves when handling the trees. Also, wear jeans and a top that you don't mind getting very dirty and sticky. Tree sap can be difficult to get out of your clothes.

Parking

On weekends volunteers can park in the Santa Cruz County Bank lot next door to the tree lot. The owner asks that we NOT use the spaces against the building be the ATM; use the spaces along the street. There is also additional parking behind the bank, by the storage units. During the week, please park behind the as far back on the tree lot as you can go, to leave as much parking as possible for customers.

Food & Beverages

We will have some snacks and beverages available for those volunteers working the lot. We will also have hot chocolate and coffee available most of the time. Also, please try and refrain from eating or drinking in the tree sale area. If you need a drink or snack, please take a 'break' in the tent area.

Tree Types

We are selling two types of trees. **Douglas Firs** are lighter, less expensive, and have straight needles. **Noble Firs** are usually much heavier, have stronger branches, and the needles on the branches have a curve to them.

The trees are very thirsty. The trees that are not currently being sold need to stay covered and damp. These trees will drink a lot. The faucet for the hose is near the street end of the lot. Trees should have water in their stands at all times. Trees in the tents should also be in buckets, filled with water. They can also be sprayed daily with water. If you notice that a tree is starting to dry out, please let the manager know ASAP, but not in front of the customers. The manager will decide how to handle a drying tree. Trees in the tents should remain covered as much as possible.

Selling the Trees

The trees are pretty easy to sell and the prices of the trees will be posted throughout the lot. The trees are labeled by type and size with a tag at the trunk of the tree. We want to first sell the trees that are opened on the front lot. We are not planning on selling trees directly from the tents unless

for some reason they want to purchase a tree already bundled. In this case we can pull a tree for them, but will sell it as is without opening it.

The plan this year is to cut the trunks of the trees before they are put on display instead of after a tree is sold; this should speed the process of getting the tree off the lot after it is sold, and reduce wear and tear on the chain saw. Generally you want to cut the trunk about 1 inch from the base before placing it in water. The customer should be advised to keep the tree in water, as the tree will seal up and stop "drinking" if left out of water for 6-8 hours.

Only adults on the lot should be using the saw to cut the trees.

We will help the customer load trees onto their vehicles. Twine and scissors are provided for this purpose. Make sure to shake the needles from the tree before loading.

Customers sometimes offer tips. If you receive a tip, thank the customer and please place the tips in the "donation jar" next to the register.

Pulling out new trees

When a tree is sold and if time allows, pull a new tree from the tent to replace the type and size that was sold. Towards the end of the day, new trees will not need to be pulled unless there is a lot of activity on the lot. We do not want to have a lot of trees left on the main lot early the next day not protected by the cover.

When pulling out a new tree, bring it up to the main lot and open it up by cutting the string around the tree; cut strings should be collected and placed in the trash. After opening the tree, make sure to shake any loose needles out by holding the tree upright and tapping it on the ground. Gently push down on the branches to help fill the shape of the tree.

Tree Delivery

If someone requests that a tree be delivered, check with the manager on duty to be sure there is enough personnel to handle a delivery. Deliveries will only be made in Scotts Valley and the price for delivery will be \$20. But again, this is only available if there is enough staff on hand and someone has a vehicle to handle the delivery.

Other Items for Sale

In addition to trees, we will be selling Noble Fir wreaths, glass ornaments with logos from the 4 different schools on them, mistletoe, and tree disposal bags. All of these items will be displayed at the front of the lot and will add a significant amount of money to our overall fund-raising. Please remember to point these things out to customers.

Cashier

The cashier is responsible for helping the customer purchase the tree, wreath, or other merchandise. They should not ever leave the cash register unattended. The process for 'checking out' will be a 2 step process. First step, a handwritten 'order' will be written out on a form like below. Then the order will be rung up on the cash register. The cash register will calculate the tax for every order.

Cash Register Steps:

1. Punch in amount of the item, hit "taxable item" button
2. Do this for each item
3. When all items are entered, hit **sub-total**
4. the enter amount given from customer and hit CH (charge); CK (check) or CA (cash)
5. the register will calculate any change owed the customer

Credit Cards:

There will be a credit card machine that will allow the processing of card cards. **Only VISA and Mastercard** can be accepted. IT IS VERY IMPORTANT to get all the information or we will not be able to process the payment—you need card number, exp. Date, the name as it appears on the card, and a customer phone number.

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|-------------------------|-------------|------------|--------|----------|-------------|----------|
| CUSTOMER'S ORDER NO. | | DATE | | | | |
| NAME <u>Stephen Dix</u> | | | | | | |
| ADDRESS | | | | | | |
| CITY, STATE, ZIP | | | | | | |
| SOLD BY | CASH | C.O.D. | CHARGE | ON ACCT. | MOSE. RETD. | PAID OUT |
| QUAN. | DESCRIPTION | | | PRICE | AMOUNT | |
| 1 | 1 | G-10 Noble | | | | 230.00 |
| 2 | | | | | | |
| 3 | 2 | Ornament | | | | 32.00 |
| 4 | | | | | | |
| 5 | 1 | Poinsetta | | | | 10.00 |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | tax | | 23.12 |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | 245.12 |
| RECEIVED BY | | | | | | |

CASH

KEEP THIS SLIP FOR REFERENCE

Opening Shift

A lot manager will arrive each morning to bring the cash and give an overview of how the lot works. The steps to be taken to open include:

1. Clean off tables before bringing out merchandise
2. Set-up chairs
3. Arrange wreaths, ornaments, and other merchandise on the tables
4. Set-up and turn on cash register; count money at beginning of shift
5. Make sure there are order books and pens out on the tables

Closing Shift

A lot manager will arrive for the close of the last shift of the day. The things that need to be done at closing include:

1. Closing out the cash register (see instructions onsite)
2. Put register, receipt books, pens, etc. in trailer
3. Take all table top merchandise and put in trailer
4. pick-up any trash left in the lot
5. turn off big lights
6. Lock combination lock on porta pottie
7. Lock gate to main lot

**THANK YOU AGAIN FOR YOUR SUPPORT and REMEMBER
HAVE FUN AND DO WHATEVER YOU CAN TO HELP
CUSTOMERS HAVE FUN WHILE ON THE LOT!**