



Expectations as Simply Thrifty Volunteer and Liability Release Form

The following rules must be followed during your work here. First and foremost, you need to provide our customers with the same high level of outstanding customer service that our employees are known for.

2. No cell phones or headphones while doing your hours. You are welcome to use your cell phone during your break or lunch.
3. You must enter and exit through the front entrance only.
4. You must sign in and out with the manager on duty so that you will be credited with your time for each day. If you leave without having a manager sign you out, you may not be credited with time for that day.
5. Your hours will be added up only by the Manager on Duty.
6. Please maintain your own personal log of dates and times that your work. This will help clarify any issues that may arise. Should a discrepancy arise, you will need to discuss it with the manager who signed you in or out. No one can change logged hours except that manager or the store manager.
7. Breaks are available for those working over 4 hours. The manager on duty will assign your break and lunch (lunch break available for those working over 6 hours). Do not take breaks or lunches without first checking with the manager on duty. If this does not occur, you can request a break time from the manager on duty.
8. Please do not bring personal items into the store. We are not responsible for any stolen property and do not have a secure place to store personal items.
9. You must be clean and presentable to our customers. Skirts and shorts must be knee length or longer.
10. Cell phones, MP3 players and personal listening devices are NOT allowed. You must make sure that they are turned off. Phone calls can only be made during break and lunch times.
11. The use of alcohol and drugs is prohibited.
12. Smoking is allowed only on break and lunch times. This must either be outside to the side of the store but not in front of the store.
13. No shopping from the back or the front of the store while working. You are allowed to shop during your scheduled breaks and lunches BUT you can only purchase items from the sales floor. We will not be able to hold anything in the store for you. Simply Thrifty can prosecute to the fullest extent of the law for theft of any kind.
14. When you are assigned to an area, you are to stay in that area and perform the work that we have asked you to complete. If you finish a task, ask the supervisor for more work. When a page is made for a volunteer to perform a task such as picking up donations at the front door, please go immediately to the front to complete the request.
15. We have the right to refuse a volunteer/community service worker to complete service hours in our store. If you agree to our guidelines and leave any Thrift Stores without permission from management you will lose that right. We expect the same work performance from you as we expect from our employees.
16. When you complete your hours, we will fax a copy of your records to the agency within 24 hours of completion. You will need to go to the agency to receive a copy. **WE ARE NOT ALLOWED TO GIVE YOU A COPY UNDER ANY CIRCUMSTANCES** unless agencies request we give you a copy.
17. If you

have completed your Community Service hours on a Saturday, your paperwork may not be completed by management until Sunday or Monday.

17. Refer any customer questions directed to you regarding prices or general information about the operation of the store to management.

Step 1: Read the Guidelines and follow them. By signing this you are confirming you have read the Guidelines and agree to following them.

Step 2: Follow through with your commitment on duties assigned to you and do what is asked. If you inform the manager you are coming to volunteer, it is very important to follow through. We rely heavily on the support of our volunteers. As a volunteer the store is grateful for your involvement and completing tasks given to you is vital for everyone's success.

Step 3: Check in and out with a supervisor. Your hours will only be added to your timesheet if you check in upon arrival with a supervisor and out when you leave. If you leave without checking out, your signout time will be the last time a supervisor saw you.

Step 4: Have a good attitude. Simply Thrifty loves working with volunteers with a great attitude and drive for getting things accomplished.

Step 5: Be Honest. Honesty is key as a volunteer; we respect your time and also rely on your feedback if something is not going the way you feel it should. Rather than not finishing the shift, let us know how we may help.

Step 6: For your safety and in accordance with our company policy please refrain from cell phone usage while volunteering. If you have an emergency please ask for your break to take care of it.

Step 7: Schedule your breaks with a manager. Please make sure you talk to the supervisor to see when your breaks will be. Check in and out with a supervisor before and after each break.

I understand that the goal of Simply Thrifty is to provide a safe environment and that as unpaid volunteers we are NOT COVERED by the Thrift Store's worker's compensation plan or insurance plan. I further understand that in the event anyone is injured while volunteering at Simply Thrifty we do release Simply Thrifty from all liability.



DONATION SERVICE STANDARDS

Our non profit organization has an opportunity to improve the experience that our donors have when walking up or driving up to our stores. We must have an “attitude of gratitude” when interacting with our donors and customers and offer the best service possible. The following are the Company standards and procedures for walk up or drive up donations at our stores. These standards apply to all employees and volunteers of Simply Thrifty. All employees and volunteers are responsible for providing donor service when they come in contact with donors either at the back or front doors.

All volunteers will be expected to do and say the following when in contact with donors:

Always extend a greeting – “Good Morning!”, “How are you today?”

Always offer to help unload or get someone who can help.

Always offer a receipt, Here’s a receipt for your records”.

Always thank the donor- “Thanks for your donation!”, “Thank you!” etc.

I have read and have had these standards explained to me by the management team and I understand what is expected of me with regard to providing service to donors.

Thank you for completing your application.

Simply thrifty is more than a store, our hope is that it is a community experience for everyone.

Signature

Date