

10. Departments

Receiving

Designate a location to place items for each department as they come in. This should be an area with close access to where they will be sorted and priced.

For storage, we built bins with 4x8 sheets of OBS on top of wood pallets, they have piano hinged fold down fronts for access. We are able to move them with a pallet jack when needed.

*See “Bin Pictures”

When items come in we place them in their designated bin, when we are ready to sort and price, we are able to remove a box or bag from the bin and process it. We use the bins for clothes, miscellaneous, electronics and linens. Furniture, large appliances, TVs and microwaves go directly out on the sales floor or shelf to be priced. The TVs and microwaves will need to be tested.

Departments

- A. Accounting
- B. Floor Manager
- C. Pick Up and Delivery
- D. Register
- E. Clothes
 - a. Price List
 - b. Sorting
 - c. Tagging
 - d. Boutique
- F. Household / Kitchen
- G. Furniture / Large Items
 - Living / Bedroom / Appliances / TV's & Microwaves
- H. Personal
- I. Linens
- J. Toys
- K. Holiday Items
- L. Books
- M. Electronics
- N. Computers
- O. Office / Lawn & Sport / Medical / Miscellaneous

10A. Accounting

Maintain clear and accurate records of all income and expenses from the start. In the beginning you may spend funds from the church bank account allocated for thrift store use, however, work towards setting up a separate bank account for the store.

Store records in a safe place for at least five years. They are needed for future audits by your Church conference or the state for sales tax.

The accounting should be kept up to date at least once a week, preferably more often if possible.

Software

There are several good brands of accounting software available; the following information is based on using QuickBooks.

If you choose to use QuickBooks you may utilize the enclosed sample file to get started. It was created in QuickBooks Pro 2000. If you are using a newer version, it will convert when you open it. This sample QuickBooks file is set up to track Sales, Expenses and Sales Tax Due.

*See “Sample QuickBooks” File

Actions

Daily Sales – Enter the information on the daily “Z out” from the register in the excel “Daily Cash Reconciliation” file. Prepare the deposit slip with this information. Print sheet.

*See – 23. Appendix 4 - Forms – Files; D. Accounting; Daily Sales Journal Entry

Take the “Daily Cash Reconciliation” sheet from each day and enter the information into computer accounting program: sales amount for each category, sales tax, bank and credit card deposit amount.

Pay bills – Pay all bills **on time**. Keep track of when bills are due so you do not miss any payment dates.

*See Sample “Monthly Bills Due” This form allows you to keep track of when bills are due and how much money is available to pay them.

Enter the current bank balance to keep this form up to date.

Save time by purchasing preprinted checks. When you write a check, simply enter the information in QuickBooks and then print. This saves you the time of writing out the check and then entering the information in QuickBooks.

Sales Tax – In the beginning you may only have to send in the Sales Tax once a quarter, as your sales increase, the state will require once a month. Sales tax is calculated by the calendar month.

Print – QuickBooks: “Sales Tax Gross Sales”
 “Sales Tax Collected”

Excel: “Weekly Sales Analysis” for each week of the past month
 (If the last week of the month spans two months, you will need to make 2 copies of that week. Save the second copy to use for your calculations next month.)

Refer to the “Weekly Sales Analysis” sheet for each day of the month. On the bottom of the “Sales Tax Collected” sheet, write down the date and the amount for each day that had tax exempt sales. Total this column, this is your total tax exempt sales for the month.

Write this amount on the “Sales Tax Gross Sales” sheet. Subtract the tax exempt sales from the gross sales, this gives you a net sales amount.

Multiply the net sales amount by your tax rate, the product should be just a little less than your collected tax amount. If it is more, you have an accounting error to find and fix.

You now have the information to fill out your sales tax certificate (DR-5): Gross Sales, Tax Exempt Sales, Net Sales, Sales Tax Collected.

Enter any Returned NSF checks – Enter “Florida Department of Revenue” in the “Pay to the order of” line. Enter the amount of the returned check. Account is “Sales Tax Payable”, enter in the memo “NSF – Sally Smith #101”, save and close.

Back out the tax from the total. This will give you the sale amount and the tax amount.

\$ 0.70 Tax
\$10.00 Sale
 \$10.70

Re-open the check, change the “Pay to the order of” line to “Charge Back”, change the amount in the tax line, to the tax amount. DO NOT use the enter key, USE the arrow to move to the second account line. Account is, Loss:Bad Debt, enter sale amount, save and close.

Reconcile Bank Account each month –

Tally the items donated for the month – See “Operational Procedures: Donation Tracking,” p. 170

Present the financials at each board meeting –

Balance Sheet – *QuickBooks*
 Profit & Loss for preceding month – *QuickBooks*
 “Profit to Date” sheet – *Excel File*
 Donation Totals – *Excel File*

10B. Floor Manager

The floor manager is designated to assist customers/clients and price furniture and larger items. They may be assigned for the entire day or a portion. The register person should be advised who is on duty as floor manager so they will know who to call for assistance.

The floor manager should be someone who has an understanding of the entire operation and all departments. They should be trained in how to give assistance to clients, they need to know how to price items and negotiate.

It is wise to have someone on the sales floor even when they are not directly assisting a customer. There are many times when a customer may have a question, and not seeing anyone to ask they move on. If there is someone readily available to give an answer, the likelihood is greater that they will buy. This is not always practical, the manager may have others duties. If all of the furniture is priced, they may be in the back pricing miscellaneous items. If a call comes for assistance they should stop the task at hand and go assist the customer.

For some this may take getting used to. When we are in the middle of a project, we do not like to be interrupted to go do something else. This is part of the required attributes of a floor manager, to be able to lay aside their present work and go assist a customer, greeting the customer with no sign of irritation or annoyance at being called away from their project. It should also be done as quickly as possible, you may finish marking the item in your hand, but do not finish the last items in the box – even if there are only two – the items will be there when you get back.

Sometimes a delay is unavoidable (on the phone, in the bathroom), when this is the case let the person calling for assistance know that it will be a couple of minutes, and you will be there as soon as you are able.

There are times when it will become very busy; customers wanting to negotiate, clients requiring assistance, donations coming in and then the phone rings!! Depending on your store size and the availability of personnel, it is very helpful to be able to call for back up. When you radio for help, let the other party know what the need is, “a customer needs help with sofas,” “we need help bringing in donations,” etc.

During the busy season and certain times of the day it may take two or three floor managers to keep up. Our busiest time is usually from 11:00am to 2:00pm, but in the busy season the busiest time can be from open to close.

If available, designate someone to receive donations. This frees the floor manager to carry on with other duties. The floor manager is available to assist this person should they have any questions or need help deciding if certain donations should be accepted. Receiving donations does not require the same level of training as floor manager, and can be learned in a relatively short period of time.

If someone asks for assistance and everybody is busy assisting someone else, let the customer know you will be with them as soon as you are able. You might say something like, “I will be with you as soon as I can, you are number three in line.” Or “I will be with you as soon as I take this sofa out.”

Generosity

Our attitude determines how well our customers are served. An attitude of generosity allows Jesus to shine through us as we provide service that goes beyond what is normally expected. It should permeate the entire store, and color everything we say or do.

The following ideas are a springboard as God gives us ways to put the following verse into action.

“Live generously and graciously toward others, the way God lives toward you.”

Matthew 5:48 (The Message)

When negotiating with a customer, give extra. Here is something fun to do; when a customer makes an offer on an item, give them more than they were expecting. Example; an item is marked \$50.00, before they make an offer, you have in your mind that you would take \$30.00 (it has been there awhile, etc.), the customer makes an offer of \$40.00 and you say “no, we won’t do \$40.00, (pause) but we will do \$30.00!!

Look for ways to give, do not just wait until someone asks. When we have an attitude of generosity, God is able to use us to bless others, and in that blessing, we are blessed. We cannot out give God.

I was working at the register when an older gentleman came up with a few items to purchase. In conversation he said, “I would have bought more, but they are priced too high.” I said “Show me what you were looking at.” He took me back to the nick knack shelf and showed me a bell he had been looking at. It was marked \$0.50. He showed me how it had a nick on the edge and we talked about his bell collection. After a few minutes I said “would you like this bell for your collection?” He said he would, I then said “you may have it, it is a gift!” He stared at me in disbelief and finally said “Are you serious? I shop at all the thrift stores, and I have **never** had anyone give me a gift. Thank you!” He continued thanking me as he left.

Fifty cents! Never underestimate the power of generosity. It does not necessarily have to be something major, which reminds us that true generosity is an attitude, a mind set of a willingness to give.

Customer Loyalty

Our customers provide the merchandise and the sales for the thrift store, without them we would not have a ministry. It is important to relate to them in a positive manner, to serve them, to place their needs above our own.

Review the chapter “Loyal Customers” for a more in depth look at serving our customers.

Responsibilities

Price Furniture / Large items

Answer questions

Do you have delivery?

What comes with this item?

May I place this item on hold? (I'm not sure it will fit. I want my wife to look at it.)

Does the washing machine come with a guarantee?

Will you take less?

What does the money from sales go to?

Why do I have to pay sales tax?

Do you have...?

When will you get...?

Will you call me when you get...?

What kind of deal can I get if I buy all of them?

Why are you closed Saturday?

Sell / Negotiate

Fill out Hold / Sold tags and affix them

Receive donations from customers

Decline donations from customers

Help carry out furniture and load it in the customer's vehicle

Assist clients with donations

Organize and rearrange the sales floor

Direct the pick up & delivery guys where to place new items

Fill in at the register

Price Furniture / Large items

*See "Departments: Furniture / Large Items"

Learning how to price comes from experience and knowledge gained. The goal is to have fair prices, not too high, not too low; a price consistent with the market. A good way to gain this knowledge is to visit local thrift stores and get a feel for their pricing, also notice what they may have an abundance of; it may be something you want to price low so the item does not stack up on you, computer monitors for example. You may find some items that do not sell at any price; an example for us is movie projector screens (we throw them away).

The same type of items will come through consistently, you will get a feel for a baseline price, use this baseline as you price nicer items higher and lesser quality items lower.

Fair pricing is important, you need to make sales to pay the bills, yet you do not want a reputation for pricing things too high. You are always willing to negotiate, and many customers will ask for a lower price if they feel you are too high, however, there is a large majority of customers who will just go elsewhere if they feel your overall pricing is too high (and they will tell their friends).

Adjust your pricing according to the season and or the demand. There will be times when it seems like you can ask just about anything for a sofa and get it, and other times when you can not even give them away. Be attentive to these market changes and adjust prices accordingly. The larger items are usually placed on the sales floor as they come in; the goal is to price them immediately. It is frustrating for a customer to be shopping and find several items that are not priced. It can be awkward to price an item with the customer standing right there waiting for an answer, especially if it is a higher priced item, and/or they are a loyal customer. If you are not available to price as it comes in, check the floor periodically and price the new arrivals.

If a customer is requesting a price on an item that has just come in, place their name and number on a hold tag and call them when it is priced. If someone else is interested in the same item, take a second, third, fourth... hold on the item.

When the item is priced, begin calling with the first hold and work your way through them until someone purchases the item or you run out of holds. If you get an answering machine when you call, do not leave the price, tell them the item has been priced and ask them to give you a call. If you leave the price, they may decide they do not want the item, yet you still have it on hold for them. When they call you back, get an answer or agree on a time that you will hold it till.

Answer questions

Do you offer delivery?

“Yes we do. There is a minimum charge of \$25.00.”

What comes with this item?

Example: Computer – “The monitor, keyboard and mouse”

May I place this item on hold?

“I will hold it for you until 5:30 tomorrow.” Place completed hold tag on item.

Does the washing machine come with a warranty?

“Yes, if you get it home and it does not work we will refund the purchase price”

Will you take less?

Use your negotiating skills

What does the money from sales go to?

“It goes mostly to pay the bills which allow us to support our ministry of helping people in need.”

Why do I have to pay sales tax, other church thrift stores don't charge it?

“If the thrift store is located on church property, they are not required to collect sales tax. The state of Florida requires us to collect sales tax because we are not located on church owned property.” Then show them your posted DR-15 form.

Do you have...?

When will you get...?

There is no way to know when you will receive a certain item, give them an idea if it is something you receive often, or if it is scarce. “Right now beds are in short supply everywhere.” “We have been getting a lot of TVs lately, so check back.”

Will you call me when you get...?

Customers will ask you to take down their name and number to call them when you get a certain item they are looking for. One way to respond is; “In order to be fair to everyone, we don't keep a list.” You may add; “you are welcome to call us anytime and check.” If

they want more help, give them additional information as to how often you get those kinds of items and what days you pick items up.

There are several reasons why we do not keep a list, 1) you have to check the list every time an item comes in, 2) not having the time to call back, 3) an item comes in that is on the list but gets sold before a hold tag is placed on it for the customer on the list, the customer finds out you sold it to someone else and is unhappy, 4) by the time you get the item and call the customer, they have already purchased one elsewhere.

“My friend Vicki always keeps an eye out for me when nice clothes and accessories show up at her upscale thrift shop. So when she called to tell me to get down to the store, I dropped what I was doing and ran out the door.

‘These blouses and pants are totally you,’ she gushed.

I took one look and had to agree.

‘They are me,’ I said, ‘I donated them yesterday.’”

Judith Scharfenberg, Reader’s Digest, August 2007, p. 138

How come all of the good stuff is already sold?

“The nicer it is, the faster it goes.” It is frustrating to see all the ‘good stuff’ sold, this answer lets customers know that if they see something they like, they need to make a decision, because it is not going to last. To minimize the number of items with sold tags, we encourage customers to pick up their items as soon as possible. We usually give them a week, there will always be some who have extenuating circumstances. It is important to have their phone number on the sold tag so you are able to contact them if their item has been left to long.

What kind of deal can I get if I buy all of them?

“We don’t have to sell all the records, but I am willing!” This lets the customer know that just because they want to buy all the records does not mean you are prepared to give them away. If they are items that sell on a regular basis, you may not want to reduce the price much. On the other hand if they are items that are hard to move, you may decide to give a deep discount for purchasing all of them.

Why are you closed Saturday?

“That is the day we worship God our Creator in a special way.” If they are still curious, this short answer may be expanded.

Sell - Negotiate

One of the most important aspects of the Floor Manager’s duties, is to learn to sell and negotiate effectively. The customer has come to a thrift store because they are looking for bargains. Therefore, it is to be expected that many will want to negotiate a better price for themselves. We should not take offense when someone makes an offer on an item. Their goal is to make a purchase at the best possible price, however, our goal is not to just make a sale. Our goal is to assist them in their endeavor to make a purchase, as we build a loyal customer and friend.

When the selling process is implemented skillfully, the customer feels good about their purchase, this good feeling results in them returning to shop, and spreading the good word about your

ministry. Selling gets a bad name from those who twist arms to get people to buy. You can gain a good reputation by practicing selling that meets the customer's needs, selling that produces a win/win experience.

There are many books written to help increase your selling skills. Read a few to get an idea of the philosophy of sales. Pick out techniques that fit your personality and begin to put them into practice. See the section – *Sell - Negotiate* – for a few ideas to implement in the selling process.

Fill out Hold / Sold tags and affix them

Make sure *hold / sold tags* are filled out completely and attached to the item.

Hold Tag

The purpose of the *hold tag* is to allow customers time to make a decision on an item; to measure to make sure it fits, to have a spouse come and look, etc. The standard time is thirty minutes prior to closing of the next business day.

There can be multiple *holds* on one item. When a customer sees an item they want to buy but it is already on hold, they can place a second (third, fourth, fifth...) hold on the item that will take effect if the person ahead of them does not buy the item.

Example:

Mary places a hold on Monday July 23, that expires Tuesday July 24 at 5:30,

Joe places a second hold that will expire Wednesday July 25 at 5:30,

Susan places a third hold that will expire Thursday July 26 at 5:30

If Mary does not purchase the item by 5:30 on Tuesday, the item is now available for Joe to purchase. If Joe does not purchase the item by 5:30 on Wednesday, Susan has the option until 5:30 on Thursday. If Susan does not purchase the item, it is available for sale to anyone after 5:30 on Thursday.

It is important that you make it clear to the customer that you are holding the item for them until the specified time, and if they have not purchased it by the time the *hold* expires, the item is available to be purchased by someone else. "This will hold the sofa for you until 5:30 tomorrow."

There may be extenuating circumstance when you will hold an item for longer than the standard time period. Some things to consider when you are asked to hold something for a longer period of time: 1) The desirableness of the item. If it something you have been trying to get rid of; you are happy that someone is finally interested. 2) The reason for the request. a) 'I get paid next week.' b) 'My husband won't be back in town for three days, but I really want it.' 3) Your store capacity and available space.

If the item has just come in and is very desirable then the standard hold should be enforced. How do you know the item is desirable? 1) The item has just come in and four people are asking for a price. 2) Your knowledge of what sells and how fast.

Placing items on hold is a courtesy, therefore we cannot be held responsible if, without our knowledge, someone takes a *hold* tag off and purchases an item that a previous customer had on hold. The customer needs to understand that we make every effort to see that this does not happen but it is not foolproof. It is not a pleasant situation if a customer comes back within the specified time and finds an item they had on hold has been sold to someone else.

A customer may call and request that you extend a hold, this can be done if there are no other holds and you feel so led. Be sure to change the date on the *hold* tag.

When a hold has expired, it should be removed from the item.

Sold Tag

The *sold* tag should be filled out correctly and placed on the merchandise as soon as it is sold. It sounds strange, but we have customers who make a purchase and then forget and do not come back to pick up their item. With the phone number on the *sold tag* we are able to call and remind them, or we find out they no longer want it and we put it back out for sale.

Some thrift stores require a sold item to be picked up within twenty four hours. Our standard time to allow sold items to stay in the store is one week. This time will vary depending on the circumstance: 1) moving into a new place in three weeks 2) have been in the hospital 3) have not been able to find someone with a truck 4) going to be out of town.

The longer someone leaves an item in the store, the greater the chance that something will happen; the item gets torn, stained, resold, etc. The customer needs to understand that when we allow them to leave their merchandise in the store, we are doing so as a courtesy and though we make every effort to protect their merchandise, it is their responsibility to take care of what belongs to them. With that said, we still give them a refund if their item has been resold.

When an item has been sold for more than a week, we call the customer to remind them to come get their merchandise (that is why it is important to put their phone number on the *sold* tag). If we are unable to reach the customer, and three weeks have gone by, we remove the sold tag and re-price the item for sale. If there are extenuating circumstances, notate on the *sold* tag a projected time when the customer is going to come pick up the item.

Tag Removal

It is important to have a few key staff that are aware of the movement of furniture on the sales floor, who keep a mental picture of what has been priced, what has just come in and needs pricing, what is on hold and what has been sold. This reduces the incidence of someone purchasing an item that is on hold or sold.

If you have a persistent problem with people removing tags, items can be tagged twice, once where it is visible and another tag hidden some ware on the item (underneath, in back, under a cushion). This causes you more work, but it is worth it for happy customers.

When a customer inquires about an item that is not tagged, you need to go through a mental list of possibilities:

The item has not been priced yet

Someone has removed the price tag, possibly in hopes of a lower price
It has been sold and someone has removed the sold tag

With a knowledge of the inventory, and by conferring with other staff to see what they know, you reduce the incidences of disappointed customers.

Things to watch for:

Someone has removed a sold tag, a customer finds an item without a tag, you give them a price and resell the item.

Someone has removed a price tag and is still shopping and you give a price to another customer and sell the item.

Someone has removed a hold tag.

Be understanding of the customers feelings if you find yourself in the unfortunate predicament of having to tell a customer that the item they had on hold has been sold, or worse, the item they purchased has been resold.

If a customer paid for an item that has been resold, you need to immediately make it clear that you are going to refund their money and apologize for the disappointment and inconvenience this situation has caused them. Beyond a refund there is not much that can be done to rectify the situation; as a thrift store we usually only have one of a kind items and there is no way you can offer a replacement.

Done with a sincere apologetic spirit, you may gain a friend instead of creating an enemy. Attempt to help them see that it was not intentional, however, there will be some who are so frustrated that no matter what you say, they are going to remain unhappy.

A real sticky situation is when an item has been sold out from under someone, and it is still in the store when the original customer comes back to pick it up. If possible, the right thing to do, is to let the person who purchased the item out from under the first person (could have been unintentional) know what took place and that you will need to give them their money back because the item belongs to the first person.

Receive donations from customers

Greet the customer warmly and help unload their donations. When you are finished, ask “would you like a tax receipt?” Thank them for their donation and for being part of this ministry in the community. Always keep in mind that without their donations, you would not have a ministry.

As donations come in they should be dispersed to the appropriate sorting area; clothes, miscellaneous, electric, linens, books and furniture.

Decline donations from customers

Refusing donations is a tough situation, you do not want to offend the customer, however, you are not a trash depository. People become attached to their things; they can easily become insulted if they feel you consider their items junk. It takes tact and discretion to handle each individual case.

If you decide you are not able to accept someone's donations, decline in a polite courteous manner. Keep in mind that the flow of donations is your life blood; you do not want unhappy customers spreading the word that you do not take donations. Sometimes this is unavoidable, but you want to be conscious of it and try to keep the number of unhappy customers few and far between.

Many times the customers know what they are bringing you is junk and your refusal does not surprise them (though they may act it). However, there are those who genuinely feel the items they want to donate are 'priceless', or at the very least still have value.

Examples:

A customer pulls up with a truck load of junk, you find out that their neighbor was moving and the customer thought of the store and went to all the trouble to load it and bring it to you because they appreciate what we do for the community. If possible, take it.

A customer pulls up with a truck load of junk, you realize they know it is junk, and are trying to dump it off on you. Politely decline.

Ways to respond:

"Thank you for thinking of us, that was so thoughtful, but..."

...we will not be able to use this sofa"

...we do not have anyone who fixes refrigerators"

"I am sorry, but we are not able to use what you have."

You will need to process several bits of information in your consideration of whether or not you are going to accept certain donations.

1. Is the person a Loyal Customer?
2. Is it obvious this person is using you as a dump?
3. Is it a small amount/item that can be disposed of easily?
4. Is the majority usable with only a few items that are not?
5. The condition of the item
 - a. Furniture with a few cat scratches on the side – Take
 - b. Furniture with rips and tears, or bad smell – Do not take
 - c. Sofa with missing cushions – Do not take
 - d. TV that does not work – Do not take
6. There are some things we do not take regardless of the condition (unless they are donating other usable items).
 - a. Water Beds
 - b. Water Heaters
 - c. Dish Washers
 - d. Manual Hospital Beds

The list of things you do not take may change. There are times we are not able to give hospital beds away, and other times when we can get \$150 for them.

Help carry out furniture and load in customer's vehicle

Most thrift stores do not offer assistance when customers come to pick up their merchandise, if you have the personnel this is an area that can set you apart from the others. It also allows you to control how things are moved through the store and adds a level of safety.

When loading items in a customer's vehicle, be very careful that no damage is done. If a customer wants an item pushed into a small area – let them do it. If a customer needs to lay a refrigerator on its side for transportation, be sure they are aware that they should not plug it in for twenty-four hours after they stand it back up; the Freon needs to settle. If they plug it in before then, it will be ruined.

We do not stock rope for tying down furniture for a couple reasons. 1) It can get very expensive to provide rope for everyone. 2) We do not want to be liable for providing rope that someone accuses of breaking. We have the convenience of being next door to a Family Dollar store that sells clothes line rope that works great, it is \$2.00 for 100 feet. When customers ask if we have rope, we tell them “no, but you can get it next door.”

Assist clients with donations

*See “Client Assistance”

Organize and rearrange the sales floor

When an item has been in the store for an extended period of time, it can become ‘invisible’. Watch what happens if you move it to a different location in the store. You may find that you have a ‘hot spot’, when you place an item there it sells. You may also find that the ‘hot spot’ moves.

Direct the pick up & delivery guys where to place new items

If space is tight, attempt to make room ahead of time for what they are bringing.

Communication with the P&D team as they are making their way back to the store can help facilitate this.

Able to run the register

The floor manager should be able to operate the register and credit card machine proficiently.

You should be able to answer the questions of the cashier, correct any mistakes they may make, and handle all refunds. If the cashier needs to take a break, step in and operate the register until they return.

Safety

Safety does not happen by itself, it takes a continuous conscious effort. Remind those who lift on a regular basis, to do so properly. Always be on the lookout for dangerous situations; spilled drink, broken furniture, stacked items that may fall, items sticking out into a walk way. When noticed, these things should be taken care of immediately.

When moving a heavy item, discuss before-hand how it will be done and make sure each person involved understands the plan. If you question the way something is going to be done, find another way. If you realize you are in a hurry, slow down.

Have a small First Aid kit available (hydrogen peroxide, band aids, antibacterial cream.) If there is an emergency, call 911, do not try to transport. If someone needs medical care, they should seek it and the proper forms should be completed and mailed.

Awareness

Awareness is an important aspect of being a floor manager. It is easy to become engrossed with a project and fail to realize what is happening around us. Our 'antenna' should always be up and assessing what is taking place. Is there a customer with a question? Does the cashier need any assistance? Are there new items on the floor that need pricing? Does someone need help bringing in donations? Is there a familiar face to greet? Is there someone with a burden to be prayed with?

Do not wait to be asked; anticipate the needs of others. If you see someone giving the organs more than a passing glance, inquire if they would like for you to plug one in so they can play it. Look for opportunities to be of service. You may over hear a discussion. In a polite way, answer their question. Wife to husband, "How are we going to get this home?" You, "I couldn't help overhearing, do you know we have delivery available?"

Awareness is the beginning of a chain reaction; when you are aware of your surroundings, you can more easily anticipate needs. When needs are anticipated, you can meet them more quickly. When you meet needs more quickly, you are building loyal customers, and happy volunteers.

Ministry

You are the front line person in direct contact with the customers, it is important to always keep in mind the ministry aspect of the store, to realize your duty is not just to sell furniture, but to allow God to use the experience of selling furniture to create His character in you as He uses you as one of His agents to shine light in darkness. Review the section "Customer Loyalty," for an explanation of why the following statement should be our goal.

"The Customer is Always Served"

Further Study

Ministry Thrift Store Start Up Guide and Operations Manual

Loyal Customers

Departments: Furniture/Large Items

Operational Procedures: Forms& Tags; Hold/Sold

Operational Procedures: Receiving Donations; Declining Donations

Operational Procedures: Receiving Donations; Loading

Sell - Negotiate

Client Assistance

Departments: Register

Lessons God is Teaching Us

10C. Pick Up & Delivery

People – Two

Equipment – Box Truck or Cargo Trailer with Tow Vehicle

Equipment

To offer Pick Up & Delivery (P&D) service, you will need equipment. We have found the most convenient, to be a box cargo trailer with a rear pull down ramp door (car hauler). The ramp door allows you to roll items in and out instead of lifting them, it also allows you to have pallet jack access and gives the ability to roll the flat cart in to load with boxes and small items.

You will need a tow vehicle capable of pulling the size trailer you need. We have a twenty-six foot cargo trailer that we pull with a Dodge diesel 2500.

Place your name and phone number on your pick up and delivery vehicles. This makes them a traveling billboard and is a great way to get your name known in the community.

Scheduling

In the beginning you may only offer P&D service one day per week, as you grow you can increase the number of days. We provide P&D service three and a half days per week between two stores. A full day usually consists of ten to fourteen stops.

Have P&D scheduled for specific areas on the same day each week. When someone calls for a pick up we ask them what town they are in, with that information we let them know what day we can come and that the driver will call them the evening before to schedule a time for the following day.

During the week, as people call or come in requesting pick up or delivery, fill out the appropriate form. The evening before the P&D day, call and set approximate appointment times, give or take 30 – 60 minutes. It is helpful if you are able to schedule them so you are not back tracking. As you call, get an idea of how much they have for you and schedule accordingly, leaving enough time to load and get to the next appointment.

Be aware each week of how many calls are being scheduled for a specific day and gauge that against how many stops you know you are able to do in one day; you do not want to overbook.

When you find out what they have for you to pick up, ask some questions to ascertain the condition of the items

What condition is it in? Does it have any cat scratches or tears? Does it work?

If you feel you would not be able to use their items, politely decline. As they describe the condition of their items and it begins to sound like you may not be able to use them, one option is to let them know you will come and see their item(s), and if they are usable, you will take them. You should also be aware of the items you do not accept (see number six below). Let the

P&D team know if you have told a customer you will definitely take their items regardless of their condition.

GPS System

A GPS system is a great tool for scheduling and navigation. We have a Magellan Maestro 4370. Many people say the Garmin is best. However, we found that to get the 'best' Garmin, you have to spend over \$600. We purchased a Magellan 4370 on sale at Best Buy for \$280. It has all the features we need, plus. With the Magellan, you can enter each stop and then it will calculate the best route. Even though there are a few negative reviews on the Best Buy site, we have had great success with our unit.

The Magellan Maestro 4370 has been discontinued. Another model to consider would be the Magellan Maestro 4700. Available at Amazon.com, List \$299, discount price \$163. Do a search for:

Magellan Maestro 4700 4.7-Inch Widescreen Bluetooth Portable GPS Navigator

Cell Phone

A cell phone makes it possible for the store to be in contact with the P&D team at all times and is beneficial to all.

The P&D team can:

- Call a customer to alert them if they are running late or if they cannot find their house.
- Call the store to clear up any misunderstandings a customer may have regarding what we pick up.

You can:

- Call them to add another pick up to their route.
- Find out when they will return to the store.
- Let them know of a cancellation

If the driver is the one with the phone, they should us a "Blue Tooth" hands free device. If they are using a personal phone, the store may consider providing a monthly dollar amount to cover store use. If neither person has a cell phone, the store could provide one for business use.

Information for P&D Team

The following five pages should be given to each member of the Pick Up and Delivery Team for their review and instruction.

Pick Up and Delivery Guidelines

As part of the pick up and delivery team, you are vital to the success of this ministry. Without you we would not receive approximately ninety percent of the merchandise we sell and give away.

This part of the ministry is unique in that people are inviting us into their homes; this gives us an opportunity to demonstrate Christ's love and concern for them. The art of being friendly is fading; we are all absorbed in our own little world. Take time to show an interest in people. Look for opportunities to listen, pray and encourage. Be on the lookout for an item or collection to give a complement on; medals on the wall – shells – yard – flower garden – new TV, etc.. These offer good opportunities to begin conversations that show interest in their life.

Experience – While picking up some items at a gentleman's house, Roy and Calvin engaged him in conversation, as they finished loading, Roy offered to pray with him. A few days later Al came into the store to express his appreciation for the prayer. He said “that was the first time anyone outside of church has ever offered to pray with me. I told my pastor how Roy prayed with me and asked him what would happen if everybody did that.” A life touched, a simple prayer that meant more to someone than we could ever imagine.

Another way to reach out in a friendly manner is to resurrect the art of waving. Give a friendly wave to those you pass, especially when driving through a neighborhood. Your ministry name and phone number are on your vehicle, we want the community to relate what they see on the vehicle to a person; a friendly person.

Driving

The driver should always be aware that they are a traveling billboard; do not pull out in front of other vehicles, do not tail gate, observe the posted speed (especially in neighborhoods), let the other driver go first – bottom line – be a courteous driver. Do not use a cell phone while driving, unless you are using a “Blue Tooth” hands free device. Always wear a seat belt.

Moving Furniture

Ease of moving furniture comes with experience. The goal is to become professional in how you move items in and out of the customer's home, and how you load it in your vehicle.

Always tie sofa beds so they do not unfold while you are carrying them (keep a piece of rope or strap for this purpose). Be very careful as you go through doorways. If the item is not going to fit, do not force it. Carry a piece of cardboard to place between furniture and the door jam if it is a tight fit. To fit through some doors, you may have to take the doors off of a refrigerator, or the legs off a sofa. When two people are lifting a heavy object – discuss before lifting – how you are going to lift, and how it will be carried.

Do not try to carry ‘everything’ in one trip, there is a balance between carrying one small item at a time and carrying so much that you are banging into walls and doors. This also applies to bulky items that may be light enough for one person to carry, but two people should carry it so you can safely navigate inside the home.

Stack things in the trailer so they will ride safely. If you are not going to have a full load, you do not have to stack high. Cover wood furniture with moving blankets, wrap pieces of glass in a blanket, protect the TV screen, place lamps where they will not break.

Safety

Always think SAFETY. Safety does not happen by itself, it takes a continuous conscious effort. Remind each other to lift items properly (with your legs.) Watch each others back, if you see a hazard, warn your partner, even if they tell you they saw it. It is better to be safe than sorry.

When moving a heavy item, discuss before hand how it will be done and make sure each person involved understands the plan. If you question the way something is going to be done, find another way. If you see a potential danger, fix it – move a box placed where someone may trip over it, lay down a bed rail leaning against the trailer wall that could fall – do not leave it for the person who did it, fix it **now**.

If you realize you are in a hurry, slow down. Many accidents happen when we get in a hurry – slow down. Yes, it might be the end of the day and you want to go home, however, you want to go home to enjoy the evening, not to take care of an injury.

It is better to be safe then sorry!

Dress

Even though this can be hot and dirty work, you should always keep in mind you are representing the entire ministry. This should not only be displayed in your attitude and actions, but also in the way you dress.

A polo or button down shirt is preferred. If you wear a t-shirt, it should not be faded or torn, and should contain only positive or Christian logos. No tank tops. Work/Hiking boots or tennis shoes should be worn, no open toed shoes, sandals or flip-flops. You may wear jeans, slacks or shorts. They should be clean and without holes, the shorts should be of an appropriate length, approaching the knee. The pants should be well fitting and not falling down, a belt is preferred. You work for a thrift store, so keep your eyes open for clothes that will enhance your work wardrobe.

Etiquette

Always be mindful that you are a guest in a person’s home. Be very careful how you treat their home, even if it is not kept clean, treat it with respect; do not mark floors with dollies, do not scratch walls and door frames with furniture. If you have to move furniture to get an item out, be sure to replace it back to its original position.

Drink enough water during the hot season, but only request to use the bathroom in a customer's home in an emergency. If you must use it, be sure to leave it the way you found it.

Be courteous at all times, do not come across as if you are doing them a favor, even though sometimes you are. Do not act like they are putting you out to come get their things, no; sighing, acting tired or portraying you would rather be somewhere else.

Always thank the customer for their donation and let them know how much we appreciate the fact that they are part of our ministry (without them, we do not have a ministry).

Unusable Items

Refusing donations is a tough situation, you do not want to offend the customer and yet you are not a garbage truck. People do not want to hear that what they are donating is junk. It takes tact and discretion to handle each individual case.

You will encounter at least three groups of people: The first group are those who genuinely feel the items they want to donate are 'priceless', or at the very least still have some value. Others know what they are asking you to take is junk and your refusal does not surprise them (though they may act it). The third group realizes their item is not usable, however, they do not have a way to remove it from their home.

How you handle these situations depends on your circumstances, available space in the store, and ability to dispose of unwanted items.

If you decide you are not able to take a donation, let the customer know in a polite respectful way. Keep in mind that the flow of donations is the life blood of the ministry; you do not want unhappy customers spreading the word that you do not take donations. Sometimes this is unavoidable, but you want to be conscious of it and try to keep the number of unhappy customers few and far between.

If it is a little old lady with no options, you may consider taking the item. If it is an investor cleaning out a house they are getting ready to sell, they are able to find another way of disposal.

Options in dealing with merchandise that is not usable –

- a. If there are one or two things that are not usable, but they are giving you other things that are, here are two options – 1) Go ahead and take it all. 2) Gently state you do not have a use for a couple of the items and ask if they would like you to take what you can use.
- b. If the items are not usable – 1) Take them and dispose of them. 2) Gently let them know you would not be able to use their items and will not be able to take them.

Sometimes people will say they want you to take everything, or nothing at all. Make a decision whether or not it is best to take everything to get some good things, or leave it all.

If there are some items you cannot use, ask if they have trash pick up service and offer to carry the unusable sofa to the curb for them.

When you are walking away there should be no derogatory conversation, “can you believe that junk?” They are to be treated with respect even though we are not able to accept their donation.

If the office has indicated you are to pick up the items regardless, and you think the items are really bad, you may want to give the office a call to describe what you see and get conformation that you are to pick them up. Say to the customer, “excuse me for a moment, I need to call the office and get permission to take your items.”

Ways to respond:

“Thank you for thinking of us, that was so thoughtful, but...”

...we will not be able to use this sofa.”

...we do not have anyone who fixes refrigerators.”

“I am sorry, but we are not able to use what you have.”

You will need to process several bits of information in your consideration of whether or not you are going to take certain donations.

7. Is the person a Loyal Customer?
8. Is it obvious this person is using you as a dump?
9. Is it a small amount/item that you can easily dispose of?
10. Are there just a few items that are not usable and the majority we can use?
11. The condition of the item
 - a. Furniture with a few cat scratches on the side – Take
 - b. Furniture with rips and tears, or bad smell – Do not take
 - c. Sofa with missing cushions – Do not take
 - d. TV that does not work – Do not take
12. There are some things we do not take regardless of the condition (unless it is one item among other good ones)
 - a. Water Beds
 - b. Water Heaters
 - c. Dish Washers
 - d. Manual Hospital Beds

If it becomes a big problem (many stops with unusable items), communicate with the staff at the store who take the phone calls. Inform them about what you are experiencing so they can screen the calls more efficiently.

If you make a stop where no one is home and you do not pick up the items because of their condition, let the store manager know the situation so they are prepared when the customer calls to find out why their items have not been picked up.

Unloading / Loading

When you are unloading at the store, keep in mind that the customer comes first. If a customer is blocking an aisle way, stop and politely ask if you may pass by. “I hate to interrupt your shopping, but would you mind letting me pass?” Do not just keep going, pushing them out of the way and then say ‘excuse me.’ The customer is a guest in our ‘home’, not an intrusion. When a customer sees you coming with a cart full and moves out of your way, thank them.

When you are unloading large items, place them in the area where they normally go, if space is tight or you have a unique item, find out from the floor manager where it should be placed.

Incoming items should be placed in an orderly fashion; there is no need to just throw something. If you are bringing in a refrigerator it should be placed in line with the others, sofas placed neatly with the other sofas. If you bring in a bed that needs to be set up, either set it up or let the floor manager know you are on a tight schedule and will set it up when you return. When bringing in miscellaneous items, place them neatly in the appropriate department, do not just throw it in a bin; place it gently.

When you load items for delivery, make sure you have loaded all the items listed on the delivery form. Take care of the items so they arrive at their destination safe and sound. Yes, we are a thrift store and we sell used merchandise that may have some nicks and scratches, however, that is not a reason to add more. The customer purchased the item the way it was, not with any additions or subtractions.

Be careful not to lift a sofa or dresser from one end, the legs on the other end may break. Take care not to lift with the trim of an item, it may come off. Place blankets underneath beds, around furniture and TV’s – bottom line – take care of the items you load.

Take care of Equipment

Regardless of the condition of the equipment you have to work with, it should be treated with care and respect. If it is new equipment, take care of it so it stays that way. If it is old, take care of it so it will last.

All equipment wears out; the variable is how long it takes. When equipment is taken care of it wears out at a slower pace and in the process can be maintained to appear younger than its age.

Some ideas to keep things looking good longer:

- Do not slam doors

- Do not eat or drink inside the truck (water being the exception)

- Clean often

- Be mindful of dirty shoes – If you have a choice, walk on the sidewalk instead of the wet grass and sand.

- Set items – do not just throw them

Do not drag items across the floor

We understand it is a work vehicle; the point is to use it, but not abuse it.

Service

When we pick up merchandise from a customer's home, we experience a win-win situation. We supply a service to the community when we assist them in providing a new home for their household furnishings. They in turn support us by providing merchandise for our ministry to sell and give away.

As we allow God to change our hearts, and give us His way of looking at life's circumstances, He is able to shine through us. As we serve with a servants heart, we are on our way to fulfilling our goal of gaining loyal customers; friends who speak highly of us and tell others about our fantastic service.

*See "Customer Loyalty"

Remember

You are a vital part of the ministry, you are an example in the way you;

Drive

Treat the customer's home and merchandise

Take care of the equipment

Serve the customer

Allow Jesus to shine through you

10D. Register

The person at the register is the point of contact for the customers; you are the ‘front line.’ You have a major role to play in setting the tone of the store. When possible, greet customers as they enter the store.

If you are busy and someone comes up to ask a question, acknowledge them with an encouraging look that says “I will be with you as soon as I am able.” It is possible to learn how to give the customer in front of you 100% of your attention, while making the customers who are waiting feel as though they are important and will be taken care of as soon as possible.

When a customer needs help or has a question you are not able to help with, call for assistance. Also be aware of what is going on around you, (who is coming in, who needs help, is the line growing?) anticipate the customer’s needs, and call for help before they ask.

Possible needs:

- Someone has pulled up front with donations (if you receive donations in the front)
- A customer has a question
- A customer needs help on the sales floor
- A client has come for assistance
- You need help bagging
- A refund has been requested
- You have made a mistake on the register and need it corrected

If you are unsure of whom to call for a specific need, call the manager, they will either take care of the need or find the appropriate person.

Someone other than the cashier should be designated to answer the phone.

The register area should be cleaned on a daily basis; counter wiped off and straightened, carpet vacuumed, bags straitened and stocked, hangers taken to the back, newspaper made ready, items that accumulate returned to their correct location.

It is very easy for things to collect at the register. There should be a designated location where staff and volunteers may keep personal items. It should be a place that is out of site, either a cabinet behind the register or a place in the back.

There will be times when the register person is not waiting on customers and is available to perform other tasks. Here are a few ideas:

- | | |
|---------------------------------|--|
| Process bags | Clean front doors/windows |
| Clean / straighten counter top | Straighten dressing room |
| Straighten area around register | Price books |
| Tag and price Boutique clothes | Decorate for the season (window / display cases) |

It is important to remember that the first responsibility of the person at the register is to serve the customer. You should not act put out when you have to interrupt one of the above tasks to take care of a customer (which you should do immediately).

Scheduling

If you have agreed to serve at the register, you should commit to a specific time or shift. If you are unable to fulfill your shift (doctors appointment, etc), contact another register person and make arrangements to switch with them, let the manager know of the change.

Check with the manager to schedule lunch and breaks so the register is always 'covered.'

Handling the Money

When you receive bills from the customer place them in the drawer facing the same direction. When you give the customer their change, place the receipt on top of the bills and count it back to them.

Do not leave the drawer unattended for any reason; show an item, reach for a larger bag, or bend down to pick anything up – even if it is money – you can get it later.

Credit Cards

If you accept credit cards you must accept them no matter how small a sale may be. If the sale is at least \$0.50, we break even. If the sale is less than \$0.50, you may consider giving the customer the item as a gift instead of ringing up the sale and running their credit card.

Show the customer respect when you give their card back to them. Do not throw the credit card down on the counter at the customer, hand it back by placing it in their hand.

Be courteous when a card is denied. Politely inform the customer their card did not go through and inquire if they have another card. There can be many reason why someone's card does not go through besides being over the limit, be respectful and willing to take another form of payment, e.g. cash.

Negotiating / Giving Discounts

When a customer asks for a discount at the register – as a rule – the cashier should call for someone else to come and make the decision. Some customers make it habit to ask for a discount every time they shop. When they realize the cashier is not going to say yes every time, but is going to call someone for an answer, it discourages the frequency of requested discounts.

On the other hand, if a customer brings up a \$0.50 item that is not priced, there is no need for a manager to come and give a price, the cashier should be familiar enough to price the \$0.50 item.

We do not mind negotiating and giving discounts, we just do not want to be doing it all the time. Our philosophy is to price items fairly, and always be ready to listen to an offer. Understand there are going to be some people who will ask for a discount no matter what an item is priced or what they have to go through to get it.

When there is an item with a price written that is hard to discern and you think it is \$5.00 and the customer thinks it is \$3.00, ring it up as \$3.00. There is no reason to argue with the customer, (it is our fault for not writing the price clearly so there would be no question.)

Always keep in mind our philosophy of generosity.

Comments

Some comments are not appropriate when a customer is making a purchase.

“You’re paying \$100 for that?”

“I can’t believe you are buying that, it has been here forever!”

“You should have been here yesterday when that was half off.”

These comments may cause the customer to stop and rethink their purchase, or may cause them to feel negatively about their purchase. Do not show excitement when a customer makes a large purchase, we can show our gratitude and thank them in an appropriate manner.

Back Out Tax

In the process of negotiating price on an item, you may come to an agreement with the customer on a price ‘including tax’. To enter the sale in the cash register, you will need to calculate the before tax amount. Divide the agreed upon amount by 1.0y. y = your tax rate.

Example with a tax rate of 7%:

Total agreed price: \$50.00

Divide by 1.07 = \$46.72 this is the amount you are actually selling the item for, and is the amount to ring in the register

	\$50.00	\$46.72	\$46.72		\$50.00	\$46.95	\$46.95
7%	<u>/ 1.07</u>	<u>x 7%</u>	<u>\$ 3.27</u>	6.5%	<u>/ 1.065</u>	<u>x 6.5%</u>	<u>\$ 3.05</u>
	\$46.72	\$ 3.27	\$49.99		\$46.95	\$ 3.05	\$50.00

Refunds

If a customer requests a refund, give it, 99% of the time. Refunds are preferred over store credit, if a store credit is issued, it then must be kept track of; if a cash refund is given it makes a clean transaction. A manager should handle all refunds.

Our goal is to have loyal customers. Remember, everything you sell was donated, if it bothers you to give a refund think about it this way, ‘it did not cost me anything to sell the item; is a refund worth the cost to have a happy customer?’ It is much preferred for you to be sad than for the customer to be sad.

Attitude makes a big deference when dealing with a refund. Make the customer feel special, let them know you are disappointed that the item did not work for them and you are sorry for the inconvenience and will make it right. Remember they are the ones who have had to make a special trip back to return the item, do not display any feelings of being put out or not wanting to give them back ‘their’ money.

*See “Customer Loyalty”

Bags

You will need a lot of shopping bags in which to place customers purchased items. This can become very expensive, if purchased from a new supplier. Another option is to contact a local grocery store and arrange to get the bags that people return to be recycled. We get ours from Publix, they put the small plastic bags in large bags and place them outside where we pick them up. The good ones have to be sorted out, but it is worth the savings. Wal-Mart is also a good source.

Newspaper

Newspaper is needed to wrap items as they are sold. Most of the items you sell are not in their original packaging; breakable, scratchable items need to be wrapped. Tear sheets in half and place in a stack for smaller items.

Z Out

Z out the register at the end of each day and at the end of the month. When you Z out, it clears the information held in memory for that time period.

The daily Z out gives a report of; number of sales and percentage of sales for each department. It also gives you the information needed to enter in the computer each day (sales for each department, total sales, sales tax collected).

You may run a report anytime during the day to check the sales, just be sure you do not Z out during the day. If it happens, add the Z out that took place during the day with the one at the end of the day to get totals.

*See “Sample Cash Register Procedures”

Money

At the end of the day the money from the cash register should be counted in the office – with at least two people present – and entered in the computer. This will give you the information you need to fill out the deposit slip.

Leave enough money in the register drawer so you are able to make change the next day. We have found the following amounts to be adequate: 4 twenties – 10 tens – 10 fives – 25 ones – and at least one roll of each coin. It is good to have a back up of quarters and ones; they could be part of petty cash which can be purchased by the register when needed.

Keep the cash register money and the deposit in a safe place each night. In the morning, make the deposit and place the money in the register.

Sales with Mixed Percentages

When you have a sale with items discounted at different percentages, you will need to enter them in the register in a specific order.

75% and 50% Sale

Ring up the higher percentage first.

- 1) Ring up all 75% off items first then ring in a **50%** discount
- 2) Then ring up all the 50% off items then ring in a **50%** discount
- 3) Ring in all other items and complete sale

Example 1	
75% off item	\$1.00
	<u>(\$0.50)</u> at 50%
	\$0.50
50% off item	<u>\$1.00</u>
	\$1.50
	<u>(\$0.75)</u> at 50%
	\$0.75 Total (before tax)

Example 2	
75% off item	\$ 5.00
75% off item	<u>\$ 7.00</u>
	\$12.00
	<u>(\$ 6.00)</u> at 50%
	\$ 6.00
50% off item	\$ 4.00
50% off item	<u>\$ 8.00</u>
	\$18.00
	<u>(\$ 9.00)</u> at 50%
	\$ 9.00 Total (before tax)

25% and 50% Sale

The above procedure will not work if some items are 25% off. You will need to take the discount on each item as you ring it up, or take a sub-total discount on one of the groups, and then a per item discount for the other.

If clothes are 50% off and lamps are 25%, you may ring up all the clothes, take the 50% off the sub-total and then ring up the lamps per item.

Register Categories

Most Registers can be programmed to handle a couple hundred categories; we only use fifteen. Not every item will fit perfectly in one of the fifteen categories; there is a general grouping of items. A rule of thumb is to think of the room in the house the item would be used in and ring under that category.

See Appendix 5 for other category ideas.

The following list provides a general idea of which category to ring items under.

Wear:

Clothes, Shoes, Purses, Belts, Ties, Hats, Accessories

Household:

Nick Knacks, Baskets, Vases, Glass Ware, Craft Items, Tote Bags, Suit Cases, Bathroom Items; towels, shower curtains, soap holders/dispensers, bath mats

Kitchen:

Table and Chairs, China Hutches, Eating & Cooking Utensils; plates, cups, pots & pans, dish towels, etc.

Living:

Furniture; sofas, chairs, entertainment centers, book cases, Piano's, Organs, Lamps, Curtains, Pictures, Throw Pillows

Bedroom:

Beds, Frames, Head & Foot Boards, Dressers, Night Stands, Sheets, Pillows

Appliances:

Refrigerators, Stoves, Washer & Dryers, Dish Washers, Microwaves, Coffee Makers, Blenders, Toasters, Irons

Personal:

Jewelry, Perfume, Beauty Aids, Soap & Shampoo, Curlers/Curling Irons, Hair Dryers

Toys:

Toys, Kids Books, Puzzles, Baby Items, Car Seats

Holiday Items:

New Years, Valentines, Easter, 4th of July, Thanksgiving/Fall, Christmas

Books:

Books, Magazines, Records, CD's, Tapes, Video's,

Office:

Desks, Paper, Pens/Pencils, Note Books, Phones, Brief Cases, etc.

Electronics:

TV's, VCR's, DVD Players, Computers, Stereo's, Speakers, Radio's, Cameras

Lawn & Sport:

Exercise Equipment, Bikes, Flower Pots, Yard Equipment; lawn mowers, weed eaters, clippers, Camping/Fishing Items, etc.

Medical:

Wheel Chairs, Walkers, Canes, Shower Stools, Crutches, Braces, Humidifiers, Massagers

Miscellaneous:

Building Supplies, Tools, Electrical, Fans