

21. Appendix 1

Volunteer Appreciation and Guidelines

Each volunteer is important and you make this ministry to our community possible, without *you* we would not exist. We appreciate your dedication and willingness to serve.

Our goal is to continue learning through our daily experience how to more effectively allow Jesus Christ to transform our characters into His nature, to give us His way of thinking that impacts how we relate to life and its circumstances. With this transformation God is able to use us as the hands and feet of Jesus, as He shines His light in our community.

The following information will further our goal of ministry and help us work together as a team.

Appreciation

Discounts

One small way to show our appreciation for your hard work is to allow a 30% discount on items purchased at the thrift store. This discount includes items on sale and is also applied to Gift Certificate purchases. All merchandise must be checked out and paid for – or a gift certificate used – at the register.

Qualification

This appreciation is for those who have shown a consistent willingness to be of service, and becomes available after you have volunteered for approximately 40 hours. If you are serving on a regular basis, you qualify. If you have been gone for several months, but are back and will be serving on a consistent basis, you qualify.

This discount is a ‘thank you,’ for the time, energy and resources you expend in your service with us. If this discount is given to someone other than you, it loses the aspect of being ‘special’. Because of this, we ask that the ‘volunteer discount’ not be requested for friends and extended family. If someone would like to receive a discount they are welcome to come and serve with us.

Community Service: The discount does not apply to someone who is acquiring community service hours.

Clothes

Another way we would like to show our appreciation is with clothes. Whether you are sorting clothes or serving in another department, when you see an article of clothing that ‘is you’, we would like to bless you. This appreciation is for you and your immediate family members. Unless there are extenuating circumstances, four to five outfits per month per immediate family member should be adequate.

When you find a garment you want, it needs to be written up by a manager on a donation sheet. Add items to a single donation sheet during the month. When you are ready to take clothes

home, have a manager add them to your sheet at the front of the store. Please have this done at least thirty minutes prior to closing time.

Guidelines

Purchasing Items

If you see an item you want that is not priced, it should be priced by one or two others at a price that would be placed on it if the item were going to be put out on the floor for sale.

It is very discouraging for customers to come in and find many things in the store with sold tags for the same people all the time. Because of this, we ask that if there is an item you want, that it be paid for and removed from the store within a week

Some like to have a box where they place things to purchase at a later time. This is fine as long as the box does not 'overflow'. One box per person should be sufficient, when it becomes full (instead of starting a second box) you should go through your box, buy and take home what you want to keep, put the rest out on the floor for sale, and start over.

Holding Items

Holds are generally for one or two days, there will be exceptions in extenuating circumstances. If you want to place an item on hold for longer than two days, please talk with a manager before doing so. Your hold tag must be initialed by a manager.

The hold policy applies to you just as it does to everyone else. When a hold expires, it expires, whether it was for a customer or for you.

Personal Appearance

What we wear should be modest, neat, and orderly, it should convey our attitude of placing Christ first in our life and not drawing attention to ourselves. It should be clean, comfortable and well-fitting. It does not have to be the latest style, but should be representative of good taste and show knowledge of color coordination.

The following outlined personal appearance standards are a starting point as we look toward fulfilling the principle of dressing to bring honor to God.

Women

No Short Shorts or Mini Skirts

Shoulders and Mid-drift,
should be Covered

No Low Neck Lines

Nothing See Through/Tight Fitting

Men

No Short Shorts

Fitting Clothes,
not hanging off or down

Should Wear a Belt

No Muscle Shirts

All

Hair, neat and Combed

No Open Toed Shoes

No Suggestive Sayings

No non-Christian Add Logos

If appropriate attire is an issue, it can be remedied by 'shopping' in our very own store.

Eating/Drinking

There should be no eating or drinking out on the floor or behind the register. The exception to this would be if you are the only one at the store and are having to run the register. If you have to eat behind the register counter please do it as discreetly as possible. If you need to have a drink at the register, it should be in a capped container.

Phone Use

It is rude to use the phone, especially a personal call (land or cell), while you are behind the register or helping a customer. At times it is unavoidable, the principle is to be aware and avoid doing so if possible.

Allowing God to Shine Through Us

The Customer Is Always Served

When there is a question or disagreement with a customer, our goal is to find a way to resolve the issue so that the customer feels good about themselves and their experience in our store. Remember the old saying “the customer is always right”? Well, it’s not true, the customer is not always right. But it is not a matter of who is right or who is wrong; it is a matter of reflecting Jesus love. If the customer is mistaken, what can I do to demonstrate the love of God to them? If I am mistaken, what can I do to make it right? Regardless of who is at fault, what can I do to give the customer Christ-like service?

If we are talking with other staff and a customer comes up to be waited on, we should suspend our conversation and take care of the customer immediately, we can then resume our conversation after the customer has been served.

Public Discussion

The following things are never appropriate to discuss in front of, or with customers:

- a. ‘Family Issues’ – interactions between the team are never appropriate for outside discussion.
- b. Sales for the day – the customer may not have an understanding of the cost in running a business and the amount may seem like a lot to them.
- c. What a previous customer did or said – the customer you are telling will wonder what you say about them when they are gone.
- d. A grievance with another volunteer or staff – take the conversation to a private location
- e. What not to say regarding a store sale
 - a. Before the sale
 - i. “You should have waited, we’re having a sale tomorrow.”
 - ii. “Be sure to come back tomorrow, we’re having a sale.”
 - b. After the sale
 - i. “You should have been here yesterday, when everything was half off”

A Servants Heart

When my prayer each day is a choice to allow God to use the day to transform my character, I will more often approach each interaction with an attitude of acceptance and understanding, a willingness to be nonjudgmental, to show empathy, kindness and friendship. As God's light fills my heart I will more often enter each situation with the attitude of a servant; how can I help, how can I lift up those God brings across my path?

Generosity/Shining God's Love

Our God is a generous God. Therefore, as we are generous we are portraying the ways of God to the world. As we allow Jesus to create His nature in us, we grow in our ability to be generous, liberal, and openhanded. The Holy Spirit will give us words to say that put a smile in someone’s

heart, things we can do that give the customer a pleasant memory of their time with us, ways we can allow Jesus to shine through us, ideas of how to put the following verse into action.

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

Matthew 5:48 (The Message)

We are Jesus arms of love; showing kindness, building friendships, portraying His generosity.

Whistle While You Work

We may get busy and harried with the demands of the day and forget to have fun. However, God is always there encouraging us to cast our cares upon Him, (“casting all your care upon Him, for He cares for you.” 1 Peter 5:7 NKJV) to allow Him to fill our hearts with peace and give us a joy in living life. Fun should never be at another’s expense, our goal should be to lighten each others burdens, not add to them. Joy and appropriate laughter lifts our mood and brings us together as a family.

“A cheerful heart is good medicine, but a broken spirit saps a person's strength.”

Proverbs 17:22 (NLT)

As we experience the peace of God when we cast our cares upon Him, we continue to learn that God is our source of all things, physical and spiritual. We grow in our understanding that regardless of the circumstances that surround us, God is offering us His peace. As we experience the peace of heaven in our hearts, we find the praise of God on our lips. As God teaches us to rejoice in all things we find burdens lifted and a peace that passeth all understanding permeating the store.

“Always be joyful....No matter what happens, always be thankful, for this is God's will for you who belong to Christ Jesus.” 1 Thessalonians 5:16, 18 (NLT)

Safety

Safety does not happen by itself, it takes a continuous conscious effort. When lifting, remember 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. If you are not able to remedy the situation, find someone who is, do not just leave for someone else; get it fixed **now**.

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.

Utilize the available First Aid kit for minor injuries. If there is an emergency requiring medical attention, call 911 – do not attempt to transport. Report injuries to a manager immediately.

Together in Purpose

Thank you for allowing God to use you as one of His agents. As we Learn, Grow, and Change together, we become Jesus arms of love. We will rejoice together as we experience God’s ability to shine through us as He draws a dying world to Himself.

Ministry Thrift Store

Volunteer Hand Book

Directory

LOCATION	Director:	Name
Ministry Thrift Store Address		Asst. Director:
PH:		Asst. Managers:
FAX:		Clothes –
e-mail:		Misc. Pricing –
		Linens –
		Toys –
		Electronics –
		Pick Up/Delivery –
		Cashier –

Volunteer Hand Book

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Together in Purpose

Directory

Welcome

We would like to extend to you a warm welcome. We invite you to join us as we continue to learn through our daily experience how to more effectively allow Jesus Christ to transform our characters into His nature, to give us His way of thinking that impacts how we relate to life and its circumstances. With this transformation God is able to use us as the hands and feet of Jesus, as He shines His light in our community.

Our Story

We had our beginnings in the _____ Church. Like many churches, This Church had a Community Services program working out of the church; meeting one to two days a week.

In 1998, the need arose to move the Community Services out of the church building to make space for other projects. With the vision of two Pastors, the idea of having the Community Services ‘in the community’ came to be realized, as renovation began on a 35,000 square-foot space that had been vacant for ten years.

Ministry Thrift Store opened for business on February 8, 1999. The opening day came after months of hard work by many dedicated volunteers: replacing the sprinkler system, installing a fire wall and safety lights, working on the electrical system, installing clothes racks, shelving and the general cleaning up of a building that had been vacant for so long.

Many donations came in that filled the store with sofas, refrigerators, computers, books, and lots of clothes. It was evident to all, including those who said “You will never be able to fill that much space,” that God was blessing.

In addition to sponsoring a 21 member mission trip to Honduras in July, the store was able to pay the church back the monies borrowed for renovation and supplies by November of that first year.

As it became clear that full time staffing was needed, expenses increased and lessons were learned, one which was, the more we give, the more God blesses. In the summer of 2001 when business was slow and finances very short, it was decided to give the church 10% of the gross sales each month; 10% before any expenses! From a human point of view it did not appear it would be possible to continue. However, true to His word, God blessed. Week after week, month after month, every time a bill was due, funds were available to pay it.

Because of the lack of maintenance during the long period of vacancy, the roof required much patching and finally came to the place where it needed major repair. Therefore, we decided to look at relocating. The stories of how God worked at this time are many.

Through providential leading, we were able to move to the plaza next door, and open a second store. The First store opened at its present location on April 17, 2003 and the Other store opened a month later.

Called to Give

We have continued to learn that our mission is to give. God has used the stores to bless the church with over \$400,000 for church outreach ministries. He also blessed us with a brand new Dodge truck and a 26' cargo trailer that we use for our pick-up and delivery service.

God has enabled us to be a comforter to those in our community who are hurting. Whether needs occur due to house fire, domestic abuse or “just down on their luck,” we are able to provide assistance with home furnishings, kitchen utensils, clothing, bedding and linens.

The following dollar amounts represent the value of money and merchandise we have been able to bless our community with through the past years.

1999 - Records not compiled
2000 - \$23,106
2001 - \$53,270
2002 - \$108,633
2003 - \$148,366
2004 - \$313,056
2005 - \$450,241
2006 - \$328,646
2007 - \$369,700
2008 - \$306,399
2009 - 345,402

Praise God

Called to Minister

What is given can be tracked and a dollar figure given, however, that which has more far reaching impact is the serenity harried souls find in this haven of peace. Upon return visits, customers often tell us how much they enjoy the calm atmosphere of our store. Some say they are back because they need to hear a genuine greeting.

It is not uncommon to be called aside by a customer – who knows an understanding and sympathetic ear awaits them – to share a burden that is on their heart, to confide in a friend who will pray with them in a time of need.

At the front of the store there is a prayer book where guests are invited to enter what is on their hearts. Many pages are written each week. We pray for each entry, individually and at our morning worship, thanking God for His ability to bless each need with His gracious loving care.

Expansion

God expanded our ministry in 2005 when Another Church approached us with a request to assist them in starting a thrift store ministry. We opened the joint venture store in That Locale on June 13, 2005. That ministry has become a blessing to the local community and the volunteers who serve.

Opportunities for Service

The thrift store ministry is a tangible way of reaching out to others with the hands of Jesus. As we allow God to use us as His agents and give of our time and energy, we experience a positive effect in our own lives. We experience the joy and peace that comes from walking with God and allowing Him to shine through us. Opportunities to give of our selves abound: from serving at the cash register, to sorting and pricing, to help with general maintenance and carpentry. Each of these areas give occasion to interact with customers, to lend a listening ear, to pray together as we point them to the only giver of life.

The Story Continues

We know lives will continue to be changed and souls will be in the Kingdom because of what we are willing to allow God to do in, and through our lives. We welcome you as you join our team, and become part of the story.

Purpose and Mission

Our ministry Purpose and Mission will give you an overview of our values, goals, and the reason we do what we do.

Purpose –

To encourage all who enter to continue growing in learning how to respond in the experience of a personal friendship with Father and Jesus and thereby, allow Them, through Holy Spirit, to create Their Character in them. “Whereby are given unto us exceeding great and precious promises: that by these ye might be **partakers of the divine nature...**” 2 Peter 1:4 KJV

Mission –

To allow God to use everything that takes place in our lives to further His goal of creating His character in us, and in that process to use us as His ‘human agents,’ to shine His life giving light through us to others. “In God’s great plan for the redemption of a lost race, **He has placed Himself under the necessity of using human agencies as His helping hand.**” Selected Messages Book 1, p. 99

When this Purpose and Mission are our focus; we can expect the presence of God to fill the store each day, and we have the assurance that He will use the Goals listed below to further His work.

There are *four main categories of people* who are served by the ministry of the store – all of whom have in common a primary need – **God**. The ministry goal is to serve in a way that allows God to shine through us to not only meet an apparent need of food or clothes, but to ultimately meet the primary need of a saving knowledge and experience with God.

Goal –

That the *store be an environment* that speaks to the needs of:

- I. Those who know God has called them here as His ***‘Helping Hands.’***
 - a. A place that encourages Christ’s flock to continue to develop and express their relationship with Jesus in a tangible way.
 - b. A setting that fosters those ministering; to pray, listen and encourage the individuals they come in contact with each day.
- II. Those who ***come to shop.***
 - a. A refuge to those who enter, from the pain and stress of the world.
 - b. A place where members of the community feel welcome and experience peace.
- III. Those who come because they have ***physical needs.***

A sanctuary that offers gifts of food, clothing, furniture, etc.
- IV. Those who ***bless us with donations.***

A brokerage center to distribute previously-enjoyed merchandise to new homes.

Supportive Goals –

1. Continue to understand that the store, and all it encompasses, belongs to God, that He is to be put first in all that is said and done. “...seek ye first the kingdom of God, and his righteousness...” Matthew 6:33
2. All staff and volunteers who serve at the store come to know it is where God has called them to be.
3. To continue to meet the physical needs of those who find themselves in need of food, clothing, furniture, etc., at no cost to them. “...God now entrusts men with means, with talents and opportunities, that they may be His agents in helping the poor and the suffering.” The Desire of Ages, p. 523
4. To provide usable items at an affordable cost for those with limited incomes.
5. To believe God will provide all that is needed in His time and in His way. “But my God **shall supply all your need** according to His riches in glory by Christ Jesus.” Philippians 4:19

These goals will only be accomplished as staff make it their continuing choice to allow God to develop His character in them. As this takes place they are Christ’s hands and feet allowing His grace and joy to flow through them, drawing others to Christ.

“He who uses his entrusted gifts as God designs becomes a co-worker with the Saviour. **He wins souls to Christ, because he is a representative of His character.**”

The Desire of Ages, p. 523

Public Mission Statement –

Our desire is to allow God to shine through us, as we provide food, clothing, and household items to those in temporary crises. This assistance is made possible through the mercy of Christ our Saviour, sales of donated items, and the dedication of our volunteers.

Philosophy

As stated in our Purpose and Mission, our goal is to continue learning through our daily experience how to more effectively allow Jesus Christ to transform our characters into His nature, to give us His way of thinking that impacts how we relate to life and its circumstances. With this transformation God is able to use us as the hands and feet of Jesus, as He shines His light in our community.

There is a fine line between running a business and operating a ministry. We have items for sale and deal with customers, therefore we are a business. We give to those in need and provide an environment conducive to experiencing God, therefore we are a ministry. Seeking God first, our *ministry* will be blest, and we will enjoy a thriving *business*. This *ministry/business* will become known as the thrift store with a *difference*.

Caring
Friendly
Generous
Compassionate
Givers of mercy
A house of prayer

The highest compliment we can receive is that peace is found in our store. A patron may think they are speaking of peace from the bustle of life, however, we know that when someone experiences peace in our store, it is the peace that ‘passeth’ understanding, a peace that only comes from God. Therefore, we know when someone experiences peace in our store, they have experienced God.

Experiences of Life

We believe God uses the experiences of life to show us our ways of thinking that bring pain, we then have the opportunity to yield our thoughts to God, allowing Him to give us His way of thinking, His thoughts, thoughts that bring life and peace. Peace reigns in the store as we continue to allow God to take our destructive way of thinking and transform it into His life giving way of thinking.

Changing our way of thinking is a process God takes us through; it does not happen over night. When we realize this is true for each of us, we are able to grow together. We are able to encourage each other in our daily walk and give ‘allowances’ for each others faults. This does not mean we condone wrong behavior, it means when a situation takes place, we encourage each other to yield our way of thinking to God’s transforming power. Our converted thinking will ultimately bring about a change in our behavior. As we make this choice on a daily basis, we are able to work and grow together.

We rejoice in God’s goodness and ability to take our destructive way of thinking and transform it into His way of thinking that brings life, to fill us with His peace. We look forward to the experiences of life as God continues to teach us that He is sovereign and able to care for our every need. As we allow God to guide our interactions with each other and the public, we will experience His peace and ability to change hearts.

Organizational Structure

We are a non-profit organization, sponsored by the _____ *Church*, a member of the _____ *Conference*.

Ministry Thrift Store is governed by an executive board, approved by the _____ *Church* Board. The executive board empowers the store director and assistant directors for the day to day operations of the thrift store ministry.

Positions of Responsibility

For the purpose of consistency and order, it is beneficial to have guidelines and individuals in place who are responsible for certain areas of the ministry. A position of responsibility does not indicate one person is better than another. It simply means an individual has been made accountable for a certain aspect of the ministry. Some positions of responsibility are paid, many are volunteer. Each position held at the thrift store is vital to the success of the ministry; it takes a team to accomplish the work God has set before us.

As you join our team, we invite you to serve in the department that best fits your personality and interests. However, there are those who have been given responsibility over a specific department or area, and though it is not their purpose to dictate the actions of others, they have been assigned the task of giving guidance and direction to those who have chosen to be a part of this ministry in a specific area. We ask that you follow the direction and influence of this person.

Any concerns should be reported to the person directly responsible for a particular area. If a resolution is not achieved, the concern should be taken to the person at the next level of responsibility.

Ideas

We welcome and encourage ideas which will benefit the ministry. There are several factors to keep in mind when offering a new idea. 1) There usually is a reason behind what we do. 2) There may be more than one way to accomplish a goal. 3) The way an area is run may be do to the personality of the person given the responsibility of that area. 4) Your idea may be placed into action. 5) We may act upon the idea and then find that it is not practical and go back to the old way.

An idea is not bad or invalid, just because it is not implemented. Do not become discouraged and stop giving input if your ideas are not received the way you would like. Times change, personnel change, and it may be put into operation at a later date.

Appreciation and Guidelines

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When you find a garment you want, it needs to be written up by a manager on a donation sheet. Add items to a single donation sheet during the month. When you are ready to take clothes home, have a manager add them to your sheet at the front of the store. Please have this done at least thirty minutes prior to closing time.

Purchasing Items

This is an area we grow in the longer we are involved with the store. In the beginning we want everything we see; like a kid in a candy store. Some prefer a box where they place things to purchase at a later time. This is fine as long as the box does not ‘overflow’. One box per person should be sufficient, when it becomes full – instead of starting a second box – go through your box, buy and take home what you want to keep, put the rest out on the floor for sale, and start over.

God uses our desire to grab everything we see, as an opportunity to show us how greedy we are and to demonstrate to us that He is our provider. The human mind says “I must have this” or “I want what I want and I want it now”. God is teaching us to submit our desires to Him, to learn we do not need to ‘horde’ things for the future. God is willing and able to provide what we need when we need it.

If an item you want has not been priced yet, it should be priced by one or two others at a price that would be placed on it if the item were going to be put out on the floor for sale.

We need to be aware of not holding back numerous items from the sales floor for ourselves. We do not want customers to complain that ‘all the good stuff’ gets taken before it ever gets out on the floor. Discretion is advised in this matter, there should be a balance. We want you to be

blessed, however, we also need merchandise out on the floor to bless others. This also holds true for larger items and furniture.

It is very discouraging for customers to come in and find many things in the store with sold tags for the same people all the time. Because of this, we ask that if there is an item you want, that it be paid for and removed from the store as quickly as possible (one to two days).

Holding Items

Holds are generally for one or two days, there will be exceptions in extenuating circumstances. If you want to place an item on hold for longer than two days, please talk with a manager before doing so. Your hold tag must be initialed by a manager.

The hold policy applies to you just as it does to everyone else. When a hold expires, it expires, whether it was for a customer or for you.

Personal Appearance

The way we dress and our personal appearance can be a touchy subject; however, it is important to the furtherance of the ministry. How we carry ourselves, how we are groomed and dressed has a bearing on our effectiveness and the ability of God to use us as His light bearers.

Our personal appearance speaks to those with whom we come in contact. As a Christian organization we should be well groomed and promote decency in the way we dress, reflecting a commitment to the highest levels of Christian values.

What we wear should be modest, neat, and orderly, it should convey our attitude of placing Christ first in our life and not drawing attention to ourselves. It should be clean, comfortable and well-fitting. It does not have to be the latest style, but should be representative of good taste and show knowledge of color coordination.

The following outlined personal appearance standards are a starting point as we look toward fulfilling the principle of dressing to bring honor to God.

Women	Men	All
No Short Shorts or Mini Skirts	No Short Shorts	Hair, neat and Combed
Shoulders and Mid-drift, should be Covered	Fitting Clothes, not hanging off or down	No Open Toed Shoes
No Low Neck Lines	Should Wear a Belt	No Suggestive Sayings
Nothing See Through/Tight Fitting	No Muscle Shirts	No non-Christian Add Logos

If appropriate attire is an issue, it can be remedied by ‘shopping’ in our very own store.

Administration reserves the right to interpret and rule on conflicts or disagreements relative to the application of these personal appearance guidelines.

Eating/Drinking

There should be no eating or drinking out on the floor or behind the register. If you need to have a drink at the register, it should be in a capped container.

Phone Use

It is rude to use the phone, especially a personal call (land or cell), while you are behind the register or helping a customer. At times it is unavoidable, the principle is to be aware and avoid doing so whenever possible.

Work Place Standard of Conduct

Volunteers are expected to observe Ministry Thrift Store code of conduct. The following acts violate this code.

1. Non-compliance with any published policies and procedures.
2. Failure or refusal to comply with any reasonable job-related request by a supervisor.
3. Causing employee unrest by airing complaints in lieu of following established complaint and grievance procedures.
4. Misappropriation or misuse of organizational funds or other assets.
5. Unauthorized possession or use of property belonging to the organization or other individuals.
6. Inadequate effort to fulfill a job assignment or unsatisfactory performance.
7. Committing, aiding, advocating, or being convicted of or pleading guilty to any criminal offense.
8. Disregard or violation of sound principles of Christian interpersonal relationships or inability to maintain cordial relations with fellow staff members.
9. Attitude detrimental to the objectives and philosophy of Ministry Thrift Store.
10. Insubordination or refusal to follow instructions or perform assigned work.
11. Misuse or disclosure of confidential information.
12. Violence in the workplace such as fighting, threatening, intimidating, attempting bodily harm or injury, or interfering with another individual while working on behalf of Ministry Thrift Store
13. Violating safety rules or common safety practices.
14. Engaging in physical, verbal, or visual harassment.
15. Non-compliance with the dress policy.
16. Theft or dishonesty.
17. Soliciting gratuities or tips from any individual.
18. Vandalism.
19. Disorderly conduct and profanity.
20. Illegal use of drugs.

Ministry Thrift Store will be deal with each violation on an individual basis, as it sees best.

Harassment

Ministry Thrift Store recognizes its responsibility to all staff in maintaining an environment free from harassment. We endeavor to achieve this working environment through education of staff that harassment violates the law and is strictly prohibited. We also endeavor to prevent harassment by publishing this policy, by development of appropriate sanctions for misconduct, and by informing all staff of their right to complain of harassment.

Examples of conduct which may constitute sexual harassment include, but are not limited to, verbal, visual, or physical conduct such as:

Unwelcome sexually-oriented statements (e.g.; kidding, teasing, jokes, degrading or offensive sexual comments, etc.);

Unnecessary or inappropriate touching of a sexual or abusive nature (e.g., patting, pinching, hugging, repeated brushing against another person's body, etc.);

Inappropriate visual conduct which creates embarrassment or suggests an interest in sexual activity ; or

Suggestions, threats or demands for sexual favors.

Staff who believe they have been harassed by supervisors, employees, other volunteers, clients, or non-employees should immediately take the following steps:

1. Make it clear that such conduct is offensive and should be stopped immediately;
2. Report the incident to their immediate supervisor. The initial report shall be followed by a written statement describing the incident and identifying potential witnesses; and
3. The employee should not discuss the incident with others and should maintain the harassment complaint in confidence. The person to whom the complaint is made shall keep information received in confidence, except as is necessary to investigate or rectify the matter.

Staff who are aware of incidents of potential workplace harassment toward others are to report such incidents to their supervisor immediately.

Complaints of harassment shall be investigated promptly. The investigation shall include, confidential interviews with all involved persons and obtaining (if possible) written statements regarding the incident(s).

The determination of whether or not a particular action constitutes harassment shall be made from the facts on a case-by-case basis. In determining whether the alleged conduct constitutes harassment, Ministry Thrift Store shall look at the record as a whole and the totality of the circumstances, including the nature of the conduct and the context in which it occurred. The results of the investigation shall be reviewed with the complainant and accused employee, and any corrective action taken, explained. Individuals involved shall maintain the investigation and results in confidence.

Corrective Action

1. If the investigation indicates that harassment in violation of this policy has not occurred, the complainant and accused employee will be notified of the results of the investigation.
2. If the investigation indicates that harassment has occurred, Ministry Thrift Store shall take prompt corrective action. Depending upon the severity of the conduct, the corrective action may range from a written warning, to immediate release from volunteer status.

No Retaliation

Ministry Thrift Store prohibits co-workers from retaliating, intimidating, or harassing staff who have complained of harassment.

Malicious Allegations

Although Ministry Thrift Store urges individuals to report alleged harassment, malicious allegations can irreparably harm a person's reputation and limit his/her ability to fulfill responsibilities. Staff who bring malicious, spiteful false allegations of harassment will be subject to appropriate disciplinary action.

Concerns/Complaint Procedure

All concerns and or complaints should be handled through the levels of responsibility, beginning with your immediate supervisor. If at any time you do not receive an answer that meets your satisfaction, proceed to the next level of responsibility.

The levels of responsibility are as follows:

Your immediate supervisor, store manager, store director, store board.

Each complaint will be handled on an individual basis. The decision of the Ministry Thrift Store Board will be final.

When an interpersonal issue arises, our goal is to encourage each other in our choice to Learn, Grow, and Change. When this is our attitude, God is able to work in us to manifest a change of heart and a willingness to grow.

*See "Working Together"

Allowing God to Shine Through Us

The Customer Is Always Served

When there is a question or disagreement with a customer, our goal is to find a way to resolve the issue so the customer feels good about themselves and their experience in our store.

Remember the old saying "the customer is always right"? Well, it's not true, the customer is not always right. But it is not a matter of who is right or who is wrong; it is a matter of reflecting Jesus love. If the customer is mistaken, what can I do to demonstrate the love of God to them? If I am mistaken, what can I do to make it right? Regardless of who is at fault, what can I do to give the customer Christ-like service?

If we are talking with other staff and a customer comes up to be waited on, we should suspend our conversation and take care of the customer immediately, we can then resume our conversation after the customer has been served.

Public Discussion

The following things are never appropriate to discuss in front of, or with customers:

- f. 'Family Issues' – interactions between the team are never appropriate for outside discussion.
- g. Sales for the day – the customer may not have an understanding of the cost in running a business and the amount may seem like a lot to them.
- h. What a previous customer did or said – the customer you are telling will wonder what you say about them when they are gone.
- i. A grievance with another volunteer or staff – take the conversation to a private location
- j. What not to say regarding a store sale
 - a. Before the sale
 - i. "You should have waited, we're having a sale tomorrow."
 - ii. "Be sure to come back tomorrow, we're having a sale."
 - b. After the sale
 - i. "You should have been here yesterday, when everything was half off"

The things we say before and after a sale have an effect on the customer. If we tell them a sale will start the next day, they may wonder why they are making a purchase now and feel cheated by not waiting until tomorrow. If we tell them they missed the sale from the day before, they will wonder why you do not give them the sale price today.

Frustrations

It is never appropriate to talk about a customer, especially out on the floor or behind the register. If you find that a customer has frustrated you, instead of discussing them with subsequent customers or telling the manager about it in front of other customers, ask for a break to collect your thoughts. Find a calm, quiet place, and talk with a manager about what transpired.

If you find you are having a disagreement with a manager or volunteer, move to a location that is out of sight and hearing of the public for further discussion.

A Servants Heart

When my prayer each day is a choice to allow God to use the day to transform my character, I will more often approach each interaction with an attitude of acceptance and understanding, a willingness to be nonjudgmental, to show empathy, kindness and friendship. As God's light fills my heart I will more often enter each situation with the attitude of a servant; how can I help, how can I lift up those God brings across my path?

Generosity/Shining God's Love

Our God is a generous. Therefore, as we are generous we are portraying the ways of God to the world. As we allow Jesus to create His nature in us, we grow in our ability to be generous, liberal, and openhanded. The Holy Spirit will give us words to say that put a smile in someone's heart, things we can do that give the customer a pleasant memory of their time with us, ways we can allow Jesus to shine through us, ideas of how to put the following verse into action.

"Live generously and graciously toward others, the way God lives toward you."
Matthew 5:48 (The Message)

Here are a couple of ideas to get you started thinking of ways to put a generous heart into practice. If you are stocking in the book department and see someone interested in a book and God impresses you to give it to them; be obedient. You may comment on the book they are looking at, and as the conversation progresses, you could say “may I give you this book as a gift?” Or “I have enjoyed our conversation; I would like to give you this book as a gift.” You may be working in the toy department and say to a mother, “I sure appreciate you not allowing your children to make a mess in the toy department. Would it be ok with you if I let them each pick out a toy as a gift?” Or, “I know it is difficult to raise kids these days, would you mind if I gave your child a toy as a gift?”

We are Jesus arms of love; showing kindness, building friendships, portraying His generosity, giving a smile, offering a prayer of comfort.

Look for ways to become acquainted with people, to build rapport with customers who come in on a regular basis. When you notice someone down in the dumps, encourage them, pray with them, let them know you care.

As you build friendships, customers who are going through a struggle, will more readily share their life circumstances with you. As they confide in you, you are able to offer a listening, sympathetic ear, you are able to pray with them and point them to the only Source of peace.

Whistle While You Work

We may get busy and harried with the demands of the day and forget to have fun. However, God is always there encouraging us to cast our cares upon Him, (“casting all your care upon Him, for He cares for you.” 1 Peter 5:7 NKJV) to allow Him to fill our hearts with peace and give us a joy in living life. Fun should never be at another’s expense, our goal should be to lighten each others burdens, not add to them. Joy and appropriate laughter lifts our mood and brings us together as a family.

“A cheerful heart is good medicine, but a broken spirit saps a person's strength.”
Proverbs 17:22 (NLT)

As we experience the peace of God when we cast our cares upon Him, we continue to learn that God is our source of all things, physical and spiritual. We grow in our understanding that regardless of the circumstances that surround us, God is offering us His peace. As we experience the peace of heaven in our hearts, we find the praise of God on our lips. As God teaches us to rejoice in all things we find burdens lifted and a peace that passeth all understanding permeating the store.

“Always be joyful....No matter what happens, always be thankful, for this is God's will for you who belong to Christ Jesus.” 1 Thessalonians 5:16, 18 (NLT)

Refuge

As we each allow God to fill us with His peace, the store becomes a refuge; a peaceful environment where the concerns of the world can be left behind. This refuge is experienced by those who come to shop, as well as those who come to serve.

Safety

Safety does not happen by itself, it takes a continuous conscious effort. When lifting, remember 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. If you are not able to remedy the situation, find someone who is, do not just leave for someone else; get it fixed **now**.

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.

Utilize the available First Aid kit for minor injuries. If there is an emergency requiring medical attention, call 911 – do not attempt to transport. Report injuries to a manager immediately.

Additional Information

Please refer to the Ministry Thrift Store Manual for additional information specific to your area of service. However, the following sections should be reviewed by each volunteer.

- * Section Six – Lessons God is Teaching Us
- * Customer Loyalty
- * Working Together

Together in Purpose

Thank you for joining us in purpose and ministry. As we Learn, Grow, and Change together, we become Jesus arms of love. We will rejoice together as we experience God's ability to shine through us as He draws a dying world to Himself.

May God bless you abundantly as you serve Him!

23. Appendix 3 Employee Handbook

If working under a Church Conference, obtain Employee Handbook from them.

24. Appendix 4 Item Pricing

SMALL APPLIANCES

Blender – 5.00-10.00
Coffee Maker – 3.00-7.00
Coffee Pot – 1.00-2.00
Crock Pot – 3.00-5.00
Electric Burner – 3.00-5.00
Fan – 5.00
Food Processor – 10.00-50.00
Heater – 10.00
Humidifier – 3.00-5.00
Iron – 2.00-5.00
Microwave – 15.00-35.00
Sandwich/Waffle Maker – 3.00-5.00
Toaster – 3.00-5.00
Vacuum cleaner – 10.00-25.00

BABY

Bassinet Mattress – 5.00-10.00
Bassinet – 10.00-25.00
Bathtub – 3.00
Bottles, Cups, Pacifiers, & Rattles – 0.25-0.50
Bouncer – 5.00-10.00
Bumper Pads – 3.00
Car seat – 15.00-35.00
Carrier – 5.00-15.00
Crib Mattress – 15.00
Crib – 25.00-75.00
High Chair – 10.00-35.00
Play Mobiles – 2.00-5.00
Playpen – 5.00-35.00
Stroller – 5.00-35.00
Swing – 10.00-25.00
Walker – 2.00-5.00

BOOKS

Boxed Cards – 2.00-5.00
Single Occasion Cards – 0.25-1.00

ELECTRONICS

Answer Machines – 2.00-4.00
Cameras – 2.00-10.00
Clocks – 1.00-5.00
DVD's – 25.00-35.00
Radios – 2.00-10.00
Sew Mach. w/ cabinet – 50.00-75.00

Sewing Machines – 20.00-35.00
Speakers – 5.00-20.00
Telephones – 2.00-5.00
Televisions – 25.00-200.00
Typewriters – 5.00-15.00
VCR's – 15.00-20.00

FURNITURE

Bakers Rack – 25.00-150.00
China Cabinet – 75.00-300.00
Coffee Tables – 10.00-35.00
Desks – 10.00-75.00
Dinette Sets – 35.00-300.00
End tables – 15.00-35.00
Entertainment Centers – 25.00-150.00
File Cabinet – 5.00-50.00
Loveseats – 25.00-200.00
Office chairs – 5.00-25.00
Over stuffed Chairs – 10.00-75.00
Patio Sets – 50.00-300.00
Recliners – 25.00-150.00
Sofas – 25.00-300.00
Straight wooden chairs – 5.00-25.00

Beds:

Twin – 25.00-125.00
Full – 50.00-195.00
Queen – 75.00-295.00
King – 125.00-up
Bunk/Trundle – 50.00-up
Daybed/Futon – 50.00-up
Head/footboard – 5.00-50.00

HOUSEHOLD

Artificial Flowers – 0.50-5.00
Baskets – 0.25-5.00
Candle Holders – 0.25-10.00

Candles – 0.25-3.00
Clothes Basket – 2.00-4.00
Crafts – 0.25-3.00
Curtain rods – 3.00-5.00
Decorative Plaques – 0.50-10.00
Decorative Plates – 0.50-10.00
Flower arrangements – 1.00-10.00

Hamper – 3.00-5.00
Ironing boards – 2.00-5.00
Knick Knacks – 0.25-up
Lamp – 5.00-35.00
Material – 0.50 per yard
Material-bundles – 1.00-5.00
Paintings/Art/Pictures – 0.50-100.00
Patterns – 0.25-0.50
Picture Frames – 0.50-3.00
Planters – 0.50-8.00
Tins – 0.25-2.00
Umbrellas – 1.00-3.00
Vases-Lg – 1.00-4.00
Vases-Med – 0.50-2.00
Vases-Small – 0.50-1.00
Window Shades/Blinds – 0.50-5.00

JEWELRY

Eye Glasses – 1.00-3.00
Fancy Belts & Buckles – 2.00-5.00
Sun Glasses – 1.00-5.00

KITCHEN

Baking dishes-Glass-Lg – 5.00-8.00
Baking dishes-Glass-Sm – 2.00-5.00
Bowls w/lids – 0.50-2.00
Bowls – 0.50
Butter Dish – 1.00-3.00
Cake or Pie Carrier – 2.00-4.00
Canister Sets – 2.00-10.00
Cannisters-Ind. – 1.00-5.00
Cast Iron Skillet – 3.00-10.00
Cereal Bowls – 0.50
Cups – 0.25
Cups – 0.25-0.50
Frying Pan – 1.00-4.00
Glasses – 0.25
Glasses – 0.25-1.00

Ice Chest – 1.00-5.00
Ice Trays – 0.25
Metal – 0.50-3.00
Microwave dishes – 1.00-4.00
Mugs – 0.50-1.00
Plates-lg – 1.00
Plates-sm – 0.50

Platters – 1.00-3.00
Pot Lids – 0.25-1.00
Pots-Lg – 2.00-5.00
Pots-Med – 1.00-4.00
Pots-Sm – 1.00-3.00
Salt & Pepper shakers – 0.50-3.00 Set
Saucers – 0.10-0.25
Serving Bowls – 1.00-3.00
Serving Trays – 1.00-3.00
Sets of Dishes-Antiques – 50.00-125.00
Sets of Dishes-Reg – 10.00-25.00
Sets of Dishes-Special – 25.00-50.00

Plastic Dishes:

Plates – 0.50
Serving Trays – 0.50-2.00
Thermos-Lg – 2.00-4.00
Thermos-Sm – 1.00-3.00
Travel Cups & Glasses – 0.50-2.00

Silverware:

Forks – 0.25
Knives – 0.25
Spoons – 0.25
Stemware – 0.50-3.00
Sugar & Creamer Sets – 2.00-5.00
Trivets – 0.50-2.00
Water or Tea Pitchers – 1.00-3.00

Utensils:

Metal – 0.50-3.00
Plastic, Wood, Rubber – 0.50-2.00

LAWN & SPORT

Backpacks – 2.00-3.00
Bicycle – 10.00-50.00
Exercise Bike – 25.00-75.00

Gloves – 1.00-3.00
Golf Balls – 0.25
Golf Clubs – 2.00
Hedge Trimmer – 5.00-25.00

Lawn Mower – 50.00-up
Ski Machine – 15.00-50.00
Treadmill – 25.00-200.00
Weed Eater – 5.00-15.00
Work-out bench – 50.00-200.00

MEDICAL

Adult Diapers-Pkg – 4.00
Shower Chair – 12.00-15.00
Bed Pads-Ind. – 1.00
Bed Pads-Pkg – 5.00
Bed Pans – 0.50
Braces – 1.00-3.00
Canes – 2.00-5.00
Crutches – 3.00-5.00
Potty Chair – 10.00-20.00
Scooters – 100.00-500.00
Walkers – 10.00-15.00
Wheel Chair – 25.00-100.00

OFFICE

Adding Machine – 4.00-5.00
Briefcase – 2.00-10.00
Calculators – 1.00-3.00
File folders – 0.50-1.00
Notebooks – .50-2.00
Organizer Trays – 0.50-2.00
Pen Sets – 2.00-4.00
Rolodex – 1.00-3.00

PERSONAL

Bathroom Scales – 1.00-5.00
Bathroom Wastebaskets – 1.00-5.00
Blow Dryers – 1.00-3.00
Brushes – 0.50-2.00
Combs – 0.10-0.50
Cosmetic bags – 0.50-2.00
Cup Dispenser – 1.00-2.00
Curling Irons – 1.00-3.00
Disposable Razors – 0.10-0.25
Electric Razors – 5.00-15.00

Gift Sets – 3.00-15.00
Hair Accessories – 0.50-2.00
Hair Clippers – 3.00-5.00

Lotion dispensers – 1.00-3.00
Make-up – 0.50-3.00
Mirrors – 2.00-5.00
Nail Polish – 0.50-1.00
Perfume – 0.50-10.00
Reg. size personal hygiene items – 0.50-2.00
Soap Dispensers – 1.00-2.00
Tissue Boxes – 0.50-2.00
Travel size personal hygiene items – 0.25-0.50
Tweezers, Files, Clippers – 0.50-1.00

TOYS

Balls – 0.50-3.00
Ball Gloves –
Bats – 0.50-3.00
Board Games – 1.00-5.00
Dolls – 1.00-5.00
Educational Toys – 2.00-15.00
Electronic Games – 2.00-15.00
Helmets – 1.00-3.00
Knee Pads – 0.50-1.00
Matchbox Cars & trucks – 0.25-2.00
Puzzles – 0.25-2.00
Quarter toy bin-fit in palm of hand – 0.25
Stuffed animals – 0.25-5.00
Reg. Cars & trucks – 0.50-5.00
Racquets – 3.00-5.00
Roller Blades – 3.00-15.00
Skates – 3.00-5.00

25. & 26. Appendix 5 & 6
Unavailable

27. Appendix 7

Recommended Reading

Welfare Ministry
Ellen G. White

Power of Praise
Merlin R. Carothers,
Escondido, Claifornia

Believing God
Beth Moore
Broadman & Holman Publishers 2004

Generosity

The Generosity Factor
Discover the Joy of Giving
Your Time, Talent, and Treasure
Ken Blanchard and S. Truett Cathy
Zondervan
Amazon.com - Book \$4 * CD \$4

A powerful parable with five key principles outlining
the benefits of moving from success to significance

Serving the Customer

Customer Satisfaction is WORTHLESS
Customer Loyalty is Priceless
Jeffrey Gitomer
Bard Press
www.gitomer.com

The Proverbial Cracker Jack
How to Get Out of the Box and Become the Prize
Dale Henry
Autumn House Publishing
<http://www.drdalehenry.com>

Raving Fans: A Revolutionary Approach To Customer Service
Ken Blanchard and Sheldon Bowles

Selling Skills

A Bible based principled approach to the negotiating and selling process.

Michael Q. Pink

<http://sellingamongwolves.com>

Shoplifting

An article discussing the psychology of shoplifting.

<http://www.shopliftingprevention.org/whatnaspoffers/NRC.htm>

Laughter

C.W. Metcalf takes us into the world of laughter and

Teaches us how to see life from a humors point of view.

<http://www.cwmetcalf.com/>

Lighten Up

C.W. Metcalf, Roma Felible (1992)

The Perseus Books Group

1094 Flex Drive, Jackson, TN 38301

800-343-4499

Amazon.com for \$0.01 plus \$3.99 shipping

Lighten Up! – Five Cassette Tape Series

C.W. Metcalf

Nightingale Conant

No longer available – can be found on e-bay for about \$10.00.

Dealing with Change

Who Moved My Cheese?

Spencer Johnson, M.D.

G. P. Putnam's Sons

Encouraging Team Members

Whale Done

Ken Blanchard

The Free Press

Gung Ho!

Ken Blanchard and Sheldon Bowles

Appendix 8 Unavailable