



The Uniting Church in Australia  
QUEENSLAND SYNOD

# Op Shop Operational Guide



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## Introduction

Congratulations on opening an Op Shop!

This document is designed as a guide only where you can change the details and pricing to suit your needs.

You have decided to take on one of the most rewarding, interesting, and challenging roles of your life! As you embark on this journey, we remember it is first a MINISTRY and second a store.

The layout, cleanliness, pricing and selection of items displayed, plays a big part in the financial success of the shop - however, your primary ministry will be to oversee the emotional and spiritual health of the volunteers and customers in your care, and to maintain unity.

It is also your responsibility to ensure the shop is inviting, hospitable, friendly, inclusive, safe, and caring to all.

## Operating hours

The shop is open;

<i>Monday</i>	<i>9.00am-5.00pm</i>
<i>Tuesday</i>	<i>9.00am-5.00pm</i>
<i>Wednesday</i>	<i>9.00am-5.00pm</i>
<i>Thursday</i>	<i>9.00am-5.00pm</i>
<i>Friday</i>	<i>9.00am-5.00pm</i>
<i>Saturday</i>	<i>9.00am-1.00pm</i>
<i>Sunday/Public holidays-</i>	<i>CLOSED]</i>

## Opening/closing routine

It is advisable to arrive about an hour before opening time, to ensure enough time to set up prior to volunteers/customers arriving.

Once the store is closed, you will need to do the financials with another volunteer. It is expected this will take about 15 minutes to half an hour.

## Cash handling

The cash register requires a daily float of \$200.00, which is located in [a safe in the admin building]

Each morning ensure the count is correct, and place in the register tray ready for that day's trade. You should read and understand this [guide](#) when considering cash handling.

## Supervisors/assistant supervisors

An important aspect of running the store effectively, is to be able to delegate certain responsibilities to others, to ensure the store runs smoothly when you are either absent or unavailable.

Choose supervisors wisely - having talent is not always enough. They need to be people that relate to the other volunteers and customers and are highly respected.



### Rosters- daily/weekly

A weekly roster has been created in the templates further in this document for you to print out an A4 copy of each week, giving you a quick reference to the volunteers rostered on each morning and afternoon. On it you can write the area they will be working in next to their name.

If a volunteer is away for their shift, circle their name to remind you. It is also handy to highlight every afternoon volunteer doing their first/only shift for the week, to ensure they are covered when you do an afternoon team talk each day.

### Team talk/morning prayer

Each morning before opening, gather your volunteers in a circle, where you can share any important information, delegate tasks, and pray over the ministry of the Op Shop.

Record any important information that is shared and who received in worker's training records.

### Job descriptions/duties

Although most volunteers do the same task each week, sometimes it is necessary for them to be flexible with the duties they perform. No worker is to be asked to perform a role or duty that they have not been trained to complete. Ensure all lists, rosters etc. are updated when necessary. Generally, jobs fall into the following descriptions:

<p style="text-align: center;"><b><u>Manager</u></b></p>	<p>Lead staff and volunteers ensuring the store runs efficiently            Motivate others to learn new skills and bring creative ideas to life            Delegate responsibilities where possible to empower the team            Focus on the mission of the Op Shop beyond the financials            Ensure the Op Shop is profitable</p>
<p style="text-align: center;"><b><u>Supervisors</u></b></p>	<p>Support the manager            Carry the same keys as the manager            Have the respect of the other volunteers            Able to make decisions whilst the manager is away/occupied            Ability to communicate effectively with volunteers, customers, and higher management            Are up to date with all facets of the store- opening/closing routine, volunteer tasks, safety procedures            Generally skilled in multiple areas of the store- registers, pricing, sorting</p>
<p style="text-align: center;"><b><u>Assistant Supervisors</u></b></p>	<p>Support the manager and supervisor            Have the respect of the other volunteers            Able to make decisions whilst the manager/supervisor is away/occupied            Ability to communicate effectively with volunteers, customers, and higher management            Are up to date with all facets of the store- opening/closing routine, volunteer tasks, safety procedures            Generally skilled in multiple areas of the store- registers, pricing, sorting</p>



<p><b><u>Register Operator</u></b></p>	<p>Great customer/communication skills Cash handling/ ability to use EFTPOS facility Calm under pressure Knowledgeable of the store layout Seeks assistance when required Good knowledge of set priced items</p>
<p><b><u>Pricing Room</u></b></p>	<p>Knowledge of pricing guidelines Ability to distinguish items suitable for sale Great communication skills with other volunteers Ability to train/mentor new volunteers Ability to work at a constant pace</p>
<p><b><u>Sorting Room</u></b></p>	<p>Physical ability for the task-eg: lifting and bending Health and safety guidelines are followed- lifting at the knees, two person lifts for heavy items, use of dolly trolleys where appropriate Ability to work at a fast pace Awareness of correct items to keep for the store/specialty area Knowledge of the storage set up in the pricing room Ability to communicate with customers effectively/politely Willingness to unload cars for those physically unable to do so</p>
<p><b><u>Testing area</u></b></p>	<p>Ability to test all electrical/audio/computer and battery operated items effectively Understanding of appropriate prices to place on items Ability to work at a constant pace Willingness to explain and demonstrate items to customers</p>
<p><b><u>Customer Service</u></b></p>	<p>Great communication skills with volunteers and customers Knowledge of the entire store layout, including pricing lists for all fashion/non-fashion items Ability to put stock out at a reasonable pace, and in the correct areas Willingness to assist at the register when required Awareness of hazards, and the ability to remove/notify others of them immediately Security awareness to prevent theft of items from store</p>
<p><b><u>Front Door Attendant</u></b></p>	<p>Ability to greet customers warmly and converse with them Awareness of customer counts at all times in the retail space Ensuring all customers sanitise upon entering the retail space Disinfecting the shopping baskets upon completion of a customer's visit Ensuring a safe distance between customers waiting to enter the store</p>



### Receiving/sorting of goods

Whilst all donations may not be suitable to sell in the store, it is expected that we acknowledge and thank each person for their donation and help unload their items wherever possible.

There are certain items you cannot accept, which should be displayed in a sorting area.

You can refuse items from people if they fall into these categories or if the item is broken or missing parts.

One way to sort donations is to have a sorting table consisting of two rows of tubs, reflecting all the departments on the floor. All volunteers on the sort table will need to be trained in how to set up and pack down this area and what stock is suitable for either the store or mission.

Gloves, masks and personal protective equipment is supplied for use when sorting or receiving goods.

### Goods not to be sold

Here is a basic guideline of items that we some Op Shops choose not to sell for safety reasons and Government regulations.

- Cots
- Strollers with black brakes (red brakes are fine)
- Bicycle/motor bike helmets
- Mattresses
- Any large furniture
- Whitegoods
- Couches and recliners



### Pricing of goods

It is suggested to have a set price list for many items, such as fashion, manchester, books, media and jewellery. Other areas require volunteers skilled in pricing those departments effectively and accurately.

It is worth understanding the pricing of other stores and Op Shops in your area to make sure you remain competitive. There are templates available at the end of this manual.

### Incentives- volunteers/customers

You may choose to provide a number of incentives, to reward both volunteers and customers alike. They may include;

- **VIP cards** - one stamp per day with a spend of \$10 or more.
- **Store gift cards** - given to volunteers and are handed out at birthdays, National Volunteer Week, and at Christmas. They could also be used sparingly for customers in special circumstances.
- **Half price day calendars** - these have been one of the biggest success stories. Everything in the store is half price on a chosen day of each month. Volunteers are able to purchase items at half price anytime during that week, as many may not work the selected day. The template in this document is based on the second Thursday of the month.
- **\$1.00 rack** - all stock is priced with the same colour from Monday to Saturday. Once that colour has been in the store for 3 weeks, it is then culled on the following Monday, and put on the \$1.00 fashion rack, where it remains until the following Monday, at which time it is removed and given to mission of your choice. Regardless of the original price, all stock of that colour is reduced to \$1.00 at the register. N.B all non-fashion stock of that colour is culled on Monday also, however it is given straight to mission.
- **50% off departments** - most weeks, one or more departments are chosen for volunteers and customers to receive 50% off all items. Usually these departments are overstocked and need thinning out.

### Volunteer laybys/holds

Volunteers could use a layby system where they can take items home to try before they purchase or return them to the store. Their details should be entered onto a personalised card, including date, name, item/s, price, and register supervisors' initials. On completion, the supervisor enters 'returned' or 'paid,' and puts a line through that layby. It is expected that laybys are finalised at the end of each month.

We also have volunteer hold tubs in the pricing room, where items may be left, with a hold form, for up to 7 days. At that time, they are returned to the floor.

Templates for Laybys and Holds are at the end of this manual.

### Customer holds

We provide a service where customers can hold small items until the end of the next trading day. After this, they are returned to the floor. Customer hold tubs are in the pricing room. Large items should be held at the discretion of the Manager.

Templates for Holds are at the end of this manual.





### Stock for missions

All stock not suitable for the store but still in usable condition can be sent to mission. Noela Lister can be contacted in regard to PNG friends, however you may have other missions you are connected to instead.

### Volunteer inductions

Every new volunteer should undertake an induction process. Refer to the WHS Guide.

### Work for the Dole

Work for the Dole placements can be an ideal way to get assistance in running the Op Shop. There are several providers across Queensland. An updated listing can be found [here](#).

### Workplace Health & Safety

Ensure all volunteers and employees:

- Have access to the Workplace Health Safety Manual and this is used to induct new people.
- Are shown the location of the fire extinguishers in the store, and how to use them.
- Know the process in the event of a fire drill or real fire.
- Know where the evacuation points are.
- Know that no one can re-enter the store after an evacuation until the Chief Warden and/or Fire Brigade.

### First aid

The first aid kit is located [*add location*]

Ensure it is adequately stocked with supplies and all are in date.

There should be qualified first aid officers on duty in the administration building each day to assist you. From time to time, you may also have volunteers at the Op Shop who have a valid first aid certificate.

### Incident reporting

All incidents or near misses need to be recorded. This includes any incident needing First Aid or access to the First Aid Kits. Incident Report Forms are to be filled out in their entirety and given to the shop manager for review.

Safety data sheets

Every hazardous item used in the store is to be on the Hazardous Chemical Register, which includes the item, supplier and emergency contact details, and when the Safety Data Sheet (SDS) expires. The SDS contains the action needed when that item is swallowed, inhaled, exposed to hands and eyes etc. The folder is located in the [Manager's office]. It is your responsibility to ensure it is updated regularly, and that every volunteer knows where it is, and how to use it, if they are the first responder to an accident.

### Workplace Health and Safety

It is everyone's responsibility to provide a safe, hazard free environment for volunteers and customers. As the Manager, you are responsible for ensuring all volunteers know what to look for, that could represent a hazard, and to either report it to you, or eradicate the hazard immediately. It is good to point out a hazard to your volunteers whenever you see one, as some people don't see the dangers that are present within the store, whether it be in the kitchen, sales floor, pricing room or sort table. Overall, ensure you are familiar with the WHS Guide.



### Food relief pantry

(Delete if not necessary)

The Op Shop provides food relief all year round, Monday to Friday, for those in need.

Anyone requiring food relief must first see [the Receptionist in the admin building] where the paperwork is done. The client is then taken over to the Op Shop by an admin volunteer, where either yourself or a trained volunteer provides food based on the number of people in that family and their ages.

Quite often the volunteer will have a voucher for them to use in the store, to 'purchase' everyday necessities such as fashion, shoes and manchester.

The voucher is to be given to the register supervisor by the admin volunteer, when they are introduced to the recipient of the voucher. At all times, the voucher is to be in the possession of the register supervisor. Any vouchers and food relief forms are to be returned to reception at the end of each day, when taking the float and takings over to be put in the safe.



## Tools and Templates

The following pages provide sample tools and templates to assist you running an Op Shop. The pricing is a suggestion only and you should look to other retail outlets and Op Shop's in your area to understand what reasonable pricing is for your market.



## Volunteer Induction

**NAME of Volunteer :**

**Date :**

**NAME of Manager :**

**Signature :**

### OP SHOP

- Explain the connection between CHURCH and OP SHOP

#### Mission statement

Gold Coast People helping Gold Coast People in Need

#### Purpose

- Serving People - Transforming Lives
- Building Community - Through God's Love

#### Values

- Christian Faith, Genuine Love, Compassion
- Partnerships, Cooperation, Inclusion
- Trust, Safety, Integrity
- Bold and Creative
- Equipping / long-term focus

#### Work Preferences

- What is your motivation to volunteer?
- Can you work in a team setting?
- Communication by email or SMS

#### Preferred tasks according to skills

- Register
- Customer Service
- Sorting
- Pricing



### Information

- Position Description
- Direct report - Manager
- Supervisors / Assistant Supervisors
- Roster
- Work hours and breaks
- Dress code
  - closed-in shoes
  - name badge
  - no offensive language on clothing
  - apron / gloves (optional)
- Attendance book (sign in and out)
- Notification for leave and sick leave
- Policy re. smoking, alcohol and use of drugs
- Mobile phones
- Reporting of incidents
- Safety Data Sheets / Hazardous Chemical Register
- Induction and Workplace Health & Safety Booklet
- Proper lifting technique
- Facebook page
- Food pantry
- Volunteer Layby System
- Volunteer / Customer Hold Forms & Tubs
- Half Price Week purchases
- Parking
- Storing Jewellery & Specialised Items

### Complete Orientation of the premises

- Registers – show sign in book, badge, diary, customer request book
- Sales floor, toilet, kitchen, lockers, food pantry, pricing room, sorting facilities, admin, coffee shop and waste area

### Emergency procedures

- Nearest exit
- Location and use of fire extinguisher
- Fire wardens
- Evacuation assembly area



## Volunteer Form

Name: \_\_\_\_\_ Preferred phone: \_\_\_\_\_

Address: \_\_\_\_\_

Email address: \_\_\_\_\_

In case of emergency - Next of Kin (include contact details):  
\_\_\_\_\_

Employment Agency (if applicable): \_\_\_\_\_

Volunteer hours per week: \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_

### Shifts Available

- |                          |           |                    |                          |                    |
|--------------------------|-----------|--------------------|--------------------------|--------------------|
| <input type="radio"/>    | Monday    | 9:00 am – 12:30 pm | <input type="radio"/>    | 12:30 pm – 4:00 pm |
| <input type="checkbox"/> | Tuesday   | 9:00 am – 12:30 pm | <input type="checkbox"/> | 12:30 pm – 4:00 pm |
| <input type="checkbox"/> | Wednesday | 9:00 am – 12:30 pm | <input type="checkbox"/> | 12:30 pm – 4:00 pm |
| <input type="checkbox"/> | Thursday  | 9:00 am – 12:30 pm | <input type="checkbox"/> | 12:30 pm – 4:00 pm |
| <input type="radio"/>    | Friday    | 9:00 am – 12:30 pm | <input type="radio"/>    | 12:30 pm – 4:00 pm |
| <input type="checkbox"/> | Saturday  | 9:00 am – 1:00 pm  |                          |                    |

Do you have a blue card?     Yes     No     Awaiting approval

*It is not a requirement to have a blue card for volunteering in the Op Shop*

### Areas willing to volunteer in

- Register – front counter, cash handling
- Customer service – greeting customers, taking out priced items to floor and general cleaning
- Sorting – donations that come in
- Pricing

Skills already attained:  
\_\_\_\_\_  
\_\_\_\_\_

Do you have any particular health issues or barriers that you need to let us to know about?  
\_\_\_\_\_  
\_\_\_\_\_



Working in the op shop has diverse and varied duties. From front counter greeting of customers and handling of cash, to cleaning, sorting and packing welfare boxes. When attending the shop and front counter, you need to be friendly, professional and polite.

We aim for everyone to feel welcome, and to create a warm atmosphere, as well as maintaining an eye on everything to the best of our ability in the shop. We aim to create a friendly atmosphere amongst all staff members, and ask that we all work to contribute to this.

Christ is the centre of our workplace and we give all the glory to Him.

I have read and understand the policies and procedures of Our Care Inc. Op Shop, and I agree to uphold these whilst working as a volunteer at Our Care Inc.

---

Name of applicant

---

Signature

---

Date

**Office use only**

Date interviewed

---

Date started

---



Sales Tools & Templates

<b>\$1</b>	<b>\$1</b>	<b>\$1</b>	<b>\$1</b>	<b>\$1</b>
<b>\$1</b>	<b>\$1</b>	<b>\$1</b>	<b>\$1</b>	<b>\$1</b>
<b>Our Care Op Shop \$10 GIFT CARD</b>				
<b>Auth:</b>	<b>Sig:</b>	<b>Date:</b>		
<b>Enter Address</b>		<b>Enter Phone Number</b>		

<b>\$2</b>	<b>\$2</b>	<b>\$2</b>	<b>\$2</b>	<b>\$2</b>
<b>\$2</b>	<b>\$2</b>	<b>\$2</b>	<b>\$2</b>	<b>\$2</b>
<b>Our Care Op Shop \$20 GIFT CARD</b>				
<b>Auth:</b>	<b>Sig:</b>	<b>Date:</b>		
<b>Enter Address</b>		<b>Enter Phone Number</b>		





Half Price Days

**[Your Name] Op Shop**

Enter Address

Enter Phone Number

---

**MONTH**

**Thursday**

(9am – 4pm)

JAN

FEB

MAR

APR

MAY

JUN

JUL

AUG

SEPT

OCT

NOV

DEC

---



## 2020 Half Price Days Calendar

<b>[Your Name] Op Shop</b>		<b>[Your Name] Op Shop</b>		<b>[Your Name] Op Shop</b>	
<b>MONTH</b>	<b>THURSDAY</b>	<b>MONTH</b>	<b>THURSDAY</b>	<b>MONTH</b>	<b>THURSDAY</b>
JANUARY	9 <sup>TH</sup>	JANUARY	9 <sup>TH</sup>	JANUARY	9 <sup>TH</sup>
FEBRUARY	13 <sup>TH</sup>	FEBRUARY	13 <sup>TH</sup>	FEBRUARY	13 <sup>TH</sup>
MARCH	3 <sup>RD</sup>	MARCH	3 <sup>RD</sup>	MARCH	3 <sup>RD</sup>
APRIL	9 <sup>TH</sup>	APRIL	9 <sup>TH</sup>	APRIL	9 <sup>TH</sup>
MAY	14 <sup>TH</sup>	MAY	14 <sup>TH</sup>	MAY	14 <sup>TH</sup>
JUNE	11 <sup>H</sup>	JUNE	11 <sup>H</sup>	JUNE	11 <sup>H</sup>
JULY	9 <sup>TH</sup>	JULY	9 <sup>TH</sup>	JULY	9 <sup>TH</sup>
AUGUST	13 <sup>TH</sup>	AUGUST	13 <sup>TH</sup>	AUGUST	13 <sup>TH</sup>
SEPTEMBER	10 <sup>TH</sup>	SEPTEMBER	10 <sup>TH</sup>	SEPTEMBER	10 <sup>TH</sup>
OCTOBER	8 <sup>TH</sup>	OCTOBER	8 <sup>TH</sup>	OCTOBER	8 <sup>TH</sup>
NOVEMBER	12 <sup>TH</sup>	NOVEMBER	12 <sup>TH</sup>	NOVEMBER	12 <sup>TH</sup>
DECEMBER	10 <sup>TH</sup>	DECEMBER	10 <sup>TH</sup>	DECEMBER	10 <sup>TH</sup>
Enter Address    Enter Phone Number		Enter Address    Enter Phone Number		Enter Address    Enter Phone Number	

  

<b>[Your Name] Op Shop</b>		<b>[Your Name] Op Shop</b>		<b>[Your Name] Op Shop</b>	
<b>MONTH</b>	<b>THURSDAY</b>	<b>MONTH</b>	<b>THURSDAY</b>	<b>MONTH</b>	<b>THURSDAY</b>
JANUARY	9 <sup>TH</sup>	JANUARY	9 <sup>TH</sup>	JANUARY	9 <sup>TH</sup>
FEBRUARY	13 <sup>TH</sup>	FEBRUARY	13 <sup>TH</sup>	FEBRUARY	13 <sup>TH</sup>
MARCH	3 <sup>RD</sup>	MARCH	3 <sup>RD</sup>	MARCH	3 <sup>RD</sup>
APRIL	9 <sup>TH</sup>	APRIL	9 <sup>TH</sup>	APRIL	9 <sup>TH</sup>
MAY	14 <sup>TH</sup>	MAY	14 <sup>TH</sup>	MAY	14 <sup>TH</sup>
JUNE	11 <sup>H</sup>	JUNE	11 <sup>H</sup>	JUNE	11 <sup>H</sup>
JULY	9 <sup>TH</sup>	JULY	9 <sup>TH</sup>	JULY	9 <sup>TH</sup>
AUGUST	13 <sup>TH</sup>	AUGUST	13 <sup>TH</sup>	AUGUST	13 <sup>TH</sup>
SEPTEMBER	10 <sup>TH</sup>	SEPTEMBER	10 <sup>TH</sup>	SEPTEMBER	10 <sup>TH</sup>
OCTOBER	8 <sup>TH</sup>	OCTOBER	8 <sup>TH</sup>	OCTOBER	8 <sup>TH</sup>
NOVEMBER	12 <sup>TH</sup>	NOVEMBER	12 <sup>TH</sup>	NOVEMBER	12 <sup>TH</sup>
DECEMBER	10 <sup>TH</sup>	DECEMBER	10 <sup>TH</sup>	DECEMBER	10 <sup>TH</sup>
Enter Address    Enter Phone Number		Enter Address    Enter Phone Number		Enter Address    Enter Phone Number	



## Ladies fashion

Type	Basic	Mid	Designer
Tops	\$4	\$6	\$8+
Pants/ Jeans	\$4	\$6	\$8+
Dresses	\$5	\$7	\$9+
Shorts	\$4	\$6	\$8+
Skirts	\$4	\$6	\$8+
Jackets/ Jumpers	\$4	\$6	\$8+
Sleepwear/ Dressing Gowns	\$4	\$6	\$8+
Swimwear	\$4	\$6	\$8+
Bras	\$2	\$2	\$4
Camis	\$3	\$3	\$3
Slips/ Petticoats	\$4	\$4	\$4
Scarves/ Shawls	\$2	\$2	\$2



## Men's fashion

Type	Basic	Mid	Designer
Singlets	\$3	\$3	\$3
Shirts	\$4	\$6	\$8+
Trousers/ Jeans	\$4	\$6	\$8+
Shorts	\$4	\$6	\$8+
Jackets/ Jumpers	\$4	\$6	\$8+
Suits	\$10	\$15	\$20+
PJ's	\$4	\$4	\$4
Boxer Shorts	\$3	\$3	\$3

## Children's fashion

Infant	(0000 – 2)	\$0.50	\$1	\$2 +
Children's wear	(3 – 16)	\$2	\$3	\$4 +



## Manchester Pricing

	Single	Double	Queen	King
<b>Bedspread</b>	\$3 – \$6	\$4 – \$7	\$5 – \$10	\$7 – \$15
<b>Blankets</b>	\$2 – \$5	\$4 – \$7	\$5 – \$10	\$7 – \$15
<b>Doona cover</b>	\$3 – \$5	\$4 – \$6	\$5 – \$7	\$6 – \$8
<b>Doona cover set</b>	\$4 – \$6	\$5 – \$7	\$6 – \$12	\$7 – \$15
<b>Doona insert</b>	\$2 – \$6	\$3 – \$7	\$5 – \$10	\$6 – \$15
<b>Mattress Protector</b>	\$2 – \$4	\$3 – \$5	\$4 – \$8	\$5 – \$10
<b>Sheets</b>	\$3 – \$5	\$4 – \$6	\$5 – \$7	\$6 – \$8
<b>Sheet sets</b>	\$4 – \$6	\$5 – \$7	\$6 – \$8	\$7 – \$10



<b>Aprons</b>	\$2 – \$5
<b>Bathmats</b>	\$2 – \$6
<b>Curtains</b>	\$3 – \$15
<b>Cushions</b>	\$3 – \$5
<b>Doilies</b>	50c – 3
<b>Pillowcases</b>	\$1 – \$4
<b>Pillows</b>	\$1 – \$8
<b>Placemats</b>	50c – \$2
<b>Sleeping Bags</b>	\$4
<b>Tablecloths</b>	\$3 – \$10
<b>Table Runner</b>	\$2 – \$6
<b>Tea Towels</b>	\$1
<b>Towels</b>	\$1 – \$4
<b>Valance</b>	\$3 – \$6



## Price guide

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<b><u>Books</u></b>		<b><u>Jewellery</u></b>	
Children's	\$0.50 / 3 for \$1.00	Bracelets / Keyrings	\$0.50
Hardcover	\$3.00 / 3 for \$6.00	Broaches / Earrings	\$2.00
Paperback	\$1.00 / 3 for \$2.00	Necklaces / Rings	\$2.00
<b><u>Media</u></b>		<b><u>Misc</u></b>	
CDs, Tapes & Records	\$1.00	Glasses / Sunglasses	\$2.00
DVDs – single/series	\$1.00	Glasses cases	\$0.50
Computer games	\$1.00	Golf / Tennis balls	\$0.20
		Hangers	\$0.50
		Matchbox cars	\$0.50
<b><u>Misc</u></b>		Patterns	\$0.50
Belts	\$2.00	Phone cases	\$0.50
Cards/Wrap/Gift Bags	\$0.50	Scarves	\$2.00
Caps	\$2.00	Teaspoons	\$2.00
Cutlery	\$0.20	Ties	\$2.00
Dolls	\$1.00		



Supervisors

Assistant Supervisors

<b>Mon</b>	<b>Mon</b>
<b>Tues</b>	<b>Tues</b>
<b>Wed</b>	<b>Wed</b>
<b>Thurs</b>	<b>Thurs</b>
<b>Fri</b>	<b>Fri</b>
<b>Sat</b>	<b>Sat</b>









## Half Price Thursday Roster

	AM	C/O	PM		
Reg 1:				Reg 2:	

	AM			PM		
Door:						
F/Rooms:						
B/ items:						
C/ Service:						
Sort:						
Pricing:						

Breaks

10:15		Relieve Reg 1	From 10:30
10:15		Relieve Reg 2	From 10:30
10:15		Relieve Door	From 10:30
10:15		Relieve Fitting Room	From 10:30
10.15		Relieve Sort Room	From 10:30
10.15		Relieve Price Room	From 10:30

- 1).....
- 2).....
- 3).....
- 4).....
- 5).....
- 6).....





## Hold Tickets

HOLD FOR:  
.....  
PHONE NO:  
.....  
DATE:  
.....  
HOLD UNTIL:  
.....  
SERVED BY:  
.....  
ITEMS ON HOLD:  
.....

HOLD FOR:  
.....  
PHONE NO:  
.....  
DATE:  
.....  
HOLD UNTIL:  
.....  
SERVED BY:  
.....  
ITEMS ON HOLD:  
.....

HOLD FOR:  
.....  
PHONE NO:  
.....  
DATE:  
.....  
HOLD UNTIL:  
.....  
SERVED BY:  
.....  
ITEMS ON HOLD:  
.....

HOLD FOR:  
.....  
PHONE NO:  
.....  
DATE:  
.....  
HOLD UNTIL:  
.....  
SERVED BY:  
.....  
ITEMS ON HOLD:  
.....

HOLD FOR:  
.....  
PHONE NO:  
.....  
DATE:  
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HOLD UNTIL:  
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SERVED BY:  
.....  
ITEMS ON HOLD:  
.....

HOLD FOR:  
.....  
PHONE NO:  
.....  
DATE:  
.....  
HOLD UNTIL:  
.....  
SERVED BY:  
.....  
ITEMS ON HOLD:  
.....





## Food Packaging Guidelines

FOOD TYPE	SINGLE	COUPLE	FAMILY
CEREAL / CONDIMENTS	1	1	1
TIN VEGETABLES	1	2	3
PASTA SAUCE	1	1	2
SOUP	1	1	2
NOODLES INSTANT	2	3	4
BISCUITS	1	1	1
CRACKERS – SAVOURY	1	1	1
PASTA	1	1	2
TUNA / SEAFOOD	1	2	2
TIN SPAGHETTI / BEANS	1	2	2
TIN FRUIT	1	1	1

### Additional items as requested:

- Tea/ coffee
- Milk
- Sanitary products
- Hygiene care
- Washing powder
- Toilet paper
- Baby care
- Pet food
- Lunch packs

N.B 1 bag of items from the misc tubs to be given to a family order



## Stock Rotation

ORANGE	<b>Cull Green</b>
GREEN	<b>Cull Pink</b>
PINK	<b>Cull Yellow</b>
YELLOW	<b>Cull Orange</b>

ORANGE	<b>Cull Green</b>
GREEN	<b>Cull Pink</b>
PINK	<b>Cull Yellow</b>
YELLOW	<b>Cull Orange</b>





## White Priced Items

BOOKS

BRIDAL / FORMAL

JEWELLERY

MEDIA (DVDs, CDs etc.)

PICTURES / PRINTS

SCHOOLWEAR

SEASONAL ITEMS (CHRISTMAS etc.)

SPECIALTY ITEMS



## Thanks and Acknowledgements

*Special thanks and acknowledgement are made to Phil Amey, Noela Lister, David Busch and Op Shops of the South Moreton Presbytery whose dedication and assistance made this manual possible.*