

Bookstock
May 15-22, 2022
Laurel Park Place
37700 Six Mile Rd., Livonia, MI
Volunteer Manual

Bookstock is being presented by Mike Morse this year. We are very thankful for his belief in our sale and commitment to literacy and education in our community.

Motto: Sell! Sell! Sell! Smile, and Make the customers happy!

COVID Protocols:

Currently, we ask that all volunteers be vaccinated and masked during their shifts. As the situation is everchanging, please contact your day chair in case of updates.

Deals:

As a rule, we do not make any deals, but rules sometimes change. Any “special deals” are made only by members of the leadership or treasury team. Day chairs and cashiers are to seek these people out if a situation occurs.

Sale Hours:

| | |
|----------------------------------|---|
| Sunday, May 15 th – | 8:15 AM – 11:00 AM (early shoppers pay extra for privilege) 11:00 AM – 6:00 PM (general admission) |
| Monday, May 16 th – | |
| Saturday, May 21 st : | 11:00 AM – 7:00 PM |
| Sunday, May 22 nd : | 11:00 AM – 6:00 PM |

Mall Facilities:

ATM: an ATM machine is located in the mall near the Marriott hotel. In addition, Chase and Comerica Banks have ATM's located in the parking lots.

Food and Refreshment: Available for purchase at a number of different restaurants.
Restrooms are available in the mall and in Von Maur.

Essentials for Volunteers:

Arrival:

Do not bring a purse. Wear a fanny pack or small crossbody bag.

The **mall does not provide a secure place for storage** of purses or coats.

Please arrive at least 15 minutes before the start of your shift and plan to stay until your replacement arrives. Park and enter the mall on the Six Mile Road (south side), using the entrance near the Grand Tavern. Note: If you are volunteering for the set up or the pre-sale, park in the same area but enter through the Emergency Corridor that is located between The Grand Tavern and Von Maur.

Sign in-Sign out:

Check in at the Food Court or the tent. Someone in each area will have a **digital sign-in**. Make sure to find that person and choose the organization who will receive the credit for your hours. Sale proceeds will be allocated according to volunteer hours tallied. When signing in, a Day Chair (white apron) will provide volunteers with red aprons and assign specific tasks.

Leaving:

Volunteers must check out at the end of their shifts in order for their designated organization to receive credit. Check out on the same line where you signed in. **If a volunteer checks in and not out, the organization will only receive credit for 2 hours.**

Misc. Sale Info:

Shopping bags: Large red shopping bags with the **Bookstock Logo** are provided for shoppers to use **ONLY** while perusing stacks of books. These are reused every year and **cannot** be used to bag orders.

Giveaway bags: **Customers who spend \$25 or more receive one complimentary advertiser bag.** (If customers spend in excess of \$25, they still only **receive one** advertiser bag.)

Holding books: Books can only be held until the end of the day at your discretion. Please mark the stack with the customer's name, date, and time. Any books not purchased by the end of the day will be restocked.

Payment Areas:

- **We have four payment areas including an outdoor tent.**
- Price lists will be available at every tally station.
- A supply of bags will be at each tally station.

Pricing:

- Most books are priced at \$3.00 each, including hardcovers and trade books. Paperbacks must fit in the allotted space as indicated on the sale map or or they are considered 'trade'.
- Hardcover (2014 and newer) are \$4.00 and are marked separately.
- Special book pricing, found on select books, will be marked on the item.
- See appendix for pricing guide.

(Pricing is not at cashier's discretion.)

Volunteer Roles at the Sale:

Treasury and Leadership Teams: (blue apron)

These people wear **blue aprons** and handle financial decisions or questions for the day. They will collect money, get change, and process credit and debit cards. These team members are the only ones who will take money out of the cash boxes.

Day Chairs: (white apron)

Day Chairs are the troubleshooters for the sale. For each day, the groups in charge should have 2 to 3 associates. This is in addition to the scheduled volunteers. These people wear **white aprons** and are in charge for the day. In case of need, day chairs should be trained on using the credit card machine. They are responsible for all areas of the sale including the tent. They meet their volunteers, assign roles, keep checkout areas neat, check to see that all areas are sufficiently covered, float and monitor activities, let finance or leadership team members know if any problems occur, and keep both volunteers and customers happy.

Salespeople: (Red apron)

Salespeople wear **red aprons** and circulate through the crowd to offer directions, hand out maps, answer questions, distribute red tote bags, prevent shoplifting, and restock and recommend books. This job is critical as the interaction with customers promotes sales. **We have learned that it is very important to sell at the tables and to direct customers to other areas of the mall where additional tables of books are found. Please talk to the customers and compare reads that you find with other volunteers and customers at the table. Our sales force is really the most important job.**

Sign In/ Sign out, Volunteer Greeter (red apron)

This person, assigned by the day chair, will ensure volunteers sign in and out of the sale.

Customer Greeter: (red apron)

Greeters welcome shoppers to the sale at the mall doors and distribute maps to indicate the areas where books can be found. Since many customers do not realize the size of the sale, this job is very important.

Cashier Teams: (red apron)

These jobs are for people who don't mind a little craziness at times. Volunteers should do this only if they feel comfortable working this position. Remember to smile and keep customers happy. Each cashier will work with a bagger who will put advertiser envelopes and the books in bags. Cashiers need to be very familiar with the price lists.

- **Purchasers of all orders \$25.00 and over receive a special, reusable, Bookstock advertiser bag. Only one bag per order regardless of how much is spent.**
- **Orders under \$25.00 are to be placed in plastic bags. If the order is heavy, please double bag.**
- **We do not bag up orders for customers in our red Bookstock tote bags. They are for shopping only.**

Specific instructions for Cashiers:

- We take cash, checks, and credit and debit cards for payment. We will have designated people in every check out who are assigned to run the credit and debit card.
- **Cashiers do not have the authority to make deals!!**
- **We will make a list of organizations and programs that benefit from Bookstock so that cashiers can share it with customers.**
- The adding machine tape will serve as the customer's receipt. Please make sure to hand it to the customer or place it in a book. Do this even if they are using a credit/debit card.
- Cashiers need to make sure that only those people wearing white or blue aprons are given access to cash boxes.
- Do not leave the cash box unattended.
- **Cashiers must be discreet in the handling of money.**
- Every bill of a \$20 denomination or larger is to be placed at the bottom of the cashbox.
- Any order of \$25 or more gets one Bookstock advertiser bag (not the large, red tote bag).
- **Be sure that each customer receives an advertiser coupon envelope,**
- Donation jars will be placed on the tables. Feel free to ask customers if they want to round up for donation purposes. These are tax-deductible donations.

Checks:

- ◇ Checks will be accepted with a valid driver's license or state ID. Cashiers must write on the check the customer's driver's license number, state in which it was issued (if not Michigan), and phone number.
- ◇ Checks should be made payable to "Bookstock." (We do have a stamp if you want to use)
- ◇ Minimum for checks is \$10.00.

Credit and Debit Cards

- ◇ **Charges and debit cards are processed by finance and leadership team members only (blue aprons),**
- ◇ **We have a new system for processing credit/debit payments this year. We will offer a separate training for treasury team members.**
- ◇ All credit and debit cards have a minimum of \$10 per transaction
- ◇ Visa, Mastercard, Discover, American Express, and Debit Cards are accepted.

Tax Exemptions

- ◇ Dealers or anyone who needs to use a tax-exempt number to make a purchase must fill out a tax-exempt form. Forms and pens will be at each check out station. They are in a blue folder. If they are not on the table, check in the large bin. After the form is filled out, make sure to place the completed form back in the blue folder.

Daily Specials and Promotions

Sunday, May 15th, 2022 – Opening (TV coverage on all stations)

Doors open at 8:15AM until 11:00 AM for presale. For \$20, early-bird customers can come in and comb through the tables before the general sale opens. Savvy shoppers get the first crack at the tables. These shoppers will be given wrist bands to indicate they paid the \$20.00 early entrance fee. Please check that all customers who are checking out during this time have the wrist band. If customers do not have a wrist band and wish to check out before 11 AM, they must purchase a wrist band.

Monday, May 16th – no promotions

Tuesday, May 17th and Wednesday, May 18th (2 PM – 7 PM):

Teacher Appreciation Day with Best awards

Thursday, May 19th – no promotions

Friday, May 20th – no promotions

Saturday, May 21st – no promotions

Sunday, May 22nd: Last day, Half off all items. This is a very busy day.

Thank you so very much for helping to make this sale successful.

Appendix (coming soon)

Use of Adding Machines

Map of Sale including tent

Price List