

College of the Siskiyous Eagle's Nest Resale Shop HANDBOOK



Volunteers are America's silent strength. Those who give of themselves in a spirit of unselfish devotion to the needs of others are truly this nation's most generous unsung heroes."

William Arthur Ward

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Directors Welcome



Thank you for your interest in the Eagle's Nest Resale Shop. Your willingness to contribute time, talent and enthusiasm leads us toward greater successes every year. We started out as a very small volunteer operation on the Weed Campus in 1997. Since then we've been in four different off-campus locations, each one bigger and better.

Today, we still depend on our volunteers, but we've expanded to include a COS Foundation paid Shop Coordinator and COS financial aid work-study students. We also provide high school and COS students the opportunity to gain valuable retail and customer service experience while volunteering in the shop; for some it is their first experience in the work world.

Our success has brought increased donations from the community, better processes for managing the inventory, and more volunteers to share in our success. Although clothing is our biggest seller we also provide housewares, children's clothing, shoes, jewelry, linens, books, antiques, furniture and a small selection of body care and laundry products.

Shop proceeds are used to support the work of the COS Foundation. The Foundation supports the educational needs of students through scholarships, campus renovation, and other projects such as the Foundation Performing Arts Series.

We hope that you enjoy many hours of camaraderie as you volunteer in the capacity that best fits your needs here at the Eagle's Nest Resale Shop.

Sincerely,

A handwritten signature in cursive script that reads "Sonia R. Wright". The ink is dark and the signature is fluid and legible.

Sonia R. Wright, CFRE
Director of Institutional Advancement
Foundation Executive Director

Foundation Mission

The COS Foundation supports the mission and values of the College of the Siskiyous by fostering community relationships and raising funds to enhance exceptional learning environments.

College Mission

College of the Siskiyous will serve our community and any student who can benefit from an exceptional learning environment which is safe, attractive and promotes a passion for learning, cultural enrichment, and sense of belonging for all.

Eagle's Nest Objectives

The Eagle's Nest staff strives to meet the following objectives:

- To increase the awareness of the COS Foundation and its mission to support the educational needs of students within Siskiyou County.
- To provide Eagle's Nest customers with quality clothing, merchandise and furnishings, within a clean and pleasant shopping environment.
- To offer students and community members the opportunity to purchase quality-used professional attire as they enter the work force with the most reasonable prices as possible.
- To support the training needs of the volunteer staff and student workers by providing retail business skills, merchandising, advertising and customer relations training.

Eagle's Nest Operating Hours/Meeting Dates / Holiday Closures

Operating Hours

Monday - Friday / 9 a.m. - 4 p.m.

Saturday / 10 a.m. - 4 p.m.

General Information

123 Main Street

Weed, CA 96094

Phone: 530-938-4663

Email: eaglesnest@siskiyous.edu

website: www.siskiyous.edu/ia/eaglesnest/

Eagle's Nest Advisory Committee

Eagle's Nest Advisory Committee meetings are held on an as needed basis.

Brown Bag Lunches

Brown Bag lunches are held the last Wednesday of the last month of each quarter.

Holidays

The Eagle's Nest follows the College of the Siskiyous Academic Calendar for Holiday Closures. Below is a list of holiday closures, actual closure dates will be posted on the Eagle's Nest monthly calendars.

January - New Year's Holiday, Martin Luther King Jr. Holiday

February - Lincoln Day Holiday, Washington Day Holiday

May - Memorial Day Holiday

July - Independence Day Holiday

September - Labor Day Holiday

November - Veterans Day Holiday, Thanksgiving Day Holiday

December - Winter Break

Snow days

The Eagle's Nest will be closed if the Campus closes for snow days.

- **Volunteers** - As a volunteer you must use your own judgment, please report to work only if you feel it is safe to do so. If you determine it is unsafe PLEASE call and notify the Volunteer Coordinator of your absence, otherwise we worry about your safety.
- **Student Workers** - If the Campus is open we are open. You are required to report to work or notify the manager if you feel it is unsafe to report to work.

Eagle's Nest Advisory Committee/Staff

Sue Boston
Community Volunteer

Tammy Pecis
Eagle's Nest Volunteer

Deborra Brannon
Executive Director, MCTV 15

Jack Runnels
Community Volunteer

Dawna Cozzalio
Eagle's Nest Volunteer
Retired, COS Foundation Exec. Dir.

Sharon Stromsness
Community Volunteer

Margaret Dean
CEO, Siskiyou Development Co.

Cheri Young
Owner, Edgewood Custom Interiors

Sharon Dohrn
Eagle's Nest Volunteer

Staff
Angel Fisher
Administrative Secretary/Vol. Coord.
123 Main Street
Weed, CA 96094
W: (530) 938-4663 C: (530) 859-3569
fisher@siskiyous.edu

Ronda Gubetta
Branch Manager, Scott Valley Bank - Weed

Sonia Wright
Institutional Advancement Director
800 College Avenue
Weed, CA 96094
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swright5@siskiyous.edu

Greg Messer, Foundation President
Expershare, President & Managing Partner

Volunteer / Student Worker General Information

Attire/Personal Grooming: Volunteers and student workers are asked to dress in casual work clothing that is clean and neat. All clothing must be of professional manner. Extreme hairstyles or excessive facial jewelry are prohibited.

- Shirts—all volunteers or student workers are required to wear the EN shirt provided.

The following are examples of unacceptable attire:

- Shorts or Skirts—extremely short (more than 4-6 inches above the knee cap)
- Pants—low riding, extremely tight or extremely baggy.

The Volunteer Coordinator and/or the Shop Manager reserve the right to provide guidance on professional attire. Anyone working in improper attire will be asked to change.

Volunteer Shopping: Volunteers and staff are allowed to purchase merchandise at the end of their work shift. Merchandise must have been priced and on the sales floor prior to being purchased. Please refrain from setting an item aside as soon as it comes in. We want to give our customers an opportunity to see all items before being purchased by volunteers or staff.

Rest Breaks: Volunteers and staff are required to take a 15-minute break during their shift, if the shift exceeds 4 hours. California law mandates Student Workers to take a 30 minute break if their shift is longer than 6 hours. Before going on break, ask another volunteer or student worker to cover the cash register. Volunteers and staff are to refrain from eating or drinking on the sales floor. Smoking is not allowed in the building.

Restrooms: Our restroom is available to all customers and EN Staff. We never want a shopper to leave to use the bathroom.

Parking: Volunteers and staff are encouraged to park behind the Eagle's Nest Shop. To enter this parking lot, drive down the alleyway behind the Main Street buildings. Volunteers are also asked not to park on Main Street directly in front of the Shop.

Brown Bag Lunches: Volunteers and staff are encouraged to attend the quarterly Brown-Bag lunches. The lunches are listed on the monthly schedule. These lunches are to discuss pending problems and invite problem solving among the volunteers and staff. Volunteers and staff are also asked to bring ideas and concerns to the staff meetings. If an unscheduled meeting is needed, the Volunteer Coordinator will call all volunteers and staff via the phone.

*Although these meetings are not mandatory we encourage everyone to attend; there is a reward for attendance at each meeting. Rewards may include, but are not limited to: free play tickets, in-store vouchers, special discounts, or a bag filled with goodies. If you miss the lunch you miss the surprise.

* Volunteer Discounts will be given each quarter for the next quarter dependent on attendance of Brown Bag Lunch. Planned vacations or valid notice will not exclude you from discount.

General Information

Schedules

- Volunteers are asked to commit to a “regular” half-day shift weekly, bi-weekly, monthly, or on-call. Student workers’ schedules are determined after reviewing their class schedule.
- Anyone unable to work due to illness or prior commitments are asked to try to find a replacement with an appropriate swap with another volunteer, (preferably with a 24-hour notice to the Volunteer Coordinator). Volunteers shouldn’t ask a student worker to cover the shift.
- In the event of extended vacation or absence (more) than two days, the Volunteer Coordinator, will contact other volunteers to cover all shifts. Please notify the Volunteer Coordinator by **filling out a time off request form** as soon as possible to enable her/him to find a replacement.
- Monthly schedules are mailed to each person and posted on the bulletin board in the back room of the Eagle’s Nest Shop one week prior to the upcoming month.

Time Sheet

Every volunteer is required to sign in and out each time they work. You are covered under the College of the Siskiyous Accident Insurance. To be covered, you have to be signed in at the start of your shift.

Discounts

As a volunteer you are eligible for a staff discount of 15%. The discount is earned by attending the quarterly Brown Bag Lunches. You must attend the pre-scheduled quarterly Brown Bag Lunch to receive your discount. If you miss one quarter, your attendance at the next lunch will revalidate your discount. If you attend each quarterly meeting you will receive the next level of discount at the end of the year. Discounts will increase by 5% each year up to 50%.

Drug and Alcohol Use

As an auxiliary operation of the College, we adhere to College Board Policies and Procedures.

Board Policy No. 3550

Policy Reference: Drug Free Schools and Communities Act, 20 U.S. Code Section 1145g;
34 C.F.R. Sections 86.1 et seq.; Drug Free Workplace Act of 1988, 41 U.S. Code Section 702

- The District shall be free from all drugs and from the unlawful possession, use or distribution of illicit drugs and alcohol by students and employees.
- The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in all facilities under the control and use of the District.
- Any student or employee who violates this policy will be subject to disciplinary action (consistent with local, state, or federal law), which may include referral to an appropriate rehabilitation program, suspension, demotion, expulsion or dismissal.
- The **Superintendent/President** shall assure that the District distributes annually to each student and employee the information required by the Drug-Free Schools and Communities Act Amendments of 1989 and complies with other requirements of the Act.

Customer Service / Training

Members of the Eagle's Nest Volunteer and Student Worker staff are provided training in the day-to-day job duties. Listed below are many of these daily activities.

Customer Service: All customers will receive exceptional customer service. Anyone entering the store is to be personally acknowledged with a friendly personal greeting,

- Say hello, good morning, or good afternoon.
- Be sure to make eye contact. If you are already helping another customer, take the time to smile or a nod to the patron. Just these simple acknowledgements provide personal recognition.
- Offer to help the customer find what they are looking for. Get to know what your shoppers are looking for and occasionally set an item aside for them.
- Please acknowledge customers as they leave, whether they have made a purchase or not. Say "thank you for stopping in," "was there something you were looking for that you didn't find," or "we hope to see you again soon."

Telephone: Volunteers are asked to try to answer the telephone by its third ring.

- Answer by saying, "Thank you for calling the Eagle's Nest. This is (your name). How may I help you?"
- Help the customer if you can. If not, ask to put the caller on hold while you find another staff member who can. If you cannot find someone to help the caller, ask the caller for their name and telephone number, and tell the caller you will have the Volunteer Coordinator call them back as soon as possible.
- Please limit personal calls to necessity only. The telephone does not have long-distance service. Any calls made to information (411) cost \$1.29. Please do not use this service as we have several phone books available if needed.

Neat, Clean and Attractive: The Eagle's Nest strives to maintain a clean and hospitable working environment. Attractive, neat and clean displays add value to the Shop's merchandise and help to sell the merchandise. All workers are asked to check in with the Volunteer Coordinator to see what duties will be required of you for your work day.

Job Descriptions

Clerk:

This position is directly responsible for the first impression a customer has of our store.

Principal duties and responsibilities:

- Customer Service - assisting customers in shopping, lifting, sorting, etc.
- Maintain organization behind counter
- Answering telephone
- Cleaning duties include: sweeping, mopping, vacuuming, dusting, and maintaining all display areas.
- Working cash register
- Closing the register/counting deposits
- Must maintain accurate mathematical figures in daily calculations and deposits.
- Understand and record voids properly.
- Understand and handle return policy properly.

Merchandisers:

These positions are responsible for maintaining their designated areas, and reporting any problems or areas of improvement to the Volunteer Coordinator.

The following is a list of merchandise categories:

- Antique
- Books
- Children
- Housewares
- Jewelry
- Linen
- Shoes
- Repairs
- Laundry/steaming

*All volunteers and staff are encouraged to help the merchandisers in pricing and maintaining each area of the store.

Merchandise Pricing:

This position is directly responsible for sorting and pricing incoming donations from designated areas to be priced. Pricing may only occur after the Volunteer Coordinator or Merchandiser has approved of each item and has placed them in the pricing areas.

Merchandise Pricing/Processing

Pricing:

The Volunteer Coordinator will provide instruction on how to price and tag merchandise. These oral instructions will be followed by a demonstration on how and where to mark items, display items, or store them until needed.

When using a pricing gun, you should always follow the sanitation process of using an alcohol swab before beginning and when finished using. Guns must be placed in designated place when finished, please do not leave on pricing table.

Pricing Process:

- Clothing—all volunteers or student workers may price from a dedicated bin for clothing items.
- Household items—a pricing list is annually reviewed and is located on the bulletin board in the back room for household items. This list is standardized and should not be changed. If you are not sure what an item should be marked at please set it aside for the Merchandiser or the Volunteer Coordinator to price.
- Books—are priced individually. The Book Merchandiser or Volunteer Coordinator will determine price.
- Antiques/Collectible Items—only the Volunteer Coordinator or Antique Merchandiser will price these items. Please place these items in the antique room.
- Only the Volunteer Coordinator or designated merchandiser can set or change the price lists. Workers are not to barter with customers.

Exchanges / Returns: Exchanges on clothing may be made if the item has the tag in the correct place and the customer has their receipt. Encourage customers to try on their items before purchasing. **Store credit** will be issued on defective appliances, only if the item fails within 48 hours. The customer must have the register receipt to receive credit.

Store Credit Form: If store credit is determined to be given, you must fill out a store credit form and attach the receipt. Inform customer they must use the value of their credit on one transaction.

Merchandise without tags: Any merchandise brought to the counter without a tag, must be taken to the backroom to be priced.

Display / Merchandising: The Volunteer Coordinator is responsible for setting up displays, stock rotation, and store presentation for holidays and sales.

Rotating Stock Merchandise: The Volunteer Coordinator will explain how stock is kept, rotated, and stored.

Volunteer / Student Worker Safety Information

As mentioned previously (page 8), all volunteers and student workers are covered under the College of the Siskiyous Accident Insurance. Every new worker will be given a safety training orientation; this orientation will include the following information:

In case of a life threatening emergency call 911. If Shop Coordinator is not on site, please contact her/him as soon as possible.

Panic Buttons: We have two panic buttons located in the store. You will be shown where they are located and how to use them during your walk through. These buttons are for emergency use only. We are charged for non-emergency related use.

Injuries: In the event of an injury the Volunteer Coordinator or the Manager must be notified immediately; even if the injury does not require medical attention. If an injury is failed to be reported in 24 hours it will not be covered.

First Aid Kits: We have three first aid kits; you will be shown where these are during your store walk through.

Fire Extinguishers: We have three fire extinguishers in the store; you will be shown where these are located and the proper use of them during your walk through.

Fire Safety: If you see or smell smoke evacuate the store and call 911.

Robberies: In the event of a robbery, do not resist. Comply with the demands of the robber.

Shop Lifting: Good customer service often prevents a customer's temptation to shoplift. When there are customers in the shop, please make sure you are out on the floor (not sitting behind the register). Make conversation; offer to help the customer find an item.

Slip and Fall Hazards: Please keep all tripping hazards off of the floor. All floors need to be kept dry in wet weather. Snow needs to be removed from sidewalks during the winter season. Ice melt is provided and should be used on the sidewalks whenever necessary.

Lifting: You know your limits! Lift only what you are positive you are capable of lifting without injuring yourself. To properly lift an item stand with your legs even with your shoulders, squat down and lift with your legs, NOT your back.

Disruptive Customers: Treat all customers with respect. In the event you encounter a customer that is being disruptive, swearing, stealing, or presenting a dangerous situation, if on site, the Volunteer Coordinator will handle the customer. If the Volunteer Coordinator is not onsite, politely ask the person to leave, if they do not, inform them you are calling 911.

Children: We strive to provide a safe environment for children of all ages. Any item that could be swallowed, has sharp edges, or could fall upon children, should be stored on higher shelves. If a child is left unattended in the Shop or is behaving inappropriately, notify the parent or guardian. If they do not address the problem, politely but firmly ask the adult to remove their child.

Consumer Product Safety Improvement Act (CPSIA): Each new worker will receive video training on this act. This act was put in place in February 2009. The act prevents us from selling children's products that contain lead, such as, books, clothing, furniture, toys, etc. These items may not be sold in our store. Please refer to the Recall Binder for more information.

Recall Information: The Consumer Product Safety Commission requires us to have a plan in place to prevent selling recalled or unsafe products in our store. Please read and sign the recall information provided each month.

Donations

The success of the Eagle's Nest Resale Shop depends upon the generosity and support of the community. Exceptional customer service is needed. Please approach the donor with respect, appreciation and enthusiasm, regardless of the apparent value of the donation.

Cash and Check Donations: An occasional customer may make cash contributions. Anyone who expresses an interest in making a cash donation should be given an envelope to deposit the contribution and write a note if they wish. Do not provide a customer with a written or cash register receipt. Put the contribution into the cash register and add the envelope to the cash bag at the end of the day.

Accepting Donations: All donations should come through the rear side entrance. Donations are accepted during the following times: **Tuesday—Saturday until 3 p.m.** If a **small** donation is brought in on Monday, please accept it and remind the donor of our donation days and time.

Unacceptable donations: while most donations are accepted there are a few exceptions. The following items are **not** accepted:

- TVs,
- Computers, printers, copiers
- DVD players & VCR players
- Exercise equipment of any kind
- Toys—of any kind
- Baby equipment, baby furniture (cribs, changing tables, etc.)
- NO REMODEL ITEMS (old toilets, bath vanities, lights without plugs, counter tops, etc.)
- Mattress or bed pillows of any type
- Large appliances

* **Donations in extremely dirty or unusable conditions will be turned away.**

Donation Inventory Forms: These forms are made available to all donors. They are kept by bulletin board where time sheets are located. The form is self-explanatory and easy to read. It is up to the donor to fill in the merchandise and approximate value of the donation. Please refer donor to www.irs.gov if they need further information.

Signatures will only be provided when the donor brings an itemized list of the donation. This list must include their estimated value of their items. Any clothing or household items with a value of more than \$499 must have a “qualified appraisal”. Once they have their itemized list and “qualified appraisal” they may send it to:

College of the Siskiyous Foundation
Attn: Eagle’s Nest Volunteer Coordinator
123 Main Street
Weed, CA 96094

Large Donations: Are traditionally received from family estates, moving sales and yard sales. If a donation of this size is offered, ask for the donor’s name, phone number, address and a brief description of the donation, and tell the donor this information will be given to the Volunteer Coordinator. The donations will then be reviewed and the donor called with the decision to accept or reject the donation.

Merchandise Pick-up: The Eagle’s Nest staff is not responsible for picking up donations. Should a donor ask for a pick-up, ask for the donor’s name, phone number, address and a brief description of the donation, and tell the donor this information will be given to the Volunteer Coordinator. The Coordinator will review the information, and talk with the donor to accept or reject the donation. Once a year, in the spring, the Shop conducts a furniture round-up.

Volunteer Celebrations

The Foundation strives to make sure every volunteer feels appreciated. Below are some of the benefits you may receive as a volunteer.

Brown Bag Lunches/Meetings: At most meetings there is a reward for attending, it may be as little as candy or as big as free play tickets. **Don't miss out on the goodies that are gifted. Volunteer discount are given for attendance.**

Christmas Holiday Party: This fun event is held during the first part of December each year. Every volunteer is invited to attend a free lunch. We have a "white elephant" gift giving phenomenon. Oh what fun this is!

Volunteer Appreciation Dinner: Scheduled in late April during National Volunteer Appreciation Month. This is a free dinner where each volunteer gets to invite a guest. During the dinner annual awards will be given for hours volunteered. The grand finale is the "Volunteer of the Year Award." This is awarded to one person selected from the fellow volunteers by the Volunteer Coordinator. We also have a contest of some sort, where a terrific prize is given.

Other Volunteering Opportunities

The Foundation has many events that we rely on volunteer assistance. If you are interested in helping with any of the following events please contact the Foundation Office at 938-5373.

Scholarship Dinner—Annually in the fall.

Customer Appreciation Day—First Saturday of June at the Shop. All volunteers are strongly encouraged to attend.

Golf Tournament—First Sunday in June at the Lake Shastina Golf Course.

Country Holiday Craft Fair—First Friday and Saturday in December in the COS Gym

If you have any questions of where you may be of assistance please ask the Volunteer Coordinator or call the Foundation Office at 938-5373.

History of the Eagle's Nest Resale Shop

The Eagle's Nest Resale Shop opened December 1, 1997. It is the Foundation's largest continuing source of revenue. The success of this community-based shop is due to the dedication of the community along with the exceptional quality of the merchandise donated to the Shop. The Foundation Board of Directors thanks the community for their support. This well-cared for Shop is run by a Volunteer Coordinator, Volunteer Staff and COS Student Worker(s).

The College of the Siskiyous Eagle's Nest Resale Shop is owned by the College of the Siskiyous Foundation and is under the direction of the COS Institutional Advancement Director. The Foundation is a 501(c)3 non-profit organization. The COS Foundation supports the mission and values of the College of the Siskiyous by fostering community relationships and raising funds to enhance exceptional learning environments.

Eagle's Nest Resale Shop proceeds are used to support the work of the Foundation. Funds support the educational needs of students through scholarships, campus renovations, and Foundation funded projects. The community is invited to shop in the Eagle's Nest and welcomes community members who offer their services as members of the Shop's Volunteer Staff.

Volunteer of the Year Award

The following volunteers have received the Volunteer of the Year Award:

Margaret Lane - 2007

June Paulson - 2008

Meredith Neal - 2009

Georgia Serna - 2010

Priscilla Dawson - 2011

Sally Thornton - 2012

Handbook Acknowledgment

I, _____ have received a copy of the Eagle's Nest Resale Shop Handbook. I am fully aware that I am responsible for following all the policies and procedures in this handbook.

Handbook Received

Signature

Volunteer Coordinator

Date

Shop Orientation Received

Signature

Volunteer Coordinator

Date

Safety Orientation Received

Signature

Volunteer Coordinator

Date