

BOOK SALE VOLUNTEER ROLE: TABLE DUTIES

Thank you for volunteering!

The success of the Rotary Club of Nanaimo Book Sale depends on our volunteers. When you put on a Rotary apron, shoppers will see you as a representative of Rotary and will look to you for information and assistance. Please be friendly, welcoming and ready to help.

Our goal is to make the Book Sale enjoyable for our shoppers and to sell as many books as possible.

WHEN YOU ARRIVE

- Please arrive a little before your scheduled shift whenever possible.
- Go to the **cashier table at Centre Court**.
- **Sign in** on the volunteer sign-in sheet.
- **Report to the Floor Manager** for your assignment.
- Put on a **Rotary apron**. Aprons must be worn during Table Duty shifts.
- Before your shift begins, take a quick walk through the mall to familiarize yourself with the Book Sale layout and where the major book categories are located.
- Check the current **book prices** so you can answer pricing questions from shoppers.

WHILE YOU ARE WEARING A ROTARY APRON

Shoppers will assume that you can help them. Please:

- Smile, be friendly and thank shoppers for supporting the Rotary Book Sale.
- Be familiar with where the different categories of books are located throughout the mall.
- Help shoppers find books by directing them to the appropriate section.
- Be able to answer basic questions about book prices.
- If you do not know the answer to a question, ask or refer the shopper to the **Floor Manager or cashier table**.
- Direct complaints or concerns to the Floor Manager.
- **Please limit personal phone use or conversations with others** while on duty so you remain available to assist shoppers and look after your assigned area

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LOOKING AFTER YOUR TABLE AREA

During your shift:

- Keep books neat, organized and easy to browse.
- Make sure all book titles face forward in same direction so they are easy to read.
- Consolidate partially empty boxes within the same category and place the empty box under the table for removal.
- Return books that have been placed in the wrong category to the correct section.
- Bring books stored underneath the tables onto the tables as space becomes available, putting only a few copies of each title on the tables as space allows.
- Keep enough space in boxes so shoppers can easily remove and replace books.
- Keep **Fiction** organized alphabetically by the author's last name. After the first weekend, group authors together in the same box.
- Keep **Non-fiction** within its existing categories and subcategories.
- Remove empty boxes and return them to the sort room or to the location designated by the Floor Manager.
- Remove damaged or otherwise unsellable books and return them to the sorting room as discards.

If you are not sure where a book belongs, please ask before moving it. Some sections are sorted into specific subcategories that may not be obvious.

A FEW IMPORTANT REMINDERS

- Please do your own personal shopping before or after your shift.
- Shoppers may use our boxes while browsing the books, however, they are not able to use them to transport the books home. Free used bags are available at cashier.
- During the first weekend of the sale, we do not micro-sort the books; the focus is on keeping the tables organized and moving books from the floor to the table.
- If you need to be away from your assigned area for an extended period, let the Floor Manager know.
- If your area is quiet or you have completed what needs to be done, check with the Floor Manager before moving to another area.
- If you need help at any time, ask the Floor Manager.

Thank you for volunteering your time and helping make the Rotary Club of Nanaimo Book Sale a success.