



2025 Sale Days Volunteer Training Manual

	Sale hours	Shifts *
Thursday Sep 25	2 pm – 8 pm	2 pm – 5 pm 5 pm – 8 pm
Friday Sep 26	2 pm – 8 pm	2 pm – 5 pm 5 pm – 8 pm
Saturday Sep 27	10 am – 4 pm	10 am – 1 pm 1 pm – 4 pm
Sunday Sep 28	10 am – 2 pm	10 am – 2 pm
* Please arrive 15 min before your shift to register and review floor layout. Please stay 15 min after your shift to tidy tables.		

Welcome to the 2025 “BIG” Book Sale.

Thank you for volunteering. This Training Manual provides advice for all Sale Days volunteers and specific instruction for each position.

Clothing: Our space can be very warm. You may wish to bring a sweater if you are stationed near a door or in the air-conditioned area. Comfortable shoes are a must. Small hooks in the kitchen area can be used for reusable bags. Please avoid backpacks as space is limited.

Parking: Parking is limited, and spaces are needed for our customers. Please carpool, arrange a ride, bike, or take transit (Route 20 Northwest Industrial) where possible – thanks!

Health & Safety: It is not possible to guarantee the safety of your belongings in the building – please carry any valuables on your person or lock them in your car. A first aid kit, defibrillator and six fire extinguishers are available. We have a Fire Emergency Plan. Contact a Committee member (blue name tag) if needed.

Signing in: Enter at the door marked **Volunteer Entrance** (Exit door on north side facing Massey Rd).

- Arrive 15-30 minutes before your shift begins.
- Sign in at the Volunteer Registration table (initial the list) and get your assignment for the shift.
- Collect your lime-green vest. Overflow volunteers also wear a red scarf.
- Write your name on a name tag and put on your vest.
- Familiarize yourself with the site to better help customers when you are asked questions.
- At shift change times, head to your post and introduce yourself to the volunteer you are replacing.

Break: Cold drinks and snacks are provided. Bring your own if you wish. Take a short break in the kitchen area as needed and let a nearby volunteer know. Double-shift breaks are scheduled near shift change time.

Seated volunteers: Positions for volunteers who require seating are limited. Bring a cushion for comfort if you wish.

Customer relations: Always be courteous. If a problem arises, please contact the Sale Days Coordinator or a Committee member (blue name tags). Please err on the side of generosity.



Table Monitors

Role: Keep tables and the boxes underneath stocked and organized, assist customers and promote sales.

Table Monitor Leads: Kim Richardson and Maryann Bailey

- Keep the fruit boxes full as they support other books.
- Fiction:
 - The fruit boxes hold mass market (small) paperbacks.
 - Keep fruit boxes filled with small paperbacks until Overflow is gone. Then fill fruit boxes with trade paperbacks and hard cover books.
 - Do not stack more than two boxes of mass market paperbacks at the end of a table.
 - Limit Fiction books to 8-10 books per author on the table at a time.
 - Replenish tables from boxes under the tables.
 - Ask an Overflow Volunteer for more when needed. Replenish tables and the boxes underneath from the box(es) they bring. They will remove empty boxes and will tell you when Overflow for your tables is gone.
- Keep a good number of hardcover books on the tables.
- Allow customers to browse boxes under the tables but ensure these boxes do not become a tripping hazard.
- Always check that you are placing books on the tables in the correct sections.
- Scanners are permitted. If a customer is blocking access for other customers, contact a Committee member.
- Committee Members (blue name tags) and Super Sorters (orange name tags) serve as Floaters and can cover breaks and assist with refills.

Door Monitors

- **Entrance Monitor:** Welcomes customers and gives each child and young adult (up to age 15, but do not take a hard line on this) a ticket for a free, regularly-priced book in the Children-Youth area. For volunteers on Thursday and Friday, please read the Dealers section under **Cash**.
- **Counting Monitor** uses a clicker to count customers. Records numbers on the form provided. Resets the clicker to "0" at shift end.
- **Exit Monitor**
 - Collects exit tickets. Thanks customers for coming to the sale. Hands customers Thank You bookmark with the exit survey link and Bamco coupon.

Floor Monitors

Checkout Lead: Loreena VanBokhorst

- **Checkout Line Monitors** direct customers to Tally (main floor) and Cash (next room).
- **Book Hold Monitors** accept bagged books from customers. Attach one half of a two-part ticket to the bag and give customer the other half. Match numbers when the return. There is no Book Hold on Sunday.

Overflow Volunteers

- Circulate regularly to check if more books are needed.
- Deliver boxes from Overflow and remove empty boxes.
- When no Overflow remains, cross off area on list posted in Overflow and inform Table Monitors for that area.

Tally

Loreena VanBokhorst, Checkout Lead

1. Sort books by category, count and record the numbers on the tally sheet. Use template to distinguish between mass market paperbacks and trade paperbacks.
2. Calculate the amount owed in each category, record and total. Fill in the tally sheet up to and including the TOTAL Tally Sheet.
3. Initial the Tally sheet beside TOTAL Tally Sheet Initial before giving it to the customer.
4. Customers with a blue tally sheet have already paid. Make a new tally sheet for additional books. Send them to Cash with all the tally sheets.
5. Do not tally the children's free book. Place the ticket in their book so it is readily visible.
6. Marketing coupons: Tally all their books and send them to Cash with the tally sheet and coupon.
7. Place rejected books in the labelled boxes under your table.
8. An experienced Tally volunteer should handle large orders.
9. Dealer Tally on Thursday and Friday is at the back of the main floor.
10. If there is a price disagreement, be generous and side with the customer.

Cash

- Accept Tally sheet(s) and process payment
 - **Debit or Credit:** use the POS device to receive payment. Print a receipt if the customer requests one.
 - **Cash payment:** receive cash payment. Ask for exact cash / small bills if available.
 - Handle cash discreetly. keep large bills under the tray. Hand off excess cash box to the Treasurer/designate as requested.
 - Always hand cash box to another Cash volunteer before stepping away. Never leave it unattended.
- Initial the Tally sheet beside **Grand Total**.
- Children's tickets: Place in the designated box.
- Marketing coupon: Deduct value from **Grand Total**. Place coupon in the designated box. Speak with Loreena if needed.
- Place the white tally sheet(s) and collect any blue tally sheets (the customer has already paid in Special Books) in the designated basket.
- Give customers an exit ticket and direct them to the exit. Thank them for coming.
- Complete a Friends receipt if a customer requests it.
- All sales are final.



Cash - Dealer & Special Section Instructions

Dealer table

- Payment by POS
 - Thu – Dealer takes Tally sheet to entrance door volunteer with POS, pays and obtains a POS receipt. Dealer returns with POS receipt to the Dealer table.
 - Fri – Dealer pays at Dealer table.
- Cash volunteer retains tally sheet and gives Dealer exit ticket.
- Dealer gives exit ticket to Entrance Counting Monitor (with clicker) and exits.
- If Dealer is returning to shop more, give them a Readmit ticket. After taking their purchases to their vehicle, Dealer returns to the Entrance door and gives Readmit ticket to Entrance Counting Monitor who will not count Dealer again as they re-enter.

Special Section

- The dealer pays with cash in the Special Section or takes the completed Tally sheet to the POS at the entrance door (Thursday) or Dealer table (Friday), pays there and obtains a POS receipt.
- The dealer returns to the Special Section to have the blue tally sheet stamped PAID before collecting their books.
- Regular customers on Thu and Fri and Dealers on Sat and Sun go to Checkout and obtain the Exit ticket from the Cash area.

Thanks for volunteering!