



NEWPORT SKI SWAP **VOLUNTEER ORIENTATION**

NEWPORT HIGH SCHOOL PTSA

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INTRODUCTIONS

■ Welcome, Introductions

■ Leaders

- Swap Mgt: Don Meyer, Lisa Shank, Greg Nelson, Olivia Cayley;
Check-in: Bob Nichols; Inv System: Eric Dawes; Security: Albert Jee
Volunteers: Connie Rigor; Food: Debbie Romero, Woody Haizlip
Cash and Cashier Mgt: Larry Holden, Peggy Noblitt; Help Desk: ???

■ Stats - Why are you Here?

- 32 Year Tradition of Excellence, Creating a great buying experience!!!
- Earn money to enhance NHS education

■ Swap Job Sequence / Times

■ Jobs & What to look for

■ Customer related Processes

■ Floor Layout – The Store

STATISTICS 1991-2016

- Volunteers

- Need 100+ Friday
- Have ~60 shop sales people
- Have 454 shifts of 824, 55% covered as of 11/06

- Customers

- 2016 - 5,790 counted, 2225 in the first 3 hours

- Items Sold

- Over 150,000
- 30% from individuals
- 2016 over 8,000 items sold

- Sales - Approximately

- | | | |
|--------------|-----------------|-------------------|
| • Since 1986 | Sales \$5.5mil | Profit \$900,000+ |
| • In 2016 | Sales \$568,000 | Profit \$70,000+ |

KEY SWAP DAYS/TIMES

Note: Customers often come early or late so customer start and end times are +/- 30 minutes

- Nov 1-10 Print Bar code labels and attach to tags - Nov 8 Tag party
- Nov 9, Thursday
 - 9 am -10 pm: Setup - Floor Covering , Ski & SB Racks, Clothing Racks, Tables
 - 6-9 pm: 1st Individual Check-In & Arrange Gear
- Nov 10, Friday
 - 8 - 12 am: Shop Check-In & Arrange Gear (& Finish Set-Up)
 - 11 am – 4 pm 2nd Individual Check-In & Arrange Gear
 - Noon – 9 pm Sale & Arrange Gear
- Nov 11, Saturday
 - 9 am - 4 pm Sale & Arrange Gear
 - 4 - 7 pm Shop Check-Out
- Nov 12, Sunday
 - 8 am - 5 pm Take Down , Move out, Clean Up
 - 9 am – 1 pm Individual Check-Out
 - 11 – 5 pm 1st Move Swap Supplies and 2nd Left-over Gear to Storage

SWAP JOB DESCRIPTIONS – ON VOLUNTEER PAGE

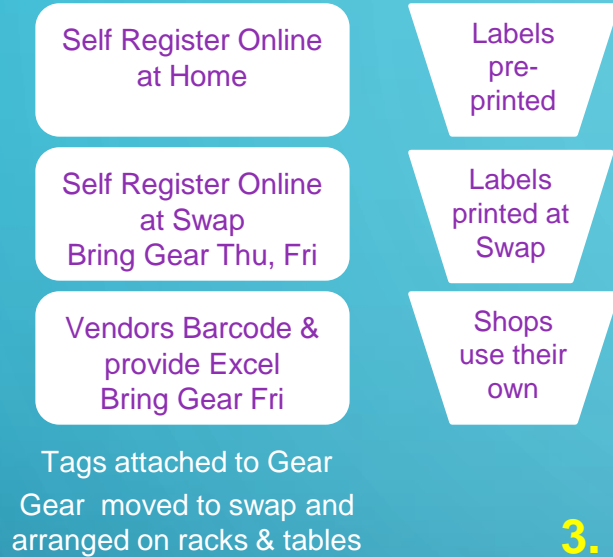
[Swap Leaders Message](#)
[Manage Swap](#)
[Manage Money and Cashiers](#)
[Manage Inventory Issues](#)
[Manage Security](#)
[Coordinate Volunteers](#)
[Coordinate Food](#)
[Manage Inventory System](#)
[Setup Swap Facility](#)
[Check-In Individuals](#)
[Check-In Shops](#)
[Arrange \(and Move\) Inventory](#)
 - Check-out Shops
[Technical Help](#)
[Cashiers](#)
[Calculate Checks](#)
[Check-out Individuals](#)
 - Arrange & Handout Checks
 - Arrange & Check-out Inventory
[Take Down Swap Facility](#)

Key things for everyone to pay attention to:

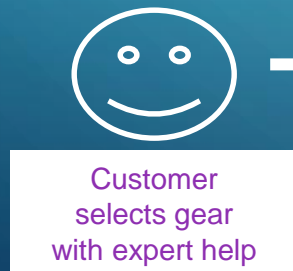
- Have ANY question - Ask ANY Leader or Volunteer Desk
- Need work
 - Talk to Volunteer Coordinator
- Security issue - Talk to Swap Leaders or Police Officer
- If it does not feel right, its probably not right
 - Fix it if you can or
 - Take a picture and Immediately talk to any Leader
- See Gear Tag on Floor or Gear missing a Tag
 - 1st look for gear or tag in immediate area
 - 2nd Bring it to the inside the Gym Help Desk
- Cashiers have a Help Desk representative

CUSTOMER PROCESSES

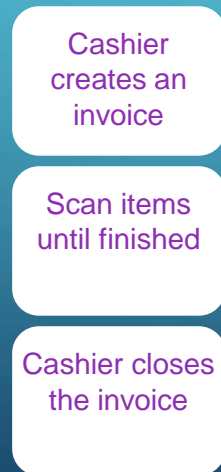
1. Register Gear for Sale



2. Select Gear



3. Buy Gear



Selling Gear



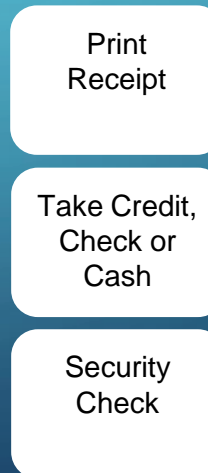
4a. Receive Payment Pickup Unsold Gear

Seller checks sold items, when check written & sent online from home



Happy Seller gets check

Buying Gear



4b. Have fun on the Slopes!!!



Happy Buyer takes gear home

OVERALL PROCESS – SETUP & CHECK-IN

- The two gyms are setup according to drawings & assembly instructions
 - Main gym floor covered with vinyl to protect the wood and varnish
 - Approx 250 feet of ski & snowboard racks are assembled from 2x4s and plywood
 - Metal clothing racks are assembled
 - Tables and stages are set up to display gear
 - Check-In and Cashier areas are set up
- Shops provide a spreadsheet of their inventory in advance, we upload it ... then show up on Friday AM with the gear and set it out with our help
- Individuals enter gear on the web site prior to Check-In (more efficient), or register on site at Check-In (less efficient) – we prepare tags, they pick up
- Volunteers move gear as it arrives from Individual and Shop Check-In...
 - It is placed on the floor according to a pre-defined gear map
 - Must be careful not to tear off the tags during the move

OVERALL PROCESS – SALE

- **SALE:** Buyers admitted at Friday 12 noon ... and it's a mad house all evening
- #1 concern is keeping the sales line short
 - When it gets long, it impedes finding gear and makes customers less happy
- Sales is mostly automated
- Cashiers Log-on (once), Open Invoice, Scan Barcodes, Take Payment, Close Invoice
 - If there are exceptions, system will ask for missing info to be entered manually
 - Credit cards are scanned via Square Readers on Android Tablets
- Buyer receives Invoice as Sales Receipt and To Exit thru Security

OVERALL PROCESS – GEAR PICK-UP

- Snowsport Shops move Unsold Gear out Saturday night, 4:30-9pm
 - Volunteers help them
 - We provide them an estimate of their sales via the invoices before they leave
- Individuals with Unsold Gear Pick-Up Gear on Sunday 11am-2pm (if not Donated);
- Sunday, tables and racks are dis-assembled & removed (as gear is readied for pickup)
 - Wood, clothing racks, etc. are loaded on a U-Haul truck and moved back to storage (my shed)
- Gear not picked up is scanned and Status changed to “In Storage” after Pick-Up 3pm
 - It goes on the U-Haul truck and is moved to storage
 - Customers get another chance to reclaim Unsold Gear in 4-5 days
- We pay the individuals and vendors ASAP (1-2 weeks) via the Invoice Data
- We compare the Invoice Data and Bank Deposits to validate working process and to estimate gross income, costs & net profit throughout the swap

SWAP LAYOUT - CAMPUS



CAMPUS LAYOUT –GYM SET-UP DRAWINGS

