



*Community  
Christmas  
Shoppe*

**ACTION VC**

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# CHAPTER 1: CHRISTMAS SHOPPE OVERVIEW

## MODULE 1A: INTRO TO ACTION VC

### PURPOSE

We're making a difference in our communities, one need, one neighbor at a time. We believe that it takes a **connected community** to ensure that no vulnerable person falls through the cracks in our system. That is why we work to unite all of us within the community- individuals, agencies, churches and businesses- to serve our neighbors in need.

### MISSION

We exist to serve the most vulnerable in Ventura County by **partnering** agencies, **empowering** volunteers, **mobilizing** churches and businesses, and **raising** awareness of the social and economic issues in our communities.

### VISION

Neighbors connected. Relationships restored. Communities inspired.

## MODULE 1B: CHRISTMAS SHOPPE HISTORY

*In 2004, I was a part of organizing Ventura County's first, "Community Christmas Shoppe." Only a few people were on that original steering committee – folks from Calvary (Community Church), Eastminster Presbyterian Church of Ventura, Monte Vista Presbyterian Church of Newbury Park, and City Impact Ministries of Oxnard. With the small team in place, we only had a few months to collect toys, find volunteers, locate a suitable location for the "Shoppe", promote the event and find someone to be Santa Claus. The first Shoppe was held at the old Oxnard High School, a mostly abandoned building on 5<sup>th</sup> and K Streets. Cheerful volunteers turned the dilapidated gymnasium into a joyful, colorful and welcoming place. I will never forget driving that large U-Haul/Santa sleigh down 5<sup>th</sup> Street toward the school that morning. As I pulled up, I was shocked to see a long line of people already a hundred deep, standing in the dirt field that cold, foggy December morning. Then I remembered what it feels like as a parent to watch your children open up a gift on Christmas morning. I knew then that we were doing something that not only would bring joy to dozens of families that Christmas, but also to our glorified heavenly Father. The response from the community was incredible. Toys, clothes and volunteers poured in from all over Ventura County. As soon as people heard about the idea, they jumped at the opportunity to be part of it. Local agencies, churches and schools got the invitations out to families who needed it the most. Before they knew it, they had choirs ready to sing during the Shoppe, people to run the children's activities, a gift-wrapping team, a hospitality team and 2 huge portable storage bins filled with toys. Many late nights were spent putting together the Shoppe and still wondering if people would actually come out to buy toys that would be sold for up to 90% below their retail value. Over 250 people were able to shop for Christmas gifts that year. Kids told Santa their wish lists (in English and Spanish); enjoyed baked goods and hot chocolate, and played children's games while their parents shopped. Unfortunately, we ended up having to turn some people away. We ran out of toys while there were still over a hundred people in line. Our team vowed never again to run out of toys, but always find a way to serve all who came to Christmas Shoppes. With God's blessing, we have managed to keep that promise.*

~ Core Founder, Kevin McCloskey

## MODULE 1C: INTRODUCTION TO CHRISTMAS SHOPPE

### PURPOSE

Through Christmas Shoppe, families are given the ability to provide Christmas gifts for their children. Collection boxes are placed in businesses throughout the community where individuals can donate a new, unwrapped toy. We partner with local social service agencies to identify low income and under-resourced families, and carefully select those to invite to the Christmas Shoppe. On the day of the event, invited guests will "shop" for new toys, sporting goods, electronics, and more at no personal cost. While festivities vary from location to location, most Shoppes provide hospitality (snacks, refreshments) as well as childcare with crafts and activities, entertainment, photos, gift wrapping, and much more!

## **MISSION**

To share the love and generosity of Christ in our communities by providing toys for low income and under-resourced families.

## **VISION**

Families changed through the ultimate gift of Christ's love.

## **CHRISTMAS SHOPPE VOLUNTEER CHARACTERISTICS**

Whatever role you will be playing on the Christmas Shoppe team- chairperson, team leader or volunteer the following characteristics are needed in order to be the best representative of our community:

- An effective leadership style that is influential in nature, rather than authoritative.
- Strategic thinking to identify expectations and guidelines.
- An ability to identify strengths in others and encourage people to develop their own talents.
- Delegation well and enjoys having many people involved in projects.
- Warmth, friendliness and a desire to reach out to others through sensitivity and supportiveness.
- Effective communication, both one-on-one and in front of a group.
- An accurate and thorough understanding of ACTION VC's vision, both as it applies to the Christmas Shoppe and the other ACTION VC programs that take place throughout the year.

# CHAPTER 2: COVID SAFE PLAN

## MODULE 2A: ESSENTIAL COVID PRACTICES

### LEADER AND VOLUNTEER HEALTH AND SAFETY

*All attending Community Christmas Shoppe must:*

- Attend a virtual training on COVID practices hosted by ACTION VC before the event
- Stay home if they are sick
- Wear a clean mask at all times they are at the Shoppe
- Wash their hands frequently, (e.g., before, during, and after taking tickets; after touching garbage) with soap and water for at least 20 seconds.
- Cover the mouth and nose with a tissue when coughing and sneezing. Hands should be washed immediately with soap and water for at least 20 seconds.
- Refrain from exchanging handshakes, fist bumps, and high-fives.

### SITE STANDARDS

*All Community Christmas Shoppe sites must:*

- Limit attendance or seating capacity to allow for social distancing. **No more than 200 people should be on campus at a time.**
- Post signs in highly visible locations (e.g., at entrances, in restrooms) that promote everyday protective measures and describe how to stop the spread of germs by properly washing hands and properly wearing a mask in English and Spanish.
- Provide physical guides, such as tape on floors or sidewalks and signs on walls, to ensure that guests remain at least 6 feet apart in lines and at other times (e.g., guides for creating one-way routes).
- Close areas such as drinking fountains and restrooms that cannot be adequately cleaned and disinfected during an event.
- Use multiple entrances and exits and discourage crowded waiting areas.
- Block off rows or sections of seating in order to space people at least 6 feet apart.
- Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations.
- Develop a schedule for increased, routine cleaning and disinfection.
- Have designated volunteers that will clean and disinfect frequently touched surfaces within the venue at least daily or between uses as much as possible—for example, door handles, sink handles, drinking fountains, grab bars, hand railings, and cash registers.
- Keep adequate supplies at each volunteer station to minimize sharing of high-touch materials; otherwise, limit use of supplies and equipment to one group of volunteers or attendees at a time, and clean and disinfect them between use.

### CHAIR DELEGATION AND LEADERSHIP

*Community Christmas Chairs must make sure volunteer and guest safety is priority. Make sure:*

- Limit event attendance to volunteers and guests who live in the local area (e.g., community, city, town, or county) to reduce risk of spreading the virus from areas with higher levels of COVID-19.
- Reduce the number of attendees by 20%. **Max # of guests = 300**
- Designate a leader or volunteer to be responsible for responding to COVID-19 concerns. All volunteers and guests should know who this person or office is and how to contact them.
- Rotate or stagger shifts and arrival times to limit the number of volunteers in a venue at the same time. **Max # of people on campus is 200.**
- Limit the number of volunteers at each station at a time. **Max # per station = 5**
- Work with the COVID Liaison and Facility Liaison to make sure the Christmas Shoppe is COVID compliant at all times. Consider using CDC's Interim Guidance for Businesses and Employers as a guide.

# CHAPTER 3: SHOPPE STEERING COMMITTEE

## MODULE 3A: STEERING COMMITTEE OVERVIEW

### OVERVIEW

**Job Description:** The Christmas Shoppe Steering Committee is a core group of individuals who assume a leadership role in planning and managing a Christmas Shoppe. These leaders have the opportunity to become involved in a fun and dynamic Christian organization that is mobilizing positive change in the community. They also have the opportunity to build networks within the local community and with regional and national organizations. Steering Committee members also have opportunities to foster meaningful and lasting relationships with a diverse group of people.

**Job Requirements:** Leaders head up their own Christmas Shoppe teams and help organize and direct volunteers. In the upcoming modules of this training, we will go over each of these positions in detail, complete with worksheets and samples to make it easy for volunteers to get started in each role. *With everyone working together, success is easy!*

*A successful ACTION VC Leader is...*

1. Compassionate
2. Organized
3. Adaptable
4. Committed

## MODULE 3B: CHRISTMAS SHOPPE CHAIR

### OVERVIEW

**Job Description:** A Christmas Shoppe Chairperson(s) oversees the overall planning and organization of a Christmas Shoppe and offers input and support to the Steering Team. The purpose of the Chairperson is not to control, but to guide. That said, the true success of a Christmas Shoppe depends on teamwork. It requires far more effort than one person to organize and implement the Christmas Shoppe experience of planning, meeting and completing tasks. Working as a team creates a spiritual and emotional support network for the volunteers who are leading a Christmas Shoppe. The role of a Chairperson(s) is to provide clear expectations for the Steering Team leaders while encouraging resourcefulness and creativity. Every Shoppe needs a Chair (or two!) who is responsible for pulling the variety of ideas and plans together.

**Job Requirements:**

- **Recruit** Steering Committee and Supplementary Leaders. Reach out to past team leaders for each role and/or identify volunteers who may be interested in becoming a leader. *All leaders must be 18+*
- **Contact** churches who have participated in the past. Recruit churches who want to participate. Appoint a Church Liaison, who finds the point of contact for that church. Keep a spreadsheet of churches contacted so as not to duplicate efforts.
- **Hold Steering Team Monthly Meeting.** Keep leaders on schedule and guide the planning of your shoppe.
- **Set a calendar/timeline** for Team Leader meetings with the Steering Committee. (Use Leadership Planner\* and Important Dates Handout\*)
- **Distribute** all promo materials\* including tri-fold brochures, invitations, etc. If you would like to use a promotional item from another year or create one of your own, please submit it to ACTION@actionvc.org beforehand in order to make sure logos, format and wordage are up to date! All materials are branded by ACTION and will be available online.
- **Utilize the Volunteer Sign Ups** on the ACTION webpage to manage volunteers and collect sign ups.

- You should have a volunteer coordinator on your steering team who will oversee and manage this online system for you. Go to: [www.actionvc.org/community-christmas-shoppe](http://www.actionvc.org/community-christmas-shoppe)
- **Complete Online Training** - As the Chairperson, you will need to complete all modules of the training, so that you have the overall understanding of the entire Christmas Shoppe experience. This will help you learn everything you need to know about your role and will provide the tools you need to carry out your responsibilities. Go to: [www.christmas-shoppe-training.thinkific.com/courses](http://www.christmas-shoppe-training.thinkific.com/courses)

\*see the ACTION Resource page: [www.actionvc.org/resources](http://www.actionvc.org/resources)

### **COVID-19 REQUIREMENTS:**

*Community Christmas Chairs must make sure volunteer and guest safety is priority. The Shoppe Chair is responsible for implementing and maintaining the following adjustments to their Christmas Shoppe:*

#### **Event Attendance**

- Limit event attendance to volunteers and guests who live in the local area (e.g., community, city, town, or county) to reduce risk of spreading the virus from areas with higher levels of COVID-19.
  - Reduce the number of event attendees by 30%. **Max # of guests = 300**

#### **Shift Schedules**

- For Guests: Stagger and limit attendance times to minimize the number of guests at the venue. Only allow groups of 20 to be on the shopping floor at one time to maintain social distancing.
- For Volunteers: Breakdown shifts to shorter time frames to limit the # of people on campus at one time.
- Limit the number of volunteers at each station at a time. **Max # per station = 5**

#### **Shopping Flow**

- Stick to the following areas for your Christmas Shoppe:
  - Guest waiting area/ check-in
  - Welcome/ message area
  - Shopping floor
  - Toy/Guest check out
  - Prayer area
  - Designate a “flow” of traffic to maintain social distancing

#### **COVID Protocol:**

- Designate a leader or volunteer to be responsible for responding to COVID-19 concerns. All volunteers and guests should know who this Leader is and how to contact them.
- Make sure each Leader designates one volunteer in their section to be responsible for cleaning between shifts (i.e., wiping down surfaces, distributing hand sanitizer, swapping out gloves, etc.)
- Make sure the facility is labeled with the appropriate signs and social distancing markers as well as stocked with masks, wipes, sanitizer and gloves for volunteers and guests. Work with your Facility Liaison to prepare.
- Make sure all volunteers attend a Safety Training (held by ACTION VC Staff) and follow the COVID hygiene guidelines on the day of Christmas Shoppe (i.e., wearing a mask, sanitizing frequently, washing hands).

## **MODULE 3C: FACILITY LIAISON**

### **OVERVIEW**

**Job Description:** The Facility Liaison is a representative from the host church who is extremely familiar with the facility and knows where important items are kept. The Facility Liaison is responsible for decorating the space appropriately for Christmas Shoppe and then returning to its original condition and layout when the event is over. ***They are also responsible for making sure the facility is labeled with***

*the appropriate signs and social distancing markers as well as stocked with masks, wipes, sanitizer and gloves for volunteers and guests.* Work with your Chair to prepare. *They oversee the Facility Set Up and Clean Up volunteers.*

**Job Requirements:** Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities. *Must have internal knowledge of the hosting facility.*

#### ACTION ITEMS – PRE AND POST SHOPPE

1. Assist the Set-Up and Clean Up volunteers in accessing the facility, facility equipment, tools, supplies, etc.
2. Secure pertinent facility contacts and phone numbers.
3. Decorate the facility for the season prior to the Shoppe (*see below*)
4. Communicate to the volunteers what type of securing materials are allowed on the walls (tape, staples, tacks).

#### **Decorations:**

- Encourage the host facility to decorate for the season prior to the Shoppe
- Verify what securing material(s) are allowed on the walls (tape, staples, pins, etc.)
- Verify what existing devices are on the walls or ceilings (hooks for string, etc.)
- Keep decorations simple, but festive.
- Make sure ACTION VC banners are hung outside that guests will recognize the Shoppe.

#### ACTION ITEMS – COVID SAFETY

5. Post the COVID-19 signs in highly visible locations (e.g., at entrances, in restrooms) that promote everyday protective measures and describe how to stop the spread of germs by properly washing hands and properly wearing a mask in English and Spanish.
6. Close areas such as drinking fountains and restrooms that cannot be adequately cleaned and disinfected during the event.
7. Use multiple entrances and exits and discourage crowded waiting areas.
8. Block off rows or sections of seating in order to space people at least 6 feet apart.
9. Provide physical guides, such as tape on floors or sidewalks and signs on walls, to ensure that guests remain at least 6 feet apart in lines and at other times (e.g., guides for creating one-way routes).
10. Keep adequate supplies at each volunteer station to minimize sharing of high-touch materials; otherwise, limit use of supplies and equipment to one group of volunteers or attendees at a time, and clean and disinfect them between use.
11. Wipe down high touch areas (Handrails, tables) before the shoppe
12. Make sure hand sanitizing stations are located in prominent areas throughout the shoppe (Guest Check In, Shopping Floor, Check Out)

## **MODULE 3D: COVID 19 LIASION**

#### OVERVIEW

**Job Description:** This person is responsible for monitoring Christmas Shoppe to make sure that all guests and volunteers are remaining safe and COVID compliant while attending the event. This person is also responsible for making sure the facility is operating within the COVID regulations. They should be easy to identify by volunteers and guests alike and able to answer any COVID related questions on the day of the Shoppe.

#### ACTION ITEMS - PRE SHOPPE

1. Work with the Shoppe Chair and Facility Liaison to map out a shoppe flow that maintains social distancing on campus. Use multiple entrances and exits and discourage crowded waiting areas.
2. Work with the Shoppe Chair and Facility to designate hand sanitizing stations at major areas of the shoppe (waiting area, guest check in, shoppe floor, guest check out).
3. Download COVID Signage from the CDC's website and print out.

4. Work with the Facility Liaison to post the COVID-19 signs in highly visible locations (e.g., at entrances, in restrooms) that promote everyday protective measures and how to stop the spread by properly washing hands and properly wearing a mask in English and Spanish.
5. Close areas such as drinking fountains and restrooms that cannot be adequately cleaned and disinfected during the event.
6. Block off rows or sections of seating in order to space people at least 6 feet apart.
7. Provide physical guides, such as tape on floors or sidewalks and signs on walls, to ensure that guests remain at least 6 feet apart in lines and at other times (e.g., guides for creating one-way routes).
8. Work with the Facility Liaison to wipe down high touch areas (Handrails, tables) before the shoppe.

#### **ACTION ITEMS – DURING THE SHOPPE**

1. Keep adequate supplies at each volunteer station to minimize sharing of high-touch materials; otherwise, limit use of supplies and equipment to one group of volunteers or attendees at a time, and clean and disinfect them between use.
2. Make sure each volunteer station has:
  - Hand Sanitizer
  - Disinfecting Spray/Wipes
  - Trash Bin
3. Make sure volunteer(s) are wiping down surfaces and supplies at each station after every shift.
4. Make sure all guests and volunteers are wearing a mask while moving through the shoppe.
5. Remind volunteers to sanitize their hands frequently.

#### **ACTION ITEMS – POST SHOPPE**

1. Work with Facility Liaison and clean up volunteers to properly wipe down all used surfaces of the shoppe. *Consider asking the host church if we can use their cleaning staff to clean up after event. Christmas Shoppe funds can be used towards this.*
2. Make sure all signage and materials are disposed of.

## **MODULE 3E: BUSINESS LIAISON\***

### **OVERVIEW**

**Job Description:** This person connects and networks with local businesses to “sponsor” or support their Christmas Shoppe. This person makes sure that businesses are actively participating through collecting toys, donating money, sending volunteers, or all of the above. This person is in almost constant contact with the businesses to make sure they have everything they need to be successful leading up to Christmas Shoppe. This liaison possesses communication skills for effectively interacting with those in cooperative and local businesses. They must have internal knowledge of the business community and professional working skills. Remember that you are representing ACTION VC!

#### **Must Be:**

- Able to organize, plan and delegate responsibility.
- Good at communicating.
- Able to motivate churches/ volunteers and understand their limitations.
- Able to work as a team and individually.

#### **Job Duties:**

- Attend team leader meetings.
- Keep a current list of all participating businesses and their contact person with information.
- Contact previous toy collection locations to confirm they are still willing to host a Toy Donation Box.
- Reach out to new locations.
- Communicate sites for toy box collections with Toy Box Collection Leader.

### **BUSINESSES INVOLVEMENT**

*\*Wondering how to get a business involved? Here are the ways the businesses can participate in their local Community Christmas Shoppe, to any degree!*

- Host a Toy Box! Use the Donation Request Letter\* and the Toy Box Collection Letter\* to get the word out about Christmas Shoppe.
- Donations! We welcome donations other than toys- wrapping paper, children's crafts, food for hospitality, outerwear, etc.
- Financial Support! Ask them if they would like to be a Business Sponsor for ACTION. Use the Sponsorship Letter\*.

**Communicate the following to the businesses:**

- Important Dates and Deadlines (Use the Important Dates Handout\*).
- Christmas Shoppe promotional materials
  - **ONLY** use the ACTION VC provided materials to promote Christmas Shoppe. If you would like to use a promotional item from another year or create one of your own, please submit it to ACTION@actionvc.org beforehand in order to make sure logos, format and wordage are up to date!
- Flyers: Christmas Shoppe Poster\* and Toy Drop Off Poster\*
- Toy Collection Leader contact information: phone number, and email

\*see the ACTION Resource page: [www.actionvc.org/resources](http://www.actionvc.org/resources)

## MODULE 3F: CHURCH LIAISON

### OVERVIEW

**Job Description:** This person connects with all of the participating churches for their Christmas Shoppe. This person makes sure that each church is actively participating through either having someone on the Steering Team, collecting toys, donating money, sending volunteers or all of the above. This person is in almost constant contact with the churches to make sure they have everything they need to be successful leading up to Christmas Shoppe. This person also reaches out to new churches in the area to see if they want to be a part of Christmas Shoppe.

**Must Be:**

- Able to organize, plan and delegate responsibility.
- Good at communicating.
- Able to motivate churches/ volunteers and understand their limitations.
- Able to invite other churches to join in.
- Able to work as a team and individually.

**Job Duties:**

- Attend team leader meetings.
- Keep an up- to- date list of all participating churches and their contact person with information.
- Provide Christmas Shoppe promotional items\* to new volunteers
- Solicit donations (toy and financial) from churches in your city. Use the Church Leader Letter\*.

### CHURCH INVOLVEMENT

*\*Wondering how to get a church involved? Here are the ways the churches can participate in their local Community Christmas Shoppe, to any degree!*

- Use the Church Leader Letter\* to get churches awareness
- Host a Toy Collection Box\*
- Donations! We welcome donations other than toys: wrapping paper, children's crafts, etc.
- Financial Support
- Volunteers!

### ACTION ITEMS

1. **Complete Online Training.** This will help you learn everything you need to know about your role and will provide the tools you need to carry out your responsibilities.

2. **Attend** a Steering Team meetings held by the Shoppe Chairperson.
3. **Search for churches in your area.** Contact the ones not involved with an ACTION Christmas Shoppe yet.
4. **Reach out to past churches** to figure out what their involvement will be.
5. **Direct potential volunteers to ACTION Sign Up Page:** [www.actionvc.org/community-christmas-shoppe](http://www.actionvc.org/community-christmas-shoppe)
6. **Update Chairperson** on the list of churches involved to any degree. (Keep list updated)
7. **Organize and support** church leaders and volunteers.

**Communicate the following to the church:**

- Important dates and deadlines: Please see the Important Dates Handout on the ACTION web page.
- Christmas Shoppe promotional materials\*
  - **ONLY** use the ACTION VC provided materials to promote Christmas Shoppe. If you would like to use a promotional item from another year or create one of your own, please submit it to ACTION@actionvc.org beforehand in order to make sure logos, format and wordage are up to date!
- Toy Collection Leader contact information: phone number, and email

\*see the ACTION Resource page: [www.actionvc.org/resources](http://www.actionvc.org/resources)

## MODULE 3G: GUEST CHECK-IN LEADER

### OVERVIEW

**Job Description:** The Guest Check-In Leader helps the Shoppe Chair with the invitation process before the Shoppe. On the day of the Shoppe, the Guest Check-In Leader/Team works to register guests once they arrive in the morning. This team tracks statistics (names, number of children, etc.) and matches ticket numbers as the guests file into the Shoppe. *At minimum two Bilingual persons per shift*, but more is better as it adds flexibility. Must be friendly, courteous, and kind. Must also be punctual in starting to register the Shoppe's guests. (An early start is preferred.)

**Supplies Needed:**

- Clipboards
- Wristbands
- Pens/ Pencils
- Statistics sheet
- Hand Sanitizer

### ACTION ITEMS - PRE SHOPPE (IN THE LINE)

*\*It's important to note that Guest Check-In looks different at every Shoppe. The priority of Guest Check-In is to check in the Guest using their invitations and make sure they are at the appropriate shift*

1. Keep guest lines orderly and make sure guests are spaced 6 ft apart.
2. Designate one volunteer to clean and sanitize the station after every shift.
3. Track Invitation Numbers and Statistics
  - As the guests check into the Shoppe, explain that we need to get some information that will help us know how many people we are serving today and to help us get toys, donations and help for future Christmas Shoppes. We need to track:
    - Contact Information: Name, email/phone
    - Agency/Church/School they were referred from
    - How many **people (children and adults)** are here with them
    - How many **children** are they are shopping for
    - How many **families** are they are shopping for
4. Match tickets
  - The Shopper's ticket is pre-numbered and is traced back to the agency or church that gave out the ticket. Ask for their invitation and circle the number on it (to indicate that they have answered the above questions).
  - Next, explain that each shopper will be getting a wristband at the Check-In Station that has their shopping time on it. Many Shoppes pre-assign a shopping time for their guests.

- Make sure that they have come at the appropriate time. If they have come too early, they can enjoy the booths and entertainment, pictures with Santa, refreshments; etc. until it is their time to shop.
  - Assure the guest that the selection and quality of toys in the Shoppe is consistent all day
5. Lost Tickets/ No Tickets:
- Guests will show up without tickets for various reasons. *It is not your responsibility to make room in the Shoppe for them, but many leaders will allow them to shop the extra toys at the end of the day after all the other guests have gone through.*
  - At the halfway break, check in with the Shopping Floor Team regarding any time delays entering the Toy Shoppe

## MODULE 3H: GUEST CHECK OUT\* LEADER

(\*Some Shoppes prefer to call this position Toy Check Out)

### OVERVIEW

**Job Description:** The Checkout Team will "check out" the guest by counting and bagging the toys. In some shoppes, this team also breaks off the guest's wristband. After the toys have been bagged, a member of the Checkout Team acting as a "Toy Runner" will carry the guest's toys from the Shoppe and to the next station. Work with your Shoppe Chair to determine what Checkout process will work best for your Shoppe!

**Job Requirements:** Must be personable and able to lift and carry toys easily. Must also be organized. Adults should be present at the Checkout Table, but teenagers can "run" the toys.

#### **Supplies Needed:**

- Table w/ 5 chairs
- Scissors
- Color Code List (for reference)
- Batteries (optional)
- Hand Sanitizer

### ACTION ITEMS BEFORE THE SHOPPE

1. There should be 5 volunteers for each shift.
2. Designate one volunteer to clean and sanitize the station after every shift.
3. Make sure you have the necessary supplies for your area.

### ACTION ITEMS DURING THE SHOPPE

1. As the guest comes over to checkout, the Checkout team totals the toys and confirms whether they are at or under the point limit
2. Cut off the guest wristband.
3. Toy Runners can carry the guest's toys from the Checkout Table to the guest's car.

## MODULE 3I: SHOPPING FLOOR LEADER

### OVERVIEW

**Job Description:** The Shopping Floor Leader plays a *pivotal* role in the Christmas Shoppe. They assign personal assistance to the guests as they select toys for their children. The Leader is responsible for assigning shoppers to guests and keeping the groups on schedule. Bilingual helpful.

#### **Supplies Needed:**

- Clipboards
- Pencils
- Name Tags
- Color-Coded Point List (create or acquire from ACTION)

- Shopping Bags (trash bags)
- Hand Sanitizer

### ACTION ITEMS - PRE SHOPPE

3. Designate one volunteer to clean and sanitize the station after every shift.
4. Designate one or two volunteers to pass out trash bags when the guests reach the shopping floor.
5. You will need enough Personal Shoppers for each table on the shopping floor.
6. All Personal Shoppers should be easily identified (name tags, Santa hats, etc.)
7. Each Personal Shopper is responsible helping the guests find toys for their kids from the table while maintaining social distance.
8. A color-coded point system is used to value the toys. Each guest will have a designated amount of points to spend. Most Shoppes do a blanket amount of 15 points per guest/family.
9. Each shopping session is about 15 minutes.

### ACTION ITEMS - DURING SHOPPE

1. Each shopping session must end on schedule to allow the toys to be replenished by the Stockers.
2. Make sure the Personal Shoppers are asking questions about the guest's children and guiding the guest to possible toys - this helps expedite the shopping time without rushing the guest.
3. Use the Color Point List to interact with the guest and to keep track of points spent.
4. Use a bell to announce the formation of the next personal shopping group.
5. At the end of the shopping session, a volunteer should gently guide the guest over to the Check-Out area.

## **MODULE 3J: PRAYER TEAM LEADER**

### OVERVIEW

**Job Description:** An important part of Christmas Shoppe is the opportunity for people to be prayed for or to submit a prayer request. As the Prayer Leader, it is your responsibility to help volunteers in the prayer room connect with and facilitate prayer for the guests of Christmas Shoppe. Volunteers must be available to pray with people facing a multitude of situations. Empower your team to have humility, kindness, and confidence when they are praying with strangers. Work with the Facility Liaison/ Shoppe Chair to set up the prayer room and acquire the needed materials before the Shoppe begins.

### **Supplies Needed:**

- Bibles (Spanish and English, adult and children's)

### ACTION ITEMS - PRE SHOPPE

1. Designate one volunteer to clean and sanitize the station after every shift.
2. Set up your area in an inviting, comfortable way. You can add some Christmas decorations or have a prayer cross- whatever works best for your facility.
3. Have Bibles ready to read from or give out.
4. If you choose to do a prayer cross, note cards, hammers, and nails can be used to nail prayer requests to the cross.
5. Bless the facility and the volunteers before the Shoppe!

### ACTION ITEMS - DURING SHOPPE

1. Ask for prayer requests and listen intently.
2. Pray appropriately for the need.
3. Be ready to give guests bibles or a card with a helpful bible verse after you are done.

## MODULE 3K: TOY BOX COLLECTION LEADER

### OVERVIEW

**Job Description:** The Toy Collection Box Leader is a pre-shop position. The Leader organizes the distribution of Toy Donation boxes and collection of the toys for the Christmas Shoppe. They keep the collection team on schedule and coordinate with the businesses in the community to ensure the most efficient and effective toy collection. *This leader works closely with Business Liaison, Church Liaison, and Super Shopper Lead.*

#### **Must Be:**

- Able to organize, plan and delegate responsibility
- Good at communicating
- Be able to motivate volunteers and understand their limitations
- Be able to invite other volunteers to serve
- Able to work as a team and individually

**Job Duties:** Toy collection is relatively simple; however, it requires a lot of coordination to keep things moving. Work with the Church Liaison and Business Liaison to know where to place toy collection boxes. *If your Steering Team does not have these positions, you are responsible for working with the Shoppe Chair to solicit sites for toy collection boxes.*

#### **Resources You Need:**

- Toy Box Collection Guide\*
- Toy Drop Off Poster\*
- Gift Idea List\*
- Church Leader Letter\*
- Business Partner Letter\*
- Toy Collection Thank You Letter\*
- ACTION Toy Boxes

### TOY COLLECTION SET UP

1. Get resources from the ACTION web page.
2. Get the "Participating Collection Location" Lists from the Liaisons. Update as needed.
3. Work with participating churches and businesses to find a suitable location for the toy boxes at each collection location. Leave contact information with the office/staff (phone number & email address).
4. Contact Sites to arrange drop-off times. Be aware of office hours or business hours.
5. Begin delivering toy collection boxes to participating churches and businesses around the third weekend in October. See Important Dates Handout\* for the deadline.
6. Contact the ACTION office to obtain additional collection boxes.
7. Pick Up toy collection boxes. See Important Dates Handout\* for the deadline.

\*see the ACTION Resource page: [www.actionvc.org/resources](http://www.actionvc.org/resources)

#### **Things to consider...**

- *Be prepared for a busy December. Extra toy collection runs are usually required. Identify a support team that will be willing to help if you get behind. Don't be afraid to ask for help! Depending on how large your Shoppe is you may be collecting well over 100 boxes, so make sure your team has trucks to pick up several boxes at one time. Consider borrowing or renting a larger box truck for your primary collection day. Stay organized, know where all of your boxes are and make sure that you have a plan to pick up all of the boxes by the deadline.*

### TOY COLLECTION PICK UP

1. Move any "early donation" toys to the storage facility (ACTION office)
2. Identify a team member that can be available during business hours to pick up toys from participating churches and businesses.

3. It is important to be prompt to prevent overflowing Toy Donation Boxes.
4. Contact the designated person at each collection location for a quick status update on the following: Toy collection box level, answer any questions and determine if a toy pickup is necessary. (If the toy collection box is full.)
5. Pick up toys from participating toy collection locations. See Important Dates Handout\* for the deadline.
6. Store collected toys at the designated toy storage facility.
7. Update Toy Collection Location list with any new businesses for that year
8. Using the Running Total List, keep an approximate running total of the number of toys that have been collected, noting age and gender-specific needs.
9. Contact Super Shoppers with any age and gender-specific needs.

## **TOY STORAGE**

- Determine the toy storage location and appropriate storage container/unit for storing collected toys prior to the Shoppe.
- Because there are a large number of toys that will be stored prior to the Shoppe, theft is a concern. While there is no way to eliminate the risk of theft, there are some simple precautions to minimize the risk of theft.
- Suggested Storage Containers- POD Storage containers. If you plan to use a POD container for storage, please coordinate with the ACTION office. We will arrange directly with PODS for all drop-off and pick-up of containers. Work out in advance with the church facilities person exactly where the POD will be located for the duration it will be on-site.
- Check with the hosting church facility to see if there is room (with locks!!) on site to store the toys.

### ***Things to consider...***

- *Since the location of the Shoppe is well advertised, it is highly recommended NOT to store toys at the location of the Shoppe itself prior to the event. Determine an inconspicuous storage location and avoid "marking" the container with any obvious "give away" signs such as "Toys". The number of people who have access to the storage location should be kept to an absolute minimum. If toys are stored in a POD make sure it is locked (combination locks) and that you and the ACTION office have the codes to the lock.*

## **MODULE 3L: VOLUNTEER COORDINATOR**

### **OVERVIEW**

**Job Description:** This person works with the Steering Team to determine how many volunteers are needed to fill each Christmas Shoppe team/position. They are also responsible for creating and determining the volunteer shift schedule, which is used to run the Shoppe the day of. All of the volunteer sign-ups will be posted on the ACTION VC website: [actionvc.org/community-Christmas-shoppe](http://actionvc.org/community-Christmas-shoppe).

#### **Must Be:**

- Able to organize and plan
- Good at communicating
- Good with pulling reports and utilizing sign up website

#### **Job Duties:**

- Attend team leader meetings
- Create volunteer shift schedule and needs in a spreadsheet
- Email to ACTION VC by the deadline. See Important Dates Handout\* for the deadline.

#### **Supplies Needed (For Shoppe Check In):**

- Table w/ 3 chairs
- Volunteer List with blanks for sign-ins

- Pens
- Liability Forms (100)
- Volunteer Name Tags
- Map of facility

### ACTION ITEMS- PRE SHOPPE

1. Work with each Team Leader to determine how many volunteers are needed for each team. **Aside from the Personal Shoppers, the max of volunteers per station per shift is 5.**
2. Breakdown shifts to shorter time frames to limit the # of people on campus at one time. Make sure they overlap by 15 minutes. EX: Shift One 7 am -11 am and Shift Two: 10:45 am -12 pm.
3. Acquire the Volunteer Shift Template from ACTION VC. You can use this spreadsheet as a guide for your own volunteer needs.
4. Submit Volunteer Shift Template spreadsheet with updated needs to ACTION VC.
5. Check on volunteer sign-ups throughout November to make sure teams are on track to meet their volunteer needs. You can either pull the reports from Meet the Need (need to be made an admin) or have ACTION VC pull it for you.
6. Communicate the needs at the monthly Steering Committee meetings.
7. Help your team members to recruit more volunteers. Work with the Church and Business Liaisons to solicit organizations and advertise for volunteers.
8. Recruit volunteers to help you with Volunteer Check-In on the day of the Shoppe
9. Send out a reminder email to signed-up volunteers when the Shoppe is a week away. Let them know what time they need to come, what they need to bring, what they need to wear and what they should anticipate on the day of the event.

### ACTION ITEMS - DURING SHOPPE

1. Get to the Shoppe early day of the event to set up a separate area for Volunteer Check-In. Make sure you have enough volunteers to help you.
2. Designate one volunteer to clean and sanitize the station after every shift.
3. As Volunteers arrive, they will sign in with you first before going to their site of service.
4. If they have not filled out a Liability Form (noted if they signed up through Meet the Need) please have them do so and turn in.
5. If they have not attended a COVID Safety Training, make sure they are prepped with the protocols.
6. Have them fill out a name tag.
7. Please direct volunteers to where they need to go. If volunteers need to go through a 10-minute orientation beforehand, direct them to the orientation room; otherwise, direct them to their site.
8. DO NOT LET ANY VOLUNTEER SERVE IF THEY ARE NOT WEARING A MASK. Have extra masks available for those who did not bring one.

## **MODULE 3M: SECURITY LEADER**

### OVERVIEW

**Job Description:** The Security Leader supports the safety and security before, during and after the Shoppe. *The Security Leader works directly with the Christmas Shoppe Chairperson, Childcare Team Leader, and the First Aid Team Leader.* Must be observant and gracious with a helpful attitude. Have an attitude of safety and respect.

### ACTION ITEMS – PRE SHOPPE

1. Remember you are responsible for the safety and security of all guests and volunteers.
2. Create a safe, secure, professional and enjoyable environment by interacting with the guests, vendors, volunteers, team leaders and other event staff
3. Recruit off-duty law enforcement and firefighters for the Security Team if possible.
4. Secure an EMT, nurse or doctor to be available on site during the event.
5. Secure an Automated External Defibrillator (AED) to be on site.

6. Secure a complete First Aid Kit and add extras (band-aids, instant cold packs, instant hot packs, antiseptic).
7. Work with the COVID-19 Liaison to make sure volunteers and guests are following COVID Protocol.

**Things to consider...**

- *Have at least one person on the Security Team who speaks Spanish (It's also always nice to have someone who is/was military or law enforcement lead this team.)*
- *It is helpful to have a nurse/EMT work at the First Aid Station.*

**ACTION ITEMS – DURING SHOPPE**

1. Be observant and provide a visible deterrence to crime and disruptions.
2. Provide access control by ensuring that only authorized persons are permitted in their area of responsibility.
3. Prevent uninvited guests from entering the Toy Shoppe area.
4. Monitor access areas - walkways, doorways.
5. Patrol the Christmas Shoppe site.
6. Maintain high visibility without being obtrusive.
7. Assists in all investigations and resolutions of complaints.
8. Contact law enforcement or emergency responders when appropriate.
9. Aid in orderly evacuation of the building during emergencies.
10. Make sure volunteers and guests are following COVID Protocol.

**ACTION ITEMS - AFTER SHOPPE**

1. For **any** incident requiring attention from the Security or First Aid Team, please complete an Incident Report and submit it to the Facility Liaison and Christmas Shoppe Chairperson. All Incident Reports must be submitted to the ACTION VC office as soon as possible after the event. For an Incident Report, please go to the ACTION VC resource web page.

**MODULE 3N: PARKING LOT LEADER\***

*(\*This is an optional leadership position. Not all Shoppes have this leader/position)*

**OVERVIEW**

**Job Description:** The Parking Lot Team greets, directs and guides guests as they arrive at the Christmas Shoppe. The Parking Lot Leader is in charge of working with the Shoppe Facility Liaison to find the most efficient process of parking the guests. Must be gracious, hospitable and personable with a helpful attitude. Must provide a welcoming first impression to guests. There should be 5 volunteers on this team.

**Supplies needed:**

- Walkie Talkies
- Cones (If needed to help guide traffic flow)
- Safety Vests for team members

**ACTION ITEMS – PRE-SHOPPE**

1. Locate a campus map in both English and Spanish that directs guests to the main areas of the Christmas Shoppe. (Include: Check In, Childcare, Christmas Shoppe Entrance, Prayer Area, Food Area, Bathrooms.)
2. Make sure your team members know where the Shoppe is located.
3. Work with the Facility Liaison to establish a plan if/when the parking lot is full.

**ACTION ITEMS – DURING & POST SHOPPE**

1. Greet guests as they arrive.
2. Help guests carry their bags from the Shoppe

3. Help guests load their bags and support the Check Out Team

## MODULE 30: SUPER SHOPPER LEADER\*

(\*This is an optional leadership position. Not all Shoppes have this leader/position)

### OVERVIEW

**Job Description:** The Super Shopper Leader works with the Christmas Shoppe Chairperson and the Toy Collection Leader to shop for toys and locate the best prices and discounts. This is needed to fill in the gaps from the toy collection. They must delegate the shopping list to their team (aka give age-specific directives to each Super Shopper to help avoid excessive duplication).

#### **Job Requirements:**

- Must be good with a budget and responsible with money
- Must be a savvy shopper, and willing to hunt for deals!

### ACTION ITEMS- PE SHOPPE

1. Secure funds from Christmas Shoppe Chair / create a budget.
2. Define the holes in the toy collection and make a shopping list to fill in the gap
3. Give age-specific directives to each Super Shopper to help avoid excessive duplication
4. Research what is popular this year and what is not. The more you know, the better your buying will be, and the happier our guests will be.
5. Find the best deals during Christmas Season: (*buy one get one free sale, Black Friday sales, Amazon and/or online sales...etc.*)
6. Contact store management to inquire about additional discounts for nonprofits and large volume purchases. Visit store managers with the Business Donation Request Letter\*.
7. Tally quantity 3 days before Shoppe.

### PURCHASING TOYS

1. Contact Toy Collection Team about age and gender-specific needs.
2. Christmas Shoppes often run out of \$30 - \$40 gifts and upper teen gifts.
3. Focus on *quality* rather than quantity (Higher dollar items mean \$75.00 and over)
  - See Gift List Handout\* for ideas.
4. Consider gender and age group while shopping so you end up with a good balance.
5. Remember to coordinate with your team to avoid excessive duplication (some is good if the item is really popular.)
6. Maintain a list of purchases. Save receipts and turn into the Chair.
7. Store toys at the CS toy storage facility.

\*see the ACTION Resource page: [www.actionvc.org/resources](http://www.actionvc.org/resources)

# CHAPTER 4: VOLUNTEER POSITIONS

## DULE 4A: FACILITY SET UP VOLUNTEER

### OVERVIEW

**Job Description:** The Facility Set Up Volunteer/Team is responsible for managing and running the facility and "shopping area" before and during the event. *They report to the Facility Liaison.* There should be two solid teams one for setup before the Shoppe opens and one for cleanup when the Shoppe is over. These volunteers should not be the same people as that would make for a very long day.

**Job Duties:** Physical mobility and stamina to help pick up/empty trash, sweep, wipe tables, etc. Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities. Respect for the hosting facility.

### ACTION ITEMS - PRE-SHOPPE

1. Work with the Facility Liaison to access the facility, secure facility supplies, etc.
2. Obtain pertinent facility contacts and phone numbers from Facility Liaison
3. Encourage/determine if the host facility will be decorated for the season prior to the Shoppe
4. Keep decorations simple but festive
5. Make sure ACTION banners are hung outside in the front so guests will recognize the Christmas Shoppe
6. Make sure COVID signs are posted,
7. Find out what type of securing materials are allowed on the walls (tape, staples, tacks)
8. Procure donation of trash and recycling dumpster
9. Create trash and recycling signs - English and Spanish, 12 of each
10. Locate trash liners to fit the Christmas Shoppe donation boxes (18"x24"x30")

### ACTION ITEMS – COVID SAFETY

1. Post the COVID-19 [signs](#) in highly visible locations (e.g., at entrances, in restrooms) that [promote everyday protective measures](#) and describe how to [stop the spread](#) of germs by [properly washing hands](#) and [properly wearing a mask](#) in English and Spanish.
2. Close areas such as drinking fountains and restrooms that cannot be adequately cleaned and disinfected during the event.
3. Use multiple entrances and exits and discourage crowded waiting areas.
4. Block off rows or sections of seating in order to space people at least 6 feet apart.
5. Provide physical guides, such as tape on floors or sidewalks and signs on walls, to ensure that guests remain at least 6 feet apart in lines and at other times (e.g., guides for creating one-way routes).
6. Keep adequate supplies at each volunteer station to minimize sharing of high-touch materials; otherwise, limit use of supplies and equipment to one group of volunteers or attendees at a time, and [clean and disinfect](#) them between use.
7. Wipe down high touch areas (Handrails, tables) before the shoppe
8. Make sure hand sanitizing stations are located in prominent areas through out the shoppe (Guest Check In, Shopping Floor, Check Out)

### ACTION ITEMS – DURING SHOPPE

1. Pick up trash throughout the Shoppe site.
2. Empty trash & recycle receptacles when they are full.
3. Wipe guest dining tables during the event.
4. Replace toilet paper, paper towels, hand soap, etc. in facility bathrooms at least twice an hour.

## MODULE 4B: FACILITY CLEAN UP VOLUNTEER

### OVERVIEW

**Job Description:** The Facility Clean Up Volunteer/Team is responsible for managing and maintaining the Shoppe and facility during and after the event. *They work directly with the Facility Liaison.* There should be two solid teams one for setup before the Shoppe opens and one for cleanup when the Shoppe is over. These teams should not be the same people as that would make for a very long day.

**Job Duties:** Physical mobility and stamina to help pick up/empty trash, sweep, wipe tables, etc. Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities. Respect for the hosting facility.

### ACTION ITEMS – DURING SHOPPE

1. Pick up trash throughout the Shoppe site.
2. Empty trash & recycle receptacles when they are full.
3. Wipe guest dining tables during the event.
4. Replace toilet paper, paper towels, hand soap, etc. in facility bathrooms at least twice an hour.

### ACTION ITEMS – POST SHOPPE

*\*Volunteers need to bring vacuum cleaners, mops, and brooms*

1. Wipe guest dining tables and chairs
2. Empty and breakdown trash and recycling boxes
3. Boxes in poor condition can be recycled
4. Good boxes need to be transported to storage (See Facility Liaison/ Shoppe Chair)
5. Clean facilities' bathrooms
6. Replace toilet paper, paper towels, soap, etc.
7. Port-A-Potties do NOT need to be cleaned; they are picked up by the rental company
8. Mop floors, wipe mirrors, etc.
9. Clean the facilities' kitchens and child care areas
10. Sweep & mop floors
11. Vacuum carpets

### **Box Breakdown (work with the Sorters and Stockers):**

- Requires one volunteer during the second shift or clean up time.
- Box breakdown takes place outside Toy Storage Room.
- Recycle boxes that are not reusable
- Save only the good Toy Donation boxes and storage boxes.
- Receive trash & recycling receptacles from the Clean Up Team
- Help deliver boxes to the storage unit.

## MODULE 4C: FIRST AID VOLUNTEER

### OVERVIEW

**Job Description:** The First Aid Volunteer/Team provides safety and first aid to the Shoppe before, during and after the event. *This Volunteer/Team reports to the COVID Liaison.* Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities. This Volunteer/Team must be gracious and helpful attitude. Must have knowledge of basic first aid procedures, CPR. **Bilingual preferred.**

### ACTION ITEMS – PRE SHOPPE

1. Make sure you know where the Automated External Defibrillator (AED) is kept and have access to it.

2. Know where a complete First Aid Kit (Include extra band-aids, instant cold packs, instant hot packs, antiseptic) is for your station
3. Know basic first aid procedures
4. Know the COVID Protocol for the guests and volunteers at the Shoppe

### ACTION ITEMS – DURING SHOPPE

1. Work assigned hours at First Aid Station
2. Contact law enforcement or emergency responders when appropriate. In this regard, it is best to always err on the side of caution.

### ACTION ITEMS- POST SHOPPE

- For **any** incident requiring attention from the First Aid Team, please complete an Incident Report and submit to the Security Leader and/or the Shoppe Chair. All Incident Reports must be submitted to the ACTION office as soon as possible after the event. For an Incident Report, please go to the ACTION resource web page.

## MODULE 4D: GUEST CHECK-IN VOLUNTEER

### OVERVIEW

**Job Description:** The Guest Check-In Volunteer/ Team works to check in the guests once they arrive in the morning of the Shoppe. This team tracks statistics (names, number of children, etc.) and matches ticket numbers as the guests file into the Shoppe. Must be friendly, courteous, and kind. Must also be punctual in starting to register the Shoppe’s guests. (An early start is preferred.)

#### **Supplies Needed:**

- Clipboards
- Wristbands
- Pens/ Pencils
- Statistics sheet
- Hand Sanitizer

### ACTION ITEMS- DURING SHOPPE (IN THE LINE)

*\*It is important to note that Guest Check-In looks different at every Shoppe. The priority of Guest Check-In is to check in the Guest using their invitations and make sure they are at the appropriate shift.*

1. Keep guest lines orderly and make sure guests are 6 ft apart
2. Track Invitation Numbers and Statistics
3. As the guests check into the Shoppe, explain that we need to get some information that will help us know how many people we are serving today and to help us get toys, donations and help for future Christmas Shoppes. We need to track:
  - Contact Information: Name, email/phone
  - Agency/Church/School they were referred from
  - How many **people (children and adults)** are here with them
  - How many **children** are they are shopping for
  - How many **families** are they are shopping for
4. Match tickets:
  - The Shopper’s ticket is pre-numbered and is traced back to the agency or church that gave out the ticket. Ask for their invitation and circle the number on it (to indicate that they have answered the above questions).
  - Next, explain that each shopper will be getting a wristband at the Check-In Station that has their shopping time on it. Many Shoppes pre-assign a shopping time for their guests.
  - Make sure that they have come at the appropriate time. If they have come too early, they can enjoy the booths and entertainment, pictures with Santa, refreshments; etc. until it is their time to shop.

- Assure the guest that the selection and quality of toys in the Shoppe is consistent all day
- 5. Lost Tickets/ No Tickets
  - Guest will show up without tickets with various reasons. *It is not your responsibility to make room in the Shoppe for them but check with your Leader on how to handle the situation if it arises.*
- 6. At the halfway break, check in with the Shoppe Emcee/Personal Shoppers regarding any time delays entering the Toy Shoppe

## MODULE 4E: GUEST CHECK OUT VOLUNTEER

(\*Some Shoppes prefer to call this position Toy Check Out)

### OVERVIEW

**Job Description:** The Toy/Guest Check-Out Team will "check out" the guest by counting and bagging the toys. In some shoppes, this team also breaks off the guest's wristband. After the toys have been bagged, either the Personal Shopper or a member of the Check Out Team acting as a "Toy Runner" will carry the guest's toys from the Shoppe and to the next station. They may help carry the wrapped gifts to the guest's car, the Gift Wrap Station, or Childcare. Work with your Leader to learn what Check Out process works best for your Shoppe!

Must be personable and able to lift and carry toys easily. Must also be organized. Adults should be present at the Check Out Table, but teenagers can "run" the toys.

#### **Supplies Needed:**

- Table w/ 5 chairs
- Scissors
- Color Code List (for reference)
- Batteries (optional)
- Hand Sanitizer

### ACTION ITEMS BEFORE THE SHOPPE

1. There should be approximately 5 volunteers for each shift
2. Make sure you have the necessary supplies for your area.

### ACTION ITEMS DURING THE SHOPPE

1. When the guest is ready to be checked out, the Check-Out team totals the toys and confirms whether they are at or under the point limit.
2. Cut off the guest wristband
3. Toy Runners can carry the guest's toys from the Check Out Table to the guest's car.

## MODULE 4F: PERSONAL SHOPPER VOLUNTEER

### OVERVIEW

**Job Description:** The Personal Shopper plays a *pivotal* role in the Christmas Shoppe. They provide personal assistance to the guests as they select toys for their children. This is an opportunity to personally minister Christ's love to guests through contact, care and compassion. By walking and talking with guests as they select toys for their children, Personal Shoppers have the unique opportunity to connect with each guest individually. Must be willing to take time to get to know the guest. Must be at least 16 years of age, bilingual is not required but encouraged.

#### **Things to Consider...**

- *You will need people who speak Spanish in this area as well as Spanish bibles.*
- *Keep prayers simple and not too long.*
- *Don't feel the need to advise or "guilt" anyone.*
- *Just pray and let the Lord do the rest!*

## ACTION ITEMS - PRE SHOPPE

1. Become familiar with color coding system and how the toys are grouped on each table so that you can help the guest shop and save time.
2. Remember that each group only has 15 minutes to shop.

## ACTION ITEMS - DURING SHOPPE

### *Shopper Interaction:*

1. Greet the guest as soon as they come to your table.
2. Find out children's ages, genders, and interests, etc. This will help you guide the guest to some appropriate toy choices to save time. (See Gift List for help)
3. Keep the chosen gifts to the number of points allowed (for that group). The Shoppe does not have an endless supply of toys so it's important that you keep to the gift units set by the Shopping Floor Leader.
4. The number of points that the guest can spend may change during the morning, but your Team Leader will keep you updated. (Towards the exit you will fill in the total amount of points to double check what points were spent.)
5. Guide the guest to possible toys. Make an efficient use of the shopping time.
6. Circle any batteries needed for selected toys. (batteries are not guaranteed)
7. At the end of the shopping session, guide the guest over to the Check-Out and Gift-Wrapping area. The Check-Out "runner" will carry it beyond there.

## **MODULE 4G: PRAYER TEAM**

### OVERVIEW

**Job Description:** Arguably the MOST important part of Christmas Shoppe is the opportunity for people to be prayed for or to submit a prayer request. The volunteers in the prayer room are there to connect with and facilitate prayer with the guests of Christmas Shoppe. They must be available to pray with people facing a multitude of situations. Prayer volunteers will typically exhibit the Spiritual Gifts of Mercy and Faith and are comfortable praying unabashedly with strangers.

### *Supplies Needed:*

- Bibles (Spanish and English, adult and children's)
- Note cards or post its
- Nails or tape if using a prayer cross
- Pens
- Hand Sanitizer

## ACTION ITEMS - DURING SHOPPE

1. Ask for prayer requests and listen intently.
2. Pray appropriately for the need.
3. Be ready to give guests bibles or a card with a helpful bible verse after you are done.

## **MODULE 4H: SECURITY VOLUNTEER**

### OVERVIEW

**Job Description:** The Security Volunteer/Team supports the safety and security before, during and after the Shoppe. They report to the Security Leader. The Security Volunteer/Team is observant and gracious with a helpful attitude. Has an attitude of safety and respect.

## ACTION ITEMS – PRE SHOPPE

1. Remember you are responsible for the safety and security of all guests and volunteers.

2. Create a safe, secure, professional and enjoyable environment by interacting with the guests, vendors, volunteers, team leaders and other event staff

### ACTION ITEMS – DURING SHOPPE

1. Be observant and provide a visible deterrence to crime and disruptions
2. Provide access control by ensuring that only authorized persons are permitted in their area of responsibility
3. Prevent uninvited guests from entering the Toy Shoppe area
4. Monitor access areas - walkways, doorways
5. Assign volunteers to patrol the Childcare area (3 people needed at a time)
6. Coordinate with Childcare Team Leader to understand child safety and check out procedures. (Any adult that leaves the childcare area with a child must have a coordinating wristband that matches the child's wristband.)
7. Patrol the Christmas Shoppe site
8. Maintain high visibility without being obtrusive
9. Assists in all investigations and resolutions of complaints
10. Contact law enforcement or emergency responders when appropriate
11. Aid in orderly evacuation of the building during emergencies

### ACTION ITEMS - POST SHOPPE

1. If required, complete the Incident Reports and submit to the Security Leader and/or Shoppe Chairperson.

## MODULE 4I: SHOPPE EMCEE

### OVERVIEW

**Job Description:** The Shoppe Emcee is essentially the host of the Christmas Shoppe. They must have an energetic spirit and heartwarming voice to keep the Shoppe moving smoothly and call out announcements when needed. They work directly with the Shoppe Chair and the Toy Sorters and Stockers to ensure there are a variety of raffle prizes\* on display (for each age, gender, type). They keep the Shoppe on schedule. The *Shoppe must start on time or slightly before.* (Even a single minute extra delays the round and puts the Shoppe and the Personal Shoppers behind schedule.)

**Job Requirements:** Act as an Emcee for the event and general host for the guests. Must also be organized and able to adhere to a schedule. Be comfortable with keeping other accountable for staying on schedule.

### ACTION ITEMS - DURING SHOPPE

*\*Not all Shoppes will have a raffle*

1. Communicate any delays immediately to the Guest Registration
2. Keep Shoppe on schedule. This really helps limit our guests waiting in line
3. Call out time remaining (i.e.: 5 minutes left)
  - Use a clock. Do not use a stopwatch. You've got to stick to the preset schedule that the Guest Registration is using 15 minutes for Shoppers, 5 minutes for the Toy Re-stockers. Starting ahead of schedule is acceptable. Each shopping round must end on schedule to allow the Toy Re-stockers to refill the tables without interfering with the current Shoppers.
4. Take charge of the Raffle\*
5. Announce the winning ticket number(s) and help get the gift to the guest.
6. Bring out the raffle prizes when the winner is announced.
7. Deliver the prizes to the guest's Check Out Volunteer or Personal Shoppers

## MODULE 4J: TOY BOX COLLECTION VOLUNTEER

### OVERVIEW

**Job Description:** The Toy Box Collection Team *is a Pre-Shoppe team* that distributes and organizes Toy Donation Boxes and gathers the toys for the Christmas Shoppe. They work with and directly under the Toy Box Collection

Leader. Toy collection is relatively simple; however, it requires a lot of coordination to keep things moving.

#### **Must Be:**

- Knowledge of the local business community.
- Able to work as a team and individually.
- Good at communicating and working with others
- Punctual and organized, ready to drop off and pick up the collection boxes when needed

### TOY COLLECTION SET UP

1. Get the resources you need from your TBC Leader
2. Work with the TBC Leader to contact Sites to arrange drop-off times. Be aware of office hours or business hours.
3. Begin delivering toy collection boxes to participating churches and business around the third weekend in October. See Important Dates Handout for the deadline.
4. Contact the ACTION VC office to obtain additional collection boxes.
5. Pick up toy collection boxes: Deadlines December 6th/13th.

#### **Things to consider...**

- *Be prepared for a busy December. Extra toy collection runs are usually required. Identify a support team that will be willing to help if you get behind. Don't be afraid to ask for help! Depending on how large your Shoppe is you may be collecting well over 100 boxes, so make sure your team has trucks to pick up several boxes at one time. Consider borrowing or renting a larger box truck for your primary collection day. Stay organized, know where all of your boxes are and make sure that you have a plan to pick up all of the boxes by the deadline.*

### TOY COLLECTION PICKUP

1. Move any "early donation" toys to the storage facility (ACTION office)
2. It is important to be prompt to prevent overflowing Toy Donation Boxes.
3. Contact the designated person at each collection location for a quick status update on the following: Toy collection box level, answer any questions and determine if a toy pickup is necessary. I.e. the toy collection box is full.
4. Pick up toys from participating toy collection locations (December 6<sup>th</sup> for first weekend Shoppes. December 13 for 2nd weekend Shoppes)
5. Store collected toys at the designated toy storage facility.
6. Inform the TBC Leader of any new businesses for that year

## MODULE 4K: TOY SORT VOLUNTEER

### OVERVIEW

**Job Description:** The Toy Sort Volunteer/Team is responsible for managing and running the shopping floor *before, during and after* the event. This team includes volunteers that pre-sort, price/tag, stock and re-stock toys (known as Sorters, Stockers and Pricers). They take their direction from the Shoppe Chair. Keep in mind, the Final Toy Sort happens Friday night before the Shoppe, and usually takes between 4 to 5 hours to complete and is conducted the night before the event by a team of 15-20 people. A mix of 8-10 adults and 8-10 youth works well.

**Job Requirements:** Physical strength, mobility, and stamina are important because you must move toys, and pack and unpack them from boxes. Basic math skills help in counting inventory for accuracy.

Attention to detail and good organizational skills help keep the storage area and Shopping Floor organized. Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities.

## **RUNNING THE SHOPPING FLOOR**

### ***There are three main components to running the Shoppe:***

- Presorting and Pricing the toys one week before the event.
- Final sorting and tagging the day before the event.
- Re-stocking during the event.

### ***Presorting:***

- Pre-sorting of toys should be done approximately a week in advance.
- Gather a team of volunteers.
- Pre-sorting allows time to purchase missing parts and/or combine two toys to make one complete toy.
- Keep the toys secure. They should not be moved from the off-site storage location to the location of the Shoppe until the PODS or other secured storage is available on-site. Once the toys have been delivered to the Toy Shoppe location, they should be monitored at all times (including overnight) to prevent theft.
- Separate like valued toys into larger boxes that can easily be stored and handled during the event.
- Using the color-coded price ranges used by all the Community Christmas Shoppes, pack boxes according to price range. Sticker each and every toy with the colored dot associated with the price of the toy.

### ***Determining Value:***

- Determining the value of a toy is somewhat subjective, so try to be consistent.
- To maintain consistency, limit the number of people determining the price of toys to 2 or 3.
- Make sure they are together in one location while sorting. This allows the “toy pricers” to easily communicate while pricing and develop similar pricing “standards”.
- Use of Smart Phones to read the UPC code and can upgrade toy values by as much as 10% because it eliminates biases.
- Keep in mind an Internet price isn’t always accurate. Use judgment regarding sales and how toys may have sold well in stores.
- **Red: \$10 - \$20 Yellow: \$21 - \$30 Blue: over \$31 - \$50**

### ***Final Sorting and Tagging:***

- The final toy sort usually takes between 4 to 5 hours to complete and is conducted the night before the event by a team of 15-20 people. A mix of 8-10 adults and 8-10 youth works well.
- After all the toys have been priced and sorted, they are ready to be “tagged”.
- Toy “tagging” simply means placing a colored dot on the toy to represent the toy’s value. The color dot is used by the shoppers and the shopper’s helper during the event.
- Dots to be placed in the upper left-hand corner of the toy.

### ***Toy Moving:***

- Coordinate the team to move the toys from the storage facility to the site of the event. Designate team members to receive the toys and transfer of the toys to the Shoppe area.
- Complete the onsite final sorting and assembly.
- Boy Scouts have traditionally been good volunteers for this team. They are strong, willing, and eager to help, and they are sometimes willing to stay overnight on the Christmas Shoppe site to guard the toys.

### ***Box Breakdown:***

- Requires one volunteer during the second shift or clean up time.
- Box break down takes place outside Toy Storage Room.
- Recycle boxes that are not reusable
- Save only the good Toy Donation boxes and storage boxes.
- Receive trash & recycling receptacles from the Clean Up Team
- Help deliver boxes to the storage unit.

### **Unassembled Bikes:**

- A couple of volunteers should be designated to assemble bicycles. It must be someone who is skilled at assembling and someone you trust.
- Once the bikes are out of the box, the volunteer will need to store them until Friday morning when the bikes can be moved directly to the Shoppe location storage room.

### **ACTION ITEMS – DURING SHOPPE**

*\*Not every Shoppe will have a Raffle*

1. Keep on schedule (but do not make our guests feel rushed). This helps limit our guests waiting in line.
2. Each shopping round must end on schedule to allow Toy Re-Stockers time to refill the tables without interfering with the current Shopper
3. Communicate any delays to guest registration.
4. Put raffle\* prizes on display (need variety of ages, boys/girls prizes, etc.)
  - Work with Shoppe Host to announce prizes and winners through the shopping round.

## **MODULE 4L: PARKING LOT VOLUNTEER\***

*(\*This is an optional volunteer position. Not all Shoppes have this volunteer/position)*

### **OVERVIEW**

**Job Description:** The Parking Lot Volunteer/Team greets, directs and guides guests as they arrive at the Christmas Shoppe. This Volunteer/Team must be gracious, hospitable and personable with a helpful attitude. Must provide a welcoming first impression to guests.

### **ACTION ITEMS – PRE-SHOPPE**

1. Locate a campus map in both English and Spanish that directs guests to the main areas of the Christmas Shoppe. (Include: Check In, Childcare, Christmas Shoppe Entrance, Prayer Area, Food Area, Bathrooms.)
2. Make sure you know where the main areas are so that you can direct guests throughout the facility.

### **ACTION ITEMS – DURING & POST SHOPPE**

1. Greet guests as they arrive.
2. Help guests carry their bags from the Shoppe
3. Help guests load their bags and support the Checkout Team

#### ***Things to consider...***

- *This team should plan to arrive early and stay late.*
- *Make sure you are familiar enough with the facility*

## **MODULE 4M: SUPER SHOPPER VOLUNTEER\***

*(\*This is an optional volunteer position. Not all Shoppes have this volunteer/position)*

### **OVERVIEW**

**Job Description:** The Super Shopper Team shops for toys and locates the best prices and discounts. This is needed to fill in the gaps from the toy collection. They must be organized and aware of their specific shopping list, careful not to duplicate items or toys beyond what is needed.

#### ***Job Requirements:***

- Must be good with a budget and responsible with money
- Must be a savvy shopper, and willing to hunt for deals!

### **ACTION ITEMS - PRE-SHOPPING**

1. Work with your Leader to find the holes in the toy collection. Make a shopping list to fill in the gaps

2. Research what is popular this year and what is not. The more you know, the better your buying will be, and the happier our guests will be.
3. Find the best deals during Christmas Season:
  - o Find Buy one get one free sale
  - o Take advantage of Black Friday sales
4. Contact store management to inquire about additional discounts for non-profits. Visit store managers with a Business Request Letter\*.
5. Save all receipts and maintain a list of purchases

### **PURCHASING TOYS**

1. Contact Toy Collection Team about age and gender-specific needs.
2. Christmas Shoppes often run out of \$30 - \$40 gifts and upper teen gifts.
3. Focus on *quality* rather than quantity (Higher dollar items mean \$50.00 to \$75.00 and over)
  - o See Gift List Handout\* for ideas.
4. Consider gender and age group while shopping so you end up with a good balance.
5. Store toys at the CS toy storage facility.
6. Save all receipts and maintain a list of purchases
7. Give the Toy Shoppe Team Leader the list and quantity of toys 3 days prior to the Shoppe.
8. Turn in receipts to the Chairperson.
9. Remember to coordinate with your team to avoid excessive duplication (some is good if item is really popular)

\*see the ACTION Resource page: [www.actionvc.org/resources](http://www.actionvc.org/resources)

# CHAPTER 6: CHRISTMAS SHOPPE RESOURCES

Throughout the Christmas Shoppe Training Manual, you will see references to various Resources that ACTION provides. This chapter includes a tangible copy of each. To find and download each of these resources, please go to the ACTION Resource page: [www.actionvc.org/resources](http://www.actionvc.org/resources)

## **Resources:**

- Business Donation Request Letter
- Business Donation Thank You Letter
- Business Sponsorship Form
- Church Leader Letter
- Gift Idea List
- Important Dates Handout
- Leadership Planner
- Toy Box Collection Guide
- What is Community Christmas Shoppe?

**Leader Usage:** These resources are mostly used by the Shoppe Chair, and other members of the Steering Team. However, if a volunteer would like to use one of these resources, they should clear it with their Chair first.

**Personalized Letters:** Some Shoppe chairs prefer personalized letters; letters that reference donations to their Shoppe directly. Others request letters that highlight a specific need (ex: clothing for their outwear drive, canned goods) For a personalized letter, please contact: [Natalie.Pavia@actionvc.org](mailto:Natalie.Pavia@actionvc.org)

**Other Promotional Items:** *ONLY* use the ACTION provided materials to promote Christmas Shoppe. If you would like to use a promotional item from another year or create one of your own\*, please submit it to [ACTION@actionvc.org](mailto:ACTION@actionvc.org) in order to make sure logos, format and wordage are up to date!!!

*\*If you are creating a promotional item that is similar to, or has the same purpose of an item that ACTION has already provided (Ex: a flyer) please use it **in addition to** the ACTION material. All Shoppes must be consistent in branding. Remember, each Shoppe is still part of a bigger movement in Ventura County!*