

Trees Atlanta 2007 Tree Sale Volunteer Information

We're excited and busy getting ready for another fabulous tree sale! Below I've included volunteer information to prepare you for Saturday. Please check the attached Excel spreadsheet – it has your time and duty assigned already. The specifics of the job you'll be doing during the tree sale are given below. Thanks everybody -- this can only be successful with your help!

- Susan

1. Please arrive early and park on Orme Circle or Park Drive, so that the parking lot is open for customers.

2. Check in at the Info table. The Info table volunteers can tell you where to go or where to find Greg or Susan. Please arrive on time, especially 1st shift folks, and look at the schedule carefully. Some of you may be in more than one section and/or changing jobs. You may not fit in the regular time periods so there are separate times by your names. 8:00 am is not a good time to arrive as the sale starts at 8 (Unbelievably **HECTIC**), we need you at 7 or earlier, there is a ton to do in the morning! We're hoping for a line of people waiting for the sale to start! **Please bring wheel barrows and wagons and put your name on them so they don't get lost.**

Volunteer Descriptions

- **Cashier helpers:** Helpers will write up tickets for the customers before they go to the cashiers.

Please follow this process:

1. Include quantity of each color tag (Plants will be marked by spray paint on their containers). Each color represents a price as listed on your hand held cheat sheets. There are also posters around if you need reminders of prices.
2. Write total # of **trees** at bottom of the ticket and circle the number. It should equal all the colored tags. Recount the total plants. Don't rush!
3. Keep pink copy of ticket and give yellow and white copies of ticket to customer with instructions to proceed to cashier for payment. Feel free to write the plants names down if a customer wants you to. We take cash and checks.

Don't total ticket...cashiers will total and receive payment (they have calculators, not that you're dumb or anything...it's just hectic!)

- **Cashier**

Compute total sale. We take cash and checks made out to Trees Atlanta. Double-check the number of trees with the circled number at the bottom of ticket, people sometimes add or subtract plants while in line. Do not write DL # on Checks.

- **Tree Experts**

The name says it all. Wear orange vests to be an easy target for questioning customers.

- **Shopping Assistants**

Help confused customers. Show them the process. Point them towards tree experts if necessary. Learn some trees and sell, sell, sell. Help old ladies and frantic tree lovers move trees to the line, down the line, or the tree holding area. The holding area is for customers to stash trees while they are looking around until they are ready to check out. Move trees up towards cashiers as line moves.

- **Info table**

Sign in volunteers and tell volunteers their work area, ask them if they know what to do. Look up tree info. for volunteers and customers. Alphabetize signs and pictures as they are returned to

you. Get people to sign up as members and take info from people interested in volunteering. Point out water, food, coffee to volunteers.

- **Sold – pickup area**

Help load vehicles. Circle each customer's trees/plants with tape of we will give you and write customers name on tape with market. Double check circled number of trees at bottom of customers ticket with number of trees loaded. Keep customers out of sold area as much as possible. You will also keep your eyes open for safety and security of the cashier table volunteers. You may be asked to deliver trees.

- **Hold area**

Tape around trees marked with future buyer's name and the time, explain to buyer that they will need to come back after 30 minutes to let y'all know they are still here. If buyer doesn't pick up tree within 30 minutes look for them, put tree back in sale area. Buyers can come back and hold trees again in 30-minute intervals.

- **Tree Re-Organize**

Front and straighten lines of trees in the sale area throughout the day. Replace or re-tape signs. Make sure people don't walk off with signs. Move plants up – when trees have been purchased. Put trees back in the right row if customers decide they do not want them. Assist buyers if you have time. Bring sold out plants signs/ pictures to info. desk

Traffic- Help people find parking, direct traffic while smiling, and help people load in the parking lot.