

**Rotary Club of Nanaimo – 2025 Book Sale**  
**Volunteer roles and duties – Rotarians only – Cashiers, bankers, greeter**

**Everyone**

- Thank you for volunteering! Your support is key to ensuring the success of our annual fundraiser.
- SMILE! Value the customers; thank them for their support – we wouldn't be successful without the shoppers; enjoy yourself and enjoy being with others
- **All volunteers** – please check in with Floor Manager (formerly Foreman) at Centre Court at the start of your shift; although you will likely be able to choose where you wish to work, the Floor Manager is the 'boss' of the shift and will, if needed, direct volunteers to the area of most need.
- A reminder that there are no 'meal breaks' during your volunteer shift; if you need a break to use the loo, please let the floor manager or banker know so they can cover your duties
- Public Health protocols – there are currently no public health orders hence no covid protocols however
  - Hand sanitizer is available at all mall entrances/exits, and at Book Sale cashier stations
  - Masks are no longer mandatory but if you wish to wear one, feel free to do so; we are tolerant of everyone's preferences
  
- **ROLES**
  1. Bankers (p.2)
  2. Floor manager (p.3)
  3. Greeter (p.4) Day 1 only
  4. Cashiers (#1 - POS machine; #2 book counter/packer) (p.5)

## 1. BANKER DUTIES

- Morning: Provide volunteers with cash boxes at beginning of shift
- Maintain floats in cash boxes, ensure they have adequate small bills and coin for change
- Collect monies from Cashiers on periodic basis during the shift and keep it locked in the Banker room for future deposits (please be discreet when removing cash from the boxes – only the banker should be removing cash)
- Deposit funds during the day as necessary, at least at end of each day. As much as possible, do not allow cash to build up over \$8,000 before depositing. Do NOT deposit loonies/toonies/\$5 bills the 1st weekend
- Keep a running total of daily sales and deposits
- Advise Head Banker (Lucie G) if running low on deposit slips or other banker supplies
- Ask Floor Manager for assistance as needed, particularly when collecting money from cash boxes and leaving the mall for bank deposits
- Banker will collect money from cash boxes; cashiers should not be taking wads of cash from the cash box & handing it to Banker
- Personal security is important – do not hesitate to ask for a buddy when handling and moving cash
- Refrain from discussing how much money we have ‘taken in’ or ‘banked’ when in public space. We are handling a very large amount of cash and discretion is imperative for everyone’s safety and security
- Deposits are made at Island Savings Credit Union at the Woodgrove Centre branch. If you wish, take a partner when making a bank deposit
- Throughout your shift, check on cashiers to ensure they have everything they need
- Provide break relief for cashiers as necessary (collaborate with Floor Manager)
- Help with table maintenance as time permits
- At day’s end, after removing all cash and vouchers, leave the empty cash boxes open on the cashier tables; leave the cashier area and tables tidy for easy set-up the next day
- Store the volunteer list in the banker’s room
- Closing: ensure final deposit is made each evening

***Note: the Head Banker will provide specific instructions on deposit procedures at the bank and storing float at end of each day***

2025 see additional bankers’ notes in the Banker’s room

## 2. FLOOR MANAGER DUTIES

- The floor manager is the ‘boss’ of the shift so you should be prepared to deal with a multitude of issues and problem-solve on the fly
- **Before going on shift** please log into Club Runner and be aware of the names of volunteers coming in on your shift via both lists -
  - 2025 Fall Duties - Tables Duties and
  - 2025 Fall Duties - Cashier – Rotarians Only
- Open sort room and turn on lights (switch beside door on inside of room, first 3 breaker “Labeled”) if you are the first Floor Manager of the day.
- At the main cashier station (Centre Court of the mall) there will be a master list of volunteers – check people in as they arrive for shifts (volunteers must check in with the FM each shift), check them off on the master list, and ensure they understand their duties and responsibilities – **when needed, direct them to the area(s) of most need**
- As well, there may be non-registered volunteers that ‘show up’ to help out; please accept all non-registered volunteers, record their name (& contact info if non-Rotarian) on the Master list of volunteers, and assign them an area to tidy – there will be a ‘sign-up sheet’ attached to the master list so that we can track/thank the non-registered volunteers.
- Please ensure volunteers wear a Rotary apron (stored in a bin under the main cashier station)
- As required, assign table volunteers specific tasks (i.e. attend to Children’s books, sort pocketbooks, sort non-fiction, etc.)
- Assign cashiers to specific cash tables (not on Day 1 – the Banker will do this on opening day); if it is quiet, you may need to rotate the cashiers at Centre Court to the upper cashier station and have the upper cashiers come to Centre Court. Do this every 1-2 hours please so that folks are not bored.
- Respond to customer’s concerns, questions, and complaints. Maintain calm, respectful dialogue with customers – remember you are representing Rotary in our community
- If customers are belligerent, argumentative, or wanting to debate any perceived or real concerns, give them some ‘air time’ away from other customers/volunteers, then offer to accompany them to the mall manager’s office if they wish to take their concerns further
- Ensure there is water available for volunteers; bottled water is stored under the cashier table at Center Court (you may also access to the bottle refill station is in the hallway near the washrooms)
- Keep volunteers on task – reassign them as needed to meet changing needs during shift
- Tour the sale and identify areas needing attention; direct volunteers accordingly
- Collect ‘abandoned’ books left at cashiers and put away/restack – or assign a table worker to restack
- Once everyone is organized, work on table maintenance, and relieve cashiers for breaks as needed
- Empty donation boxes by London Drugs once per shift. Be sure to return the book box key to sorting room (hook on wall beside breaker box in sort room)
- Assist banker as needed
- At days’ end, give a 5-minute mall closing warning to customers who are still shopping  
**& encourage mall patrons to move towards cashiers; remind patrons that the sale closes in 5 minutes**

### 3. GREETER DUTIES (this role is for Day 1 only)

- Greet customers in a kind courteous manner; assist with traffic control in early morning hours.
  - **Sale starts at 0800 No ONE is allowed into the sale prior to 0800** no matter what sob story or tale of woe or entitlement they try to lay on you!
- Be familiar with the book sale layout – particularly the non-fiction book sections north of Centre Court plus the mezzanine (between the London Drugs hallway and Lowe's)
- If you see a big line-up at a cashier, offer that there are other cashier stations to use
- Direct customers to the various areas of the mall as requested – this includes directions to the washrooms, ATMs, mall administration, lab, doctors' office (there are 2 clinics in the mall now – Family Practice Clinic beside Lowe's, and Caledonia Clinic beside Subway), etc.
- A Greeter's role **does not include** assisting customers to find books they are looking for outside of directing them to a particular category
- Be aware of customer lineups and help direct them to other cashiers (i.e. at the upper end of the mall)
- If customers are belligerent, argumentative, or wanting to debate some perceived or real concern, give them some 'air time' away from other customers/volunteers, then offer to accompany them to the mall manager's office if they wish to take their concerns further

#### 4. CASHIERS' DUTIES

- WORK IN PAIRS – one person is the POS cashier (enters sale in Clover & takes payments)
- Break relief – **there are no 'meal breaks'** – breaks are for short toilet breaks only; coverage will be provided by Floor Manager or Banker so please let them know if you need to use the loo
- Holding books at cashier desk – Cashier 2 - record the name, phone number, & date – MAXIMUM 24 hour hold!

##### 4b: POS MACHINE CASHIER (Cashier #1)

***Please ensure you are trained, understand, and able to manage the POS machine before signing up for this role – refresher training is mandatory for this role – there will be in-person training for the POS machines prior to the codes.***

- **There are price points on the POS machines for school vouchers, bags, etc. Please be familiar with all aspects of the machines prior to the start of the book sale.**
- There are 3 cashier stations for the book sale (although on Day 1 there are often 6 stations); if line-up is getting too long at your station, either you or the Floor Manager can offer that there are other cashier stations to use
- Use the provided pricing sheet; do **NOT** give discounts;
- Accept cash and card (debit &/or credit)
- Receipts: **DO NOT ASK CUSTOMERS IF THEY WANT A RECEIPT** - If they ask for a receipt hand them the machine to enter their own email/text #
  - If people ask for a receipt after you have closed the sale, we will have paper receipts (in the cashier baskets at each cashier station) and you can write out a receipt. Do not try to go back in and issue a receipt – we have had a multitude of errors as folks try to be kind but don't know how to work the machine to issue a receipt after-the-fact – use the hard copy/handwritten receipts.
- Book dealers must self-identify and may pay by cheque; have Floor Manager approve payment
- Nothing sells for less than \$2.50 (pocket books); all other books are \$3.00. Children's books, Audiovisual, and cookbooks are \$3.00 per inch when stacked and measured against the ruler at the cashier stations
- Maintain security of cash box – DO NOT leave it unattended at ANY time!
- **Please do not remove cash from the box** for the Banker; Bankers will discreetly clear extra cash
- School vouchers (vouchers are \$100):
  - No cash value, nor credit carried forward, single use voucher (\$100/voucher)
  - Cashier 2 - Record the school name & name of person redeeming the voucher on the back of the voucher; place in cash box

##### 4b CASHIER #2

- Count the customer's books as they reach the payment table; give this total to the POS machine cashier
- Bag/box the books and give each customer a Rotary book mark; notify Floor Manager if customer needs help loading books to their car
- Maintain security of cash box – DO NOT leave it unattended at ANY time!
- School vouchers (\$100): **Cashier 2** - Record the school name & name of person redeeming the voucher; place in bottom of cash box; No cash value, nor credit carries forward, single use only