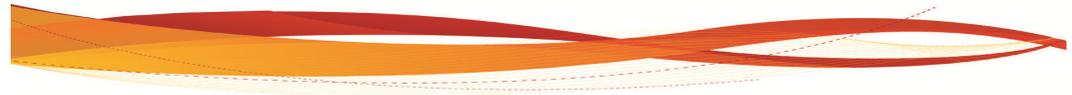




Hope Holiday Store

...Where hope shines 



Volunteer Opportunities

General Requirements:

- ✿ Greet and serve all persons with an attitude of excellent customer service.
- ✿ Be familiar with all areas of the Hope Holiday Store.
- ✿ Arrive on time.
- ✿ Adhere to time commitments.

Opportunities to serve:

Adopter

- ✿ Adopt a child and purchase gifts from child's wish list.
- ✿ Return gifts by deadline.

Buyer

- ✿ Shop for an adopted child when the adopter is not able to shop. (will call to schedule)

Customer Service Associate

- ✿ Check-in parents upon arrival at the store verifying child and parent information.
- ✿ Assign a personal shopper to escort each parent.
- ✿ Bag gifts not collected to be delivered to parents.

Department Manager/Associates

- ✿ Organizes department (Toys, Boys, Girls, Coats).
- ✿ Directs department volunteers (Manager).
- ✿ Assist parent and personal shopper to find items on wish list.
- ✿ Knowledgeable about assigned department and Hope Holiday Store set-up.

Feast of the Harvest Associate

- ✿ [Helps to sort and pack food baskets for parents.](#)
- ✿ [Distributes food baskets to parents.](#)
- ✿ [Assists with area clean up.](#)

Gift Wrapping Associate

- ✿ Provide gift wrapping service to parents.
- ✿ Manage gift wrapping waiting area.
- ✿ Distribute and collect evaluation forms.

Note: *Daughters of Destiny will manage and operate this area.*

Greeter/Security Associate

- ✿ Welcome all to the Hope Holiday Store.
- ✿ Direct parents to Customer Service (sign-in table) and volunteers to volunteer area.

- ✿ Monitor store activity and secure entrances and exits to maintain order/flow of store traffic.
- ✿ Distribute and collect evaluation forms.
- ✿ Provide childcare, *if necessary*.

Hospitality Associate

- ✿ Coordinate food preparation and set-up.
- ✿ Serve refreshments and lunch to volunteers.
- ✿ Help distribute Feast of the Harvest food baskets to parents.
- ✿ Assist with area clean-up.

Inventory Associate

- ✿ Write *legibly* and transfer child's information to wish list and adopter card.
- ✿ Record items accurately and completely.
- ✿ Assist with recruiting adopters and receiving gifts from adopters on Sundays and Tuesdays
- ✿ Label, store and organize gift items.

Personal Shopper

- ✿ Assist parent with finding gifts in the Hope Holiday Store.
- ✿ Escort parent to Customer Service area to have gifts wrapped.
- ✿ Bag gifts not collected to be delivered to parents.

Store Design Associate

- ✿ Take inventory of store decorations and equipment.
- ✿ Help set-up, decorate, display gift items and organize Hope Holiday Store.
- ✿ Assist with breakdown, clean-up and storage of store equipment and decorations.

Transportation Associate

- ✿ Help pickup Toys for Tots donation.
- ✿ Provide transportation for parents to/from store.
- ✿ Help deliver gifts to parents who were not able to attend.