

Shop Volunteer Training Sessions

Each of the 3 sessions is to be 2-3 hours long. Review your packet after each session to be sure you understand what was covered. Don't be afraid to ask questions.

Session 1

- Meet the trainer, receive the volunteer pack and learn how to sign in.
- Meet the volunteers and staff who are working that shift.
- Tour the Shop.
- Observe the telephone etiquette (greeting, parks and transfers.)
- NO CELL PHONES on the floor.
- Locate the bulletin board for volunteers and note the scheduling book and list of monthly staffers. Review how to record volunteer hours in the Shop and for the Guild.
- Observe the volunteers selling and using the register.
- Take a highlights tour of the Museum and with each new exhibit. This will enable you will be able to answer customer questions.

Session 2

- Locate artists' files and shop reference library.
- Tour "Books and More." Learn how the books are arranged and how to find out if we have a specific book.
- Meet the volunteers and staff on duty. Learn which of the staff is responsible for buying and when buying is done. Learn how to greet vendors and have them sign in.
- Learn about dusting displays and other maintenance duties for slow times.
- Observe selling procedures at the register, including memberships, membership discounts, shopping bags, gift cards, gifts wrap and free school admissions.

- Train on the register.

This session will be in the Shop

Session 3

- Meet all staff and volunteers.
- Learn about customer holds, layaways, repairs, consignments, shipping and returns.
- Review shop security with the trainer.
- Review the expertise and responsibility of each staff member including E-Commerce.
- Tour the Collector's Room. Learn how to locate the artists' files and other resource materials.
- You are now ready to use the register under the guidance of staff or another volunteer. Remember that volunteers may not ring their own purchases.

Whenever you are in the Museum, try to familiarize yourself with all the exhibits, new and permanent, so that you will be able to answer questions and direct visitors.

You are expected to attend at least 3 workshops or other continuing education sessions each year and to volunteer for extra shifts during festivals.