

Things to remember for helpers at the Nearly New Sale

PLEASE NOTE – This is the first sale at our new venue, therefore please bear with us! Things will be different and we need your support in understanding this. Please be guided by your supervisor on the day. Also please note the important amendment to the ‘clear up’ helpers

1. Did you help at the last Nearly New Sale? – If so, it's roughly the same procedure as last time.
2. It can get quite hot in the Hall, so please layer up! Please note that **no bags** are allowed in the hall during the sale, so small handbags/'bum' bags etc. are advised.
3. Please arrive promptly. If you are selling, please sign in and leave all your items for sale at the cash desk area, unless advised otherwise; these will all be taken down by other helpers, you are needed at your area.
4. Go to where you are helping. Please find the list of helpers, a supervisor will point you in the right direction. Your supervisor (who will be wearing an apron) will have your label; if you are late for your session please find one of the co-ordinators at the help desk in the main hall as one of them will have the labels.
5. If you are helping on clothes, toys and books then please go into the main hall. Otherwise **please stay out of the main hall!**
6. We need your help to ensure that this is a NEARLY NEW SALE and not a jumble sale. Therefore, please do your best to check every item that you put out is clean and nearly new. If you think it has seen better days, is out of season, or has buttons/hooks missing then please put it in the reject box in the main hall which will be clearly marked. If you cannot locate the box then please give the item to a Supervisor. (N.B. This message is repeated in each 'job description'.)
7. Please keep an eye out for any **amended price tickets** as these **must be rejected**. This is very important.
8. If you wish to come along to the Preview Sale then arrive at the side entrance by 9.45 am. You will need to find your supervisor to collect your name label – no-one will be allowed entry to the hall without a name badge. The Preview Sale will start promptly at 9.45am (all external doors will be locked between 9:45am and 10am) and finish promptly at 10.15am. If you are due at your post at 10.30, then please try to purchase your items as quickly as possible. We may place restrictions on the number of toys, videos and equipment you can buy at the Preview Sale but you may re-visit after 11am to purchase more. However, we would ask that you take the items that you have already bought back to your car or home. Please do not leave bags in the hallway. You are responsible for your own goods. The hall can be quite a mess after the preview, so please work to make it tidy again.
9. The sale co-ordinators and those who are on preview cash desk will be allowed to look around preview five minutes early to enable them to see some of preview.
10. Please familiarise yourself with where the different areas are – maps are on the walls of the main hall and one is available to download online.
11. IMPORTANT NOTE: Please be extra vigilant of thieves. Like it or not, these people operate at a Charity event, such as ours. If you see anyone acting in a suspicious manner then please contact one of the organisers who will try to remain conspicuous for you.
12. Please note that if you come to help with children, and have not advised us **in advance** then we may not be able to accommodate you. If this happens, then you will be considered to have not helped and therefore will pay the higher rate of commission.

The following is categorised into different sections. Please read the relevant role description.

- **Set-Up Helpers (from 8am)** – You will have been allocated a specific area; if however, you have slipped through the cracks, please find one of the sale co-ordinators in the main hall to ask where you are most needed. If you are emptying the sellers' bags then please quality check the items. Do you consider them to be safe, clean and nearly new? If not then we cannot sell it and it should be put in the Rejects box. If you are unsure about the quality or cannot locate the box then please give the item to a Supervisor.

- **Clear Up Helpers (from 12.30)** - The bags need to be laid out in the Main Hall in rows according to their colour – for instance numbers 1-20 may all be red, 21-40 blue etc. All the unsold items need to go back into these bags. Please keep the garments on their hangers. **NEW ADDITION TO CLEAR UP** – after the sale you have the option to donate your items that have not sold to charity. (We have a representative there on the day to take the items you wish to donate, after you have checked out) **SHOULD YOU WISH ANY OF YOUR UNSOLD ITEMS TO GO DIRECTLY TO CHARITY AND NOT RETURNED TO YOUR BAG AT THE END OF THE SALE PLEASE PLACE A LARGE RED DOT ON THE BACK OF YOUR LABELLING TICKET (BOTH HALVES) ANY ITEM WITH A RED DOT ON THE BACK OF THE TICKET WILL GO DIRECTLY TO THE CHARITY BAG AND NOT RETURNED TO YOU AFTER THE SALE. THANK YOU**
- **Cash Desk Helpers** - If you are helping on a cash desk, please report to the relevant supervisor. The Procedure is clearly stated on a notice attached to the desk. **Please take special notice of the comments on cheque guarantee cards as this is very important.** It won't take long to pick it up! You will be called for a short meeting on procedure shortly before preview starts; please attend if you are at the hall at this time.
- **Clothes Helpers (0-11 yrs)** - The procedure for displaying clothes is pretty simple. Just grab a seller's bag and either hang the clothes on rails or neatly display them on the tables. Please check to see that the right clothes (i.e. age & sex) are put in the correct areas. Please note that we are unable to sell clothes with drawstrings at the neck. Swimwear, nightwear, wellies, fleeces and school uniform are allowed all year round. Please make sure that each item is clean and nearly new. If you think it has seen better days, is out of season, or has buttons/hooks missing then please put it in the Rejects box as soon as possible. If you cannot locate the box then please give the item to a Supervisor.
- **Baby Clothes (0-12 months) Helpers** – We are always inundated with baby clothes. We are now permitting only **20** top quality items per seller number in this category. Whenever possible vests, babygros, tights etc. will be placed in the large bins to the side of the tables; this leaves space on the tables for outfits. There will be trestle tables and rails on which to display the clothes and so please do your best to categorise them by age and sex. Please note that we are unable to sell clothes with drawstrings at the neck. Also, please make sure that each item is clean and nearly new. If you think it has seen better days, is out of season, or has buttons/hook missing then please put it in the Reject box as soon as possible. If you cannot locate the box then please give the item to a Supervisor.
- **Shoes & Wellies Helpers** – These will be displayed on the stage. We are now allowed to sell all types of shoes. Please make sure that each item is clean and new or nearly new. If you think it has seen better days, is out of season, or has buttons/hook missing then please put it in the Reject box as soon as possible. If you cannot locate the box then please give the item to a Supervisor.
- **Toys & Books Helpers** - We receive a lot of toys to sell and there is not enough room to display them as well as we would like. Please take care that you do not pile the toys too high, as this can be dangerous. You can place them under the tables on the ground. Please inspect each toy carefully and return broken or very old toys to the Rejects box. Note that we are also **unable** to sell hand knitted toys. If you cannot locate the reject box then please give the item to a Supervisor.
- **Equipment Room Helpers** – Please be aware that we are not able to sell prams, pushchairs or buggies. We do however have a Notice Board in the equipment room for registered sellers where for sale notices can be put up free of charge. We are also unable to sell car seats with straps, feeding bottles, dummies/soothers, soft mattresses (including crib/Moses basket mattresses (travel cot ones are accepted), riding or bike helmets and any mains powered electrical goods. Please make sure that each item is clean and nearly new. If you think it has seen better days or it is on the prohibited list above then please put it in the Rejects box in the Main Hall as soon as possible. If you cannot locate the box then please give the item to the Room Supervisor. Please check with your supervisor regarding baby slings as many are no longer allowed to be sold; rucksack style & Baby Bjorn style are still fine. We no longer sell maternity wear; anything you find will need to go into the Rejects box in the main hall.
- **Label Room** – This takes place at the side of the stage behind the curtains. There will be someone there to show you the procedure. Please be aware that we suggest to helpers who have babies with

them that they take refuge in this 'quiet' room if they need to feed their children and have a rest and a drink. If you are in the room when this happens then please do your best to look after them.

I think that just about covers all the jobs. Please raise any queries or concerns to Lisa Dunleavy/Ashley Gordon (0844 243 6139). If you would like to be more involved in the organisation please contact our Nearly New Sale general enquiries number on 0844 243 6139 or email sale@godalmingnct.org.uk)

Above all, thank you for your help – we couldn't do it without you.