

TEMPORARY AS OF 4/12/21: NEW ONE IN
PROGRESS



Shop Host Handbook

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I. Morning Routine

1. Arrive by 8:55 AM if you are scheduled for the first morning shift.
2. Wear your member name tag.
3. Wear a face mask whenever you are in the presence of others in the building.
4. Hang coats and large tote bags in the large closet in the studio. Place your purse/bag under one of the brown stools.
5. Remove the chain and sign and store these items behind the office door. The sign has sliders on the bottom for easier moving.
6. Turn on the overhead lights
 - Ceiling light: between the shelves of the white adjacent to the entry.
 - Jewelry cabinet light (under the center of the cabinet, which you can operate with your foot).
 - Lights of the two tall white curio cabinet and big black cabinet. Inside the top left door of the Claudia cabinet, use the remote control. Press the top three buttons on the remote. The bottom row of buttons turns these lights off.
7. Be sure there is a sales book and that EACH page is stamped with the “tax added” stamp.
8. Dust and straighten displays. Clean glass and mirrors as needed. Please do not rearrange vignettes other than to fill gaps within that vignette due to an item having sold.
9. The Display and Merchandising Leads and the Shop Coordinator will restock the shelves from inventory as needed.
10. **Read the Shop Notes on top of the jewelry case every day!** This contains things that may have changed since this handbook was last issued, or reminders about things we don't do consistently.
11. Check the Shop Host Notebook for recent notes or information you may need that day, and use it throughout the day as needed. See Section VI, page 12 for additional information about the notebooks.

II. General Shop Policies

See the policy signs on the side of the Claudia cabinet as well as signs placed in small frames around the shop.

Policy Signs

- You Break It, You Pay For It.
- No Refunds, No Returns.
- A 3% user fee is added when using a credit card.
- Sales Tax Included in Price

General Information Signs (examples)

- Sanitize hands before trying on necklaces or bracelets.
- Do not try on earrings.
- Do not remove any items from packaging.
- Ask for help reaching items.

III. Where to Find Stuff

Claudia's Cabinet

Top Section

- General Use plastic packaging bags
- Small rope-handle paper bags
- Pillow boxes for small jewelry (we do not offer cardboard jewelry boxes)
- Plastic ziplock bags for small jewelry large
- Wide tape dispenser for use when assembling cardboard boxes.
- Narrow tape for securing tissue.
- Remote control for display lights (do not remove; just tap to turn on/off the 2 white curio cabinets and black china cabinet) I is for ON, and O is for Off.
- Current Shop Host Calendar

Middle Section

- Shop Computer (this will be moved to the top of the jewelry cabinet when we introduce the new barcode reader system).

Bottom Section

- Office Supplies Box (notepaper, stapler, scissors, etc. ziplock bags, hanging tags,
- Cleaning Supplies
- Hand lotion, Kleenex, Aleve
- Barcode printer and reader and cords

Wall Adjacent to Claudia Cabinet

- Various sizes cardboard boxes (more in Studio Closet on tan shelves)
- Large capacity, strong white plastic shopping bags

Jewelry Cabinet

Two Left Drawers

- Top drawer: Tissue paper ONLY
- Bottom drawer: Extra tape and other sticky stuff

Middle Drawers

- Top: Gift Certificates, envelopes, etc.
- Bottom drawer: Product tagging supplies

Below Cabinet

- Electric light switch for jewelry cabinet

Top Surface

- Hanging wire file unit
 - Top: Display Log
 - Top: Lilac plastic folder: artists contact lists; participating artists list, manuals for various equipment
 - Bottom: 3 Notebooks, Dusting tool
- Computer (when we are operational with barcode reading system)
- Mug with pens (ONLY black Bic ball point pens) highlighters
- Shop Notes Stand
- Hand sanitizer
- Rotating product display on outside corner

Black Spacer Cabinet Next to Jewelry Cabinet

- Bubble wrap. On the wall side of the jewelry cabinet, lift finger hole lid for access to the bubble wrap.
- NOTE: We encourage recycling. We have sufficient quantity of bubble wrap but will accept more as needed.

Studio Large Walk-In Closet

- Ladder and Step Stool
- Broom, dust mop, dust pan
- Black plastic bag with recycled bubble wrap; usually hanging on a metal baker's rack on the back right side of the space
- Tan plastic rack near ladders is for storing SHOP things only as noted on the signed attached to each shelf

Reaching High Items

- A long pole with a hook is located between the left white cabinet and big black cabinet. Use to get wreathes off the wall. Do not use the hook or ladder or step stool unless you are comfortable doing so. Do not allow customers to use such items. If a customer is interested and you cannot safely get it down, get the customer's information and call the Shop Coordinator who will get it down or arrange for someone else to do it.

IV. Sales Orders - Details

AVOID ERRORS

We just cannot stress this strongly enough. Errors take a lot of time to resolve and involved up to 3 people.

1. Understanding the Barcode



All Items sold at the Art Center have a barcode.

\$10.00 ^⑦ The price the artist has set, which includes the 20% commission and Tennessee tax.

Set of If a product includes more than one part such as earrings and a necklace, it says Set of 2 (or 3, etc.). If there is no number, then it is a single item.

Prop If this item is a prop, the tag description will say so and is NOT FOR SALE (NFS). Such items are used for display purposes only. When space is not available on a prop for a barcode, there is usually a small sticker with EP-NFS, or a member number, such as 479-NFS.

Artist Name of the artist who created the item.

Product Description This may include details like a descriptive name, color, series number, title. For hand written sales orders, you only need ONE OR TWO DESCRIPTIVE NOUNS.

Barcode Number, for example 4 - 00270 - 20 - 11 - 0072

- 4** Shop inventory identifier (1 is for Gallery, G is for Gift Certificate)
- 00270** Artist's member number
- 20** The **year** the item was inventoried
- 11** The **month** the item was inventoried
- 0072** A unique **sequential number**

IMPORTANT: As we go from one year to the next, the **sequential number** starts over at 0001. Therefore, it is essential that you also look at the **year** and **month** if you are trying to search for a particular item.

- d. Write the 14 digit barcode. Double check for accuracy!
- e. **IMPORTANT:** When a gallery item is listed (begins with 1-), color that line with a highlighter pen. This is a signal for the Front Desk Host to log this item on their sold list and call the artist. (We do not call the artists when an item sells in the shop.)

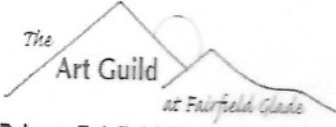
4. LEAVE A BLANK LINE BETWEEN EACH ITEM!

- 5. Add the total of all items. A calculator with a printing feature is on the jewelry cabinet. If you print it out, staple it to the Sales Order.
- 6. ONLY the Front Desk Host signs here.
- 7. This is the Sales Order number. You will need to use this number occasionally in regards to Gift Certificates. See Page X for further details.
- 8. The Shop Host writes their member number and EP in this *blank* space.
- 9. If you need to use more than one Sales Order for a customer, mark each **1 of 2** then **2 of 2**, as appropriate. Then, carry over the sales total from page 1 to the first line of page 2 and put it in parentheses.

READ STEP 8e to learn about this highlight

10. Wrap the items. See Appendix A for details.
11. The Shop Host takes the package, the white and yellow slips, and the customer to the front desk for payment. Do not let them go unescorted. This is a security procedure.

EXAMPLE OF PROPERLY PREPARED SALES ORDER
 for a customer who is paying by check, purchasing a variety of items, and a gift certificate.


Sales Order

451 Lakeview Drive - Fairfield Glade, TN 38558-7132 (931) 707-7249

Name Joe Somebody Date 12/16/20

Address 100 Somewhere Road

City Paradise State TN Zip 37151


Phone 21-424-5656 E-Mail JS

CASH _____ CHECK #3242

QTY	DESCRIPTION	MT
1	Bracelet 4-00222-20-11-0109	28-
1	Painting * CALL ARTIST 1-00390-20-10-0014	70-
1	Earrings 1-91 #44 Farber	20-
1	Gift Certificate 6052102511270	100-
All Prices On Artwork And Other Gallery Items Include TN Sales Tax		
		218-

HOST _____

No. **12350** #479-EP



d. Put the original GC in a coordinated envelope.

Date	Dollars Spent	Sales Order No.	Value Remaining	Your Member #
12/18/20	\$45	12345	\$55	479
4/09/21	\$15	13332	\$40	479
11/21/21	\$70	16555	\$0	479

3. Prepare a Sales Order When Customer Is Redeeming a GC

- a. If the customer indicates they are paying (partial or full) by a Gift Certificate, ask to see it. They must have the original!
- b. **CHECK THE BACK SIDE OF THE GC** to determine if the GC is for the full original value or a remaining value due to prior partial usage.
- c. Prepare the Sales Order as usual, but add a line item with the Gift Certificate serial number.
- d. In the TOTAL AMT column for the GC line item, indicate the amount being paid by the Certificate, for example, **-\$40**. (Note in this example, the total sales order amount is the item(s) minus the GC value.)

4. Prepare a Value Remaining Sticker if Customer Does Not Spend Full Value

- a. If the GC has value remaining after the customer uses it, prepare a sticker for the back of the original GC. These are in an envelope within the pink GC bag.

Here are some examples of how to account for the residual value. Always double check your math!

- 1) The Sales Order is for \$45 and the customer is applying a \$100 GC.
 - Prepare a sticker for the back of the GC showing the amount spent and the remaining value (in this example, \$55).

- 2) The Sales Order is for \$70 but there is only \$55 remaining value on the original GC.
 - Complete the sticker, indicating a remaining value of \$0.
 - On the Sales Order, indicate how much is being paid by the GC value remaining, and what method and how much is being paid another way.
- b. When there is no value remaining, keep the original GC, mark VOID on its front, and attach it to the WHITE copy of the Sales Order for the items being purchased.

HELP MAINTAIN A SAFE ENVIRONMENT!

- ***Face masks required of Hosts and Customers!***
- ***Maintain Social Distancing: In general, try to keep customers to a maximum of four at a time. This will be delicate and not always possible. Play it by eye and ear but do not be afraid to ask some customers to wait in the lobby.***
- ***If someone sounds ill, you may need to ask them to come back when they are feeling better. This is also delicate, but it is for everyone's safety.***
- ***Point out to customers the location of hand sanitizer, especially if they are handling jewelry, and use it often yourself.***
- ***Pay attention to what customers are handling and clean, as appropriate, with a fresh sanitizer wipe.***
- ***Do not use try to reach high items with the pole OR ladder unless you are comfortable doing so. And do not allow customers to help. Seek help from other members present or ask the customer to leave their contact information and you will have someone come in to get the item down.***

VII. Throughout the Day

1. Always immediately welcome customers with, "Welcome to Endless Possibilities." It's also nice to tell them your name. Make sure your mask is on until we are free of COVID restrictions, even if you have had a vaccination.

2. Tell them a bit about the Shop (all hand made by our member artists, generally in the \$10-\$100 range, open the same hours as the gallery—9:00 am to 4:00 pm, Monday-Saturday).
3. Do not ask the customer what they are looking for. Chances are they don't know until they spot it. They will let you know if they need help.
4. When customers are in the Shop, try to remain behind the jewelry cabinet unless providing assistance or escorting customers to the Front Desk Host to pay for a purchase. This helps maintain social distancing.
5. Remind customers, if necessary, that jewelry cannot be removed from its packaging, earrings cannot be tried on, and the customer must sanitize their hands prior to trying on necklaces.
6. Try not to leave the Shop when guests are present in the building (except classes). When leaving the Shop for refreshment or bathroom, please let the Front Desk Host know so they can look in on the Shop, if needed. We will do the same for them.
7. Shop Hosts may work on personal projects in the Studio as long as they can keep an eye on people coming into the Gallery and/or Shop, The Host should then immediately go into the Shop, even if the visitor does not.
8. Be available to assist the Front Desk Host as needed but always keep shop hosting as your highest priority.
9. Do not place personal items on the jewelry cabinet top or on top of the Claudia cabinet, except your cell phone. Put purses/bags under the stools.
10. Please be courteous: do not store personal items anywhere in the office.
11. Do not eat in the Shop unless you are working alone, although it is OK to have beverages on the bottom ledge of the window behind the stools.

VIII. Notebooks

1. Customer Notebook. If a customer has an idea, complaint, concern or compliment, ask them to record it in the Customer Notebook, along with their contact information if they want a followup, and assure them that the Shop Coordinator will read and respond quickly as needed.
2. Artist Notebook. If a member-artist has a concern or suggestion, ask them to record it in the Artist Notebook, along with their contact information, and assure them that the Shop Coordinator will read and respond quickly as needed.
3. Shop Host Notebook. If you have a concern, suggestion, Shop need, have daily events to report, etc, record it in the Shop Host Notebook along with your name, date and time. The Shop Coordinator(s) will read and respond as needed.

**Check the notebook whenever you arrive.
If there is a colored tab in the outside margin with YOUR name, read and act on the information, then remove the tab as an indication you have acted.**

IX. End of Day Routine

1. Use disposable disinfecting wipes to wipe things such as the hooks on the yellow chain and all FIVE light switches, cabinet knobs, etc.
2. Straighten, dust, and clean glass displays as needed.
3. Be sure all supplies are in their proper locations. Glass cleaner and paper towels are in the kitchen.
4. Sweep the floor, if needed.
5. Empty the garbage can into the covered green trash can in the studio closet.
6. Move the closed sign from behind the office door to approximately in front of the first card carousel. Hook the yellow chain from one hook (by the office door) to the one near the exit. Position the sign in front of the chain.
7. Shut off the remote lights inside the Claudia cabinet, the one under the jewelry cabinet, and the overhead lights.
8. If you are hosting at closing, please remain at the Art Center and walk together with the Front Desk Host to the parking lot. This is a safety courtesy.

X. Customer Inquiries about the Artist(s)

1. A customer wants to talk to the artist of an item, remember that the barcode shows the name of the artist.
 - Check the artist business card file at the front desk. If there is one, offer it to the customer.
 - If there is no card, invite them to put their contact information in the Customer Notebook. Then contact that artist and ask them to follow up with the customer.
2. Because items in the Shop are not grouped by artist, it is not easy to identify additional items that artist is selling. However you are encouraged to spend time each day that you host checking the names on the barcodes to gain familiarity with the type of work our artists are creating for the Shop, which may help you point out other pieces of their work. Again, the customer may put their contact information in the Customer Notebook and we will make sure the artist learns of their interest.
3. If a customer asks if a particular artist has any other items available that are not yet displayed, explain that you do not know but encourage them to put a note in the Customer Notebook. The Shop Host will then contact the artist and give them the customer's inquiry.

XI. Troubleshooting

1. **Customer breaks an item.** As stated in a policy sign on the Claudia cabinet, "You Break It, You Pay For It."
 - a. Be consoling, but point out our policy. If the customer strongly objects, feel free to call the Shop Coordinator or Shop Advisor to intervene if they are not in the building. If the customer just gets mad and walks out, we cannot do anything about that.
 - b. Clean up the mess and remove the barcode.
 - c. Prepare a Sales Order as usual, but also note the item was accidentally broken.
 - d. Escort the customer to the front desk for payment.
 - e. Record in the Shop Host Notebook with details and your initials, date and time, and tape or staple the barcode next to the note.
 - f. The Shop Coordinator will contact the artist as soon as possible.
2. **A child is handling everything they can reach.** Discreetly ask the adult in the party to help the child look with his eyes only. If necessary, kindly remind them of our "if you break it, you pay for it" policy.
3. **You observe someone stealing an item.** Discreetly address the person and ask if they are ready to pay for the item (try to be specific), but ask only once. Do not make a big deal out of it if they simply walk out without paying. Write down the details in the Shop Host Notebook and let the Front Desk Host know too
4. **A customer is not wearing or refuses to wear a mask.** Some may lecture or storm out. Some may insist they are only staying a moment so you can excuse them, or that they are vaccinated and no longer a threat. Say what you are comfortable with, but don't be afraid of upsetting the non-compliant customer.
5. **You cannot host when you are scheduled.** A list of other hosts are attached to the schedule to help you find an alternate. Failure to do so may result in closing the Shop during that shift.
6. **Rearranging displays.** Typically, only the Display and Merchandising Lead and Shop Coordinator should arrange displays. The Shop Host may, however, move around things to fill an obvious gap left by something sold just that day. If a member tries to rearrange things, please ask them to stop, and suggest they write their suggestions in the Artists Notebook.

7. **New inventory is checked in while you are hosting.** If the Display and Merchandising Lead or Shop Coordinator is not present, on the top left shelf of the big black display cabinet.
8. **A member artist wants to remove an item already on display or in inventory.** Ask the artist to contact the Product Inventory Lead or the Shop Coordinator. No item can be removed until one of those people approves it and it is properly logged.
9. **How do I know if something is just a prop or part of the art that is being sold.** Items marked NFS are not for sale under any circumstances. Items with a barcode that say “Set of 2 (or some other number)” includes two items that may or may not be connected securely to one another. Be especially mindful about things like candles, a mini art easel, floral arrangements, wine bottles, wine glasses, etc. which may or may not be part of the product for sale.
10. **The inventory seems low.** Make a note in the Shop Host Notebook. Do not remove anything from boxes of inventory.

APPENDIX A - Packaging Recommendations

- **NOTE:** [A pictorial packaging guideline will be available soon.](#)
- We do not offer cardboard jewelry boxes for items sold in the shop. Even if the customer asks, do not take any boxes from the Front Desk. We do have many small and medium-sized pillow boxes that you can use as desired.
- **Use a soft white plastic bag when appropriate.** Tip for opening the white plastic bags: One vertical side has what appears to be an overlap. It’s easy to pinch each part of the overlap and pull apart to open the bag. A small spray bottle with water to wet your fingertips is also under the plastic bags in the cabinet.
- **Use the small white paper/rope handled bags** for small heavy items.
- **Use the XL heavy duty white plastic bags or cardboard boxes** for bulkier/heavier items. They are on a hook next to the Claudia cabinet. The wide plastic packaging tape is in the top part of the Claudia cabinet.
- Wrap small fragile items with tissue (top left drawer, jewelry cabinet); use narrow tape to secure, as needed.
- Use bubble wrap (look under the small shop supply box, left end of jewelry cabinet) for larger fragile items. Use clear wipe tape to secure.

- The following table provides some guidelines for good packaging.

Weight			Fragile	Jewelry	Size				Packaging Recommendation
Light	Med.	Heavy			XS	S	M	L	
✓				✓	✓				Tissue paper (optional) Pillow Box (optional) Plastic Bag
✓			✓		✓	✓			Tissue paper, 1 piece Plastic Bag
	✓					✓	✓		Tissue paper, 2 or 3 pieces Plastic bag or Small white paper bag
		✓	✓			✓	✓		Bubble wrap White paper or white Plastic bag
		✓	✓					✓	Bubble Wrap Jumbo White Plastic Bag
		✓	✓					✓	Bubble Wrap Brown cardboard box

APPENDIX B - Topics for Engaging Customers & Visitors

- Plateau Creative Arts Center, or simply Art Center, also includes the Art Guild at Fairfield Glade, the Gallery, In-House and External Classes, Endless Possibilities, and the Sculpture Garden.
- Established in 1978, the first year dues for the 12 members were \$5 and they met in a variety of refurbished locations.
- By 1994 the guild had 80 members.
- We currently have more than 150 members in the Art Guild, representing more than 20 art forms.
- This current building was completed in 2008.
- The Art Guild is open to everyone interested in creating art, regardless of their level of skill, or simply because they enjoy supporting the arts. We have active members from throughout the city, county and even from other states. But you do not need to be a member to enjoy most of our offerings.
- Our members generally range in age from their 30's to 90's, but younger is open to anyone 18 years or older.
- The Art Center, which is a non-profit organization and has a 501(c)3 status, is operated by volunteers except one paid, part-time position. We have outreaches throughout the community to school age children and seniors.

- The gallery items are changed once a month, although some items can remain on display for up to 3 months. We refer to the gallery change as “opening a new show.”
- On the first Friday of each month, we celebrate the new gallery show with a Fun & Wine evening from 5:00 to 7:00 pm. Weather and social distancing practices may affect whether we can serve wine or food. It is open to everyone.
- A different artist is featured every month in the small gallery off our main gallery, giving them the opportunity to show the breadth of their artistic talent.
- Special invitation arts exhibits, such as a Cumberland Woodturners exhibit and a Fiber Arts exhibit, are presented at various times throughout the year.
- A professional juried and judged show is held in April each year.
- A people’s choice show occurs annually in August.
- Non-members may exhibit in the Gallery at selected times with the agreement that they will pay a guest commission if any of their items sell.
- Endless Possibilities was developed to provide an additional outlet for our talented artist members to showcase more of their artistic expressions and make them more accessible to our community.
- What is considered “fine art”? The definition of fine art was, for a long time, considered oil and watercolor painting. Today that definition is changing as new mediums and techniques are introduced to the world, including jewelry, digital art, mixed media, fiber, photography, and much more. At the Art Center, we welcome all mediums when the art is designed and made by the artist and finished with excellence.
- A variety of classes are offered in our spacious studio throughout the year. Classes are taught by our skilled artisans and usually fill up quickly. Many classes are beginner level, some build on their skills, and some are intended for experienced artists.
 - Open to members and non-members, although non-members pay just a little more for the classes.
 - Classes may include paper arts, jewelry making, fiber arts, stained glass, painting in all mediums, drawing, photography, mixed media, fiber arts, wreath-making, and so much more.
 - Classes designed for school age children. Through this outreach, we introduce children to the rich history and relationship of art to society, as well as a wide variety of art techniques to help them learn to express themselves.
 - Classes for senior citizens are conducted in various community buildings and care homes in Cumberland County.

APPENDIX D - Contact Information

Sally Neckvatal*	Shop Coordinator 612-201-1234	sneckvatal@gmail.com
Cris Anderson	Product Inventory Lead 941-468-7261	crisartstudio5@gmail.com
Josette Michael	Display & Merchandising Lead 847-664-9475	josettemclc@gmail.com
Debbie Kersh	Shop Host Scheduling Coordinator 817-629-6396	dkersh1@hotmail.com
Deanna Magdich	Advisor 931-787-9623	deannamagdich95@gmail.com

*Report any errors or needed improvements in this handbook to the Shop Coordinator.