



ACTION PRESENTS

*Community
Christmas
Shoppe*

2017 TRAINING MANUAL

Table of Contents

- Chapter 1** Introduction to ACTION
- Chapter 2** Christmas Shoppe Overview
 - a: Christmas Shoppe History
 - b: Christmas Shoppe Mission
 - c: Servant Characteristics
- Chapter 3** Shoppe Steering Committee
 - a. Steering Committee Overview
 - b. Shoppe Chairperson
 - c. Business Liaison
 - d. Childcare Leader
 - e. Church Liaison
 - f. Facility Liaison
 - g. Guest Check In Leader
 - h. Toy* Check Out Leader
 - i. Personal Shopper Leader
 - j. Prayer Team Leader
 - k. Toy Box Collection Leader
 - l. Volunteer Coordinator
- Chapter 4** Supplementary Steering Committee Positions
 - a. Entertainment Leader
 - b. Gift Wrap Leader
 - c. Giveaway Leader
 - d. Hospitality Leader
 - e. Parking Lot Leader
 - f. Security Leader
 - g. Super Shopper Leader
- Chapter 5** Core Volunteer Positions
 - a. Childcare Volunteer
 - b. Facility Set Up Volunteer
 - c. Facility Clean Up Volunteer
 - d. Guest Check In Volunteer
 - e. Toy* Check Out Volunteer

**also known as Guest Check Out*

Table of Contents cont..

- f. Personal Shopper Volunteer
- g. Prayer Team
- h. Shoppe Emcee
- i. Toy Box Collection Volunteer
- j. Toy Sort Volunteer

Chapter 6 Supplementary Volunteer Positions

- a. First Aid Volunteer
- b. Gift Wrap Volunteer
- c. Giveaway Volunteer
- d. Hospitality Volunteer
- e. Parking Lot Volunteer
- f. Photography Volunteer
- g. Music and Entertainment Volunteer
- h. Santa and Elves Team
- i. Security Volunteer
- j. Super Shopper Volunteer

Chapter 7 Resources

*For this training, please complete the Chapters 1, 2 and 3, along with the module(s) associated with your Christmas Shoppe role. Throughout this course, leadership positions are labeled in **green**, while volunteer positions are labeled in **red**. Please keep in mind that not every Shoppe will have each position, and your Shoppe Chair will decide what will work best.*

Once you have an idea of where you want to serve, go to www.actionvc.org/community-christmas-shoppe

Thank you so much for being a part of this wonderful event!

Chapter 1: Introduction to **ACTION** SERVE. TOGETHER.

MISSION: To share the love of Christ through acts of service that change lives and strengthen communities.

VISION: Volunteers, churches, businesses, and agencies serving together to impact lives, families, and communities with hope.

ACTION (Area Christians Taking Initiative on Needs) is a nonprofit that meets the needs of the less fortunate who may otherwise fall through the cracks. We exist to mobilize churches, agencies, and businesses to serve local people in need. Our goal is to provide hope and impact lives in a tangible way. We focus on seniors, disabled residents, under resourced families, the homeless population and at risk youth. We are so grateful for your interest in putting faith into action in our local communities. You are now part of a growing network of Christian volunteers from all denominations that stand ready to meet pressing needs in our county. Please read below about our other programs and service opportunities.



Community Christmas Shoppe is an event that serves under resourced families by providing toys for Christmas. We partner with local social services agencies to find families otherwise unable to afford Christmas presents for their children. At a Christmas Shoppe, parents “shop” for toys for their children while their children are watched in childcare. We also offer services such as gift wrapping, entertainment, refreshments, and more!



Serve Day is a day designated for churches, businesses, and agencies to serve together across the Ventura County. We find needs going unmet within communities and match volunteers to local projects. In 2017, we had 1,850 volunteers serve in over 500 projects!



Serve Every Day was designed as a program after we saw the impact of Serve Day. Now we meet needs for vulnerable individuals and families across Ventura County on a daily basis. We match volunteers from churches and businesses to projects in their community that meet their skills, resources and schedule.



ACTIONLink is our searchable directory of church ministries and local agencies that serve the community. People who are looking for help can find the resources they need, all with a click of a button. Churches and agencies also can utilize this database to share their resources and ideas. This is part of our effort to promote collaboration between churches, agencies and local government in finding and filling the gaps of local social services. You can find our ACTIONLink directory at www.actionvc.org/actionlink.com

Chapter 2: Christmas Shoppe Overview

MODULE 2A: *Christmas Shoppe History*

In 2004, I was a part of organizing Ventura County's first, "Community Christmas Shoppe." Only a few people were on that original steering committee – folks from Calvary (Community Church), Eastminster Presbyterian Church of Ventura, Monte Vista Presbyterian Church of Newbury Park, and City Impact Ministries of Oxnard. With the small team in place, we only had a few months to collect toys, find volunteers, locate a suitable location for the "Shoppe", promote the event and find someone to be Santa Claus. The first Shoppe was held at the old Oxnard High School, a mostly abandoned building on 5th and K Streets. Cheerful volunteers turned the dilapidated gymnasium into a joyful, colorful and welcoming place. I will never forget driving that large U-Haul /Santa sleigh down 5th Street toward the school that morning. As I pulled up I was shocked to see a long line of people already a hundred deep, standing in the dirt field that cold, foggy December morning. Then I remembered what it feels like as a parent to watch your children open up a gift on Christmas morning. I knew then that we were doing something that not only would bring joy to dozens of families that Christmas, but also to our glorified heavenly Father. The response from the community was incredible. Toys, clothes and volunteers poured in from all over Ventura County. As soon as people heard about the idea, they jumped at the opportunity to be part of it. Local agencies, churches and schools got the invitations out to families who needed it the most. Before they knew it, they had choirs ready to sing during the Shoppe, people to run the children's activities, a gift wrapping team, a hospitality team and 2 huge portable storage bins filled with toys. Many late nights were spent putting together the Shoppe and still wondering if people were actually come out to buy toys that would be sold for up to 90% below their retail value. Over 250 people were able to shop for Christmas gifts that year. Kids told Santa their wish lists (in English and Spanish); enjoyed baked goods and hot chocolate, and played children's games while their parents shopped. Unfortunately, we ended up having to turn some people away. We ran out of toys while there were still over a hundred of people in line. Our team vowed never again to run out of toys, but always find a way to serve all who came to Christmas Shoppes. With God's blessing, we have managed to keep that promise.

~ Core Founder, Kevin McCloskey

MODULE 2B: *Christmas Shoppe Mission, Vision & Ministry*

MISSION

To share the love and generosity of Christ in our communities by providing toys for low income families.

VISION

By serving together this Christmas Season, we will make an impact in the lives of the families that will last a lifetime. They will walk away from the event with so much more than toys; they will come away with the unique hope and joy that only the love of Christ gives.

MINISTRY

First and foremost, Christmas Shoppe is a vessel to spread the word and love of Jesus Christ to those that are struggling financially this Christmas season. Through Christmas Shoppe, families are given the ability to provide Christmas gifts for their children. Collection boxes are placed in businesses throughout the community where individuals can donate a new, unwrapped toy. We partner with local social service agencies to identify "low income" families, and carefully select those to invite to the Christmas Shoppe. On the day of the event, invited guests "shoppe" for new toys, sporting goods, electronics, and more at no personal cost. While festivities vary from location to location, most Shoppes provide hospitality (snacks, refreshments) as well as childcare with crafts and activities, entertainment, photos, gift wrapping, and much more!

MODULE 2C: *Christmas Shoppe Servant Characteristics*

Whatever role you will be playing on the Christmas Shoppe team- chairperson, team leader or servant- the following characteristics are needed in order to be the most excellent representative of the Kingdom:

- Demonstrates a personal relationship with Jesus Christ.
- Displays an accurate and thorough understanding of ACTION's vision, both as it applies to the Christmas Shoppe and the other ACTION programs that take place throughout the year.
- Demonstrates an effective leadership style that is influential in nature, rather than authoritative. Thinks strategically to identify expectations and guidelines.
- Displays an ability to identify strengths in others and encourages people to develop their own talents.
- Delegates well and enjoys having many people involved in projects.
- Demonstrates warmth, friendliness and a desire to reach out to others through sensitivity and supportiveness.
- Communicates effectively, both one-on-one and in front of a group.

Chapter 3: Shoppe Steering Committee

MODULE 3A: *Steering Committee Overview*

OVERVIEW

Job Description: The ACTION volunteer base is the heart of our organization. We are proud of our strong network of volunteers that is devoted to making a difference in people's lives in our community. The Steering Committee is comprised of a core group of individuals who assume a leadership role in planning and managing a Christmas Shoppe. These leaders have the opportunity to become involved in a fun and dynamic Christian organization that is mobilizing positive change in the community. They also have the opportunity to build networks within the local community and with regional and national organizations. Steering Committee members also have opportunities to foster meaningful and lasting relationships with a diverse group of people.

Job Requirements: Leaders head up their own Christmas Shoppe teams and help organize and direct volunteers. In the upcoming modules of this training, we will go over each of these positions in detail, complete with worksheets and samples to make it easy for volunteers to get started in each role. ***With everyone working together, success is easy!***

An ACTION Leader is a...

1. **Christian:** An ACTION Leader has faith in Jesus Christ and follows Him in all areas of his/her life. Our number one goal is to reach people for Christ - to meet them right where they are, show them love, and give them hope that can only be found through Jesus Christ. An ACTION Leader must reflect the light of Christ in order to fulfill this important mission.
2. **Servant:** An ACTION Leader serves those he/she leads. Becoming a leader is often a gradual process, sometimes people may slowly take on more responsibilities and then realize how much they enjoy serving others. Other times they may be asked to join a Leader Committee by someone they know, and they jump right in taking a leadership role. Either way, we as Christians are called to serve, and ACTION is the vehicle that helps us do that

MODULE 3B: *Christmas Shoppe Chair*

OVERVIEW

Job Description: The success of a Christmas Shoppe depends on teamwork. It requires far more effort than one person to organize and implement the Christmas Shoppe experience of planning, meeting and completing tasks. Working as a team provides a system to follow and a variety of opportunities for leadership development. It also creates a spiritual and emotional support network for the volunteers who are leading a Christmas Shoppe. Every team needs a leader or two, a person or people who are responsible for pulling the variety of ideas and plans together. *A Christmas Shoppe Chairperson(s) oversees the Steering Committee of a Christmas Shoppe and offers input and support.* The Chairperson(s) works closely with the Steering Team, providing clear expectations while encouraging resourcefulness and creativity. The purpose of the Chairperson is not to control, but to guide.

Job Requirements:

- **Recruit** Steering Committee and Supplementary Leaders. Reach out to past team leaders for each role and/or identify volunteers who may be interested in becoming a leader. *All leaders must be 18+*

- **Contact** churches who have participated in the past. Recruit churches who want to participate. Appoint a Church Liaison, who find the point of contact for that church. Keep a spreadsheet of churches contacted so as not to duplicate efforts.
- **Hold a Steering Team Kick Off Meeting.** Invite all potential CS Shoppe Steering team members.
- **Set a calendar/timeline** for Team Leader meetings with the Steering Committee. (Use Leadership Planner* and Important Dates Handout*)
- **Update and print out** all promo materials* including tri-fold brochure, invitations, etc.
 - **ONLY** use the 2017 ACTION provided materials to promote Christmas Shoppe. If you would like to use a promotional item from another year or create one of your own, please submit it to ACTION@actionvc.org beforehand in order to make sure logos, format and wordage are up to date! All materials are branded by ACTION and will be available online.
- **Utilize the Volunteer Sign Ups** on the ACTION webpage to manage volunteers and collect sign ups.
 - You should have a volunteer coordinator on your steering team who will oversee and manage this online system for you. Go to: www.actionvc.org/community-christmas-shoppe
- **Complete Online Training** - As the Chairperson, you will need to complete all modules of the training, so that you have the overall understanding of the entire Christmas Shoppe experience. This will help you learn everything you need to know about your role and will provide the tools you need to carry out your responsibilities. Go to: www.christmas-shoppe-training.thinkific.com/courses

*see the ACTION Resource page: www.actionvc.org/resources

Things to consider...

- ✓ *Location, location, location – Is your shoppe in a heavily populated community or small town?*
- ✓ *Who will you be serving? Check with your local social service agencies that work with families/children to get a better feel for your community.*
- ✓ *Does your community have a large, low-income demographic? (for larger communities, partnering with consider additional churches)*
- ✓ *First year as Chair, reach out to other Shoppe Chairs for tips and advice.*
- ✓ *Think about people you already know to fill in the missing spots on your leader committee.*
- ✓ *Remember, when planning a Christmas Shoppe time is of the essence. Think of things preemptively to be ahead in your planning and stay ahead.*
- ✓ *You as the leader set the example, so make it a good one.*

MODULE 3C: Business Liaison

OVERVIEW

Job Description: This person connects and networks with local businesses to “sponsor” or support their Christmas Shoppe. This person makes sure that businesses are actively participating through collecting toys, donating money, sending volunteers, or all of the above. This person is in almost constant contact with the businesses to make sure they have everything they need to be successful leading up to Christmas Shoppe. This liaison possesses communication skills for effectively interacting with those in cooperative and local businesses. They must have internal knowledge of the business community and professional working skills. Remember that you are representing ACTION!

Must Be:

- Able to organize, plan and delegate responsibility.
- Good at communicating.
- Able to motivate churches/ volunteers and understand their limitations.

- Able to work as a team and individually.

Job Duties:

- Attend team leader meetings.
- Keep an up to date list of all participating businesses and their contact person with information.
- Contact previous toy collection locations to confirm they are still willing to host a Toy Donation Box.
- Reach out to new locations.
- Communicate sites for toy box collections with Toy Box Collection Leader.

BUSINESSES INVOLVEMENT

**Wondering how to get a business involved? Here are the ways the businesses can participate in their local Community Christmas Shoppe, to any degree!*

- Use the Donation Request Letter* and the Toy Box Collection Letter* to get the word out about Christmas Shoppe.
- Host a Toy Collection Box*
- Donations! We welcome donations other than toys: wrapping paper, children's crafts, food for hospitality, outerwear, etc.
- Financial Support: Ask them if they would like to be a Business Sponsor for ACTION. Use the Sponsorship Letter*.

Communicate the following to the businesses:

- Important Dates and Deadlines (Use the Important Dates Handout*).
- Christmas Shoppe promotional materials
 - **ONLY** use the 2017 ACTION provided materials to promote Christmas Shoppe. If you would like to use a promotional item from another year or create one of your own, please submit it to ACTION@actionvc.org beforehand in order to make sure logos, format and wordage are up to date!
- Flyers: Christmas Shoppe Poster* and Toy Drop Off Poster*
- Toy Collection Leader contact information: phone number, and email

**see the ACTION Resource page: www.actionvc.org/resources*

MODULE 3D: Childcare Leader

OVERVIEW

Job Description: The Childcare Leader organizes and prepares the day-of care for the children of Christmas Shoppe guests. They are responsible for organizing crafts and activities as well as maintaining an environment of love and safety. The Childcare Leader must have childcare/nursery experience. They are compassionate, understanding and attentive. All childcare volunteers must complete a background check or be verified by the Childcare Leader.

Special Considerations for Childcare at a Christmas Shoppe: This may be the first time a child is left with people other than family. Many of these children may not be accustomed to daycare or being dropped off in a childcare setting. Many of the children will come as a family group, and the older siblings will be expected by the parents to stay together and watch the younger ones. Therefore, segregation by age may not always be realistic. Older siblings should be allowed to stay in the appropriate area for the youngest in the group if requested. After

children feel comfortable, older siblings should be encouraged (but not required) to join activities with the other older children. Also be aware that some children may come from a troubled household.

ACTION ITEMS - PRE SHOPPE

1. Organize a shift schedule for volunteers
2. There should be at least 4 adults on your team. One bilingual volunteer should be available at all times.
3. All volunteers should be background checked beforehand.
4. Collect the supplies needed for the children's crafts/entertainment.
5. Work with the Facility Liaison to create space for childcare and secure the church's craft supplies
6. Make sure you have name tags for children and an efficient sign in and sign out process.

ACTION ITEMS - DURING SHOPPE

1. Make sure all the kids are interacted with. Remember to include the quieter or shy children.
2. Use their name in a gentle inside voice
3. Have a bilingual person in the area at all times. Find out which older children are bilingual
4. When the guest arrives to check in children, check the shopping time slot marked on the guest's wristband. Do not check children in more than 25 minutes before the shopping time slot. This will prevent overloading the Childcare Team and keeps the children active while in Childcare.
5. Although weather doesn't directly affect the children, wet and cold weather may cause delays and could increase Childcare time and the load placed on crafts and volunteers. The Childcare Team will need to make an extra creative effort to keep the children entertained and having fun.
6. Be understanding and attentive to the needs of the children.

CHILD SAFETY PROCEDURES*

**Coordinate with the Security Team Leader to review these Child Safety Procedures.*

Oversight: All Childcare volunteers are subject to the supervision and evaluation of the Childcare Team Leader(s) and are required to comply with these policies to ensure a safe and secure environment for children. Block off alternate access areas to the Childcare area and duplicate wristbands, one for the child and one matching wristband for the parent or guardian. When checking the child out, the guest must be wearing the matching wristband. Never allow any child to leave with someone other than the person who brought them.

Double leadership: There should always be two adults with each group of kids at all times (In a room, on the play structure, etc). At least one adult should be over 26 years old. Double leadership applies in every room, on the play structure, and with every bathroom trip. If a child must be taken anywhere, that person taking the child must be visible to another set of eyes at all times.

Ratio Requirements:

- Infants through 2 years old: One volunteer for every 2 children
- 3 years of age through kindergarten: One volunteer for every 5 children
- Grades one through five: One volunteer for every 8 children
- Grades above five: One volunteer for every 12 children
- Only Volunteers over age 18 may work in the Childcare area. Exceptions may be made for teens age 13-17 if their parent is working in the same room.

Window blinds/curtains are to be kept open at all times with a Team Leader circulating through the areas where children's activities are occurring.

Bathroom Policy: When taking a child to the restroom, the volunteer shall stay out of the restroom until the child is finished. Children need as much privacy as possible when using the restrooms. Volunteers can enter to assist only when absolutely necessary.

Reporting Obligations: Volunteers shall report all accidents, incidents, suspicion of abuse or neglect, or any other concerns to the Team Leader. "Child Abuse" means any of the following:

- A child is physically injured by other than accidental means
- A child is subjected to willful cruelty or unjustifiable punishment
- A child is abused or exploited sexually
- A child is neglected by a parent or caretaker who fails to provide adequate food, clothing, shelter, medical care or supervision

CHECK-IN PROCEDURE

1. Parents/guardians will log in their own children with the child(s) name, time, and the supplied wristband
2. Carefully read or ask the child's name and age
3. Write their child's name on name tags and have them place it on the front of the shirt
4. Infant name tags are placed on their backs
5. Remember this is a start to a wonderful journey for each and every child. The parent/guardian is taking a leap of faith with their precious little ones with the Shoppe's Childcare Team. They don't know you and you don't know them, so be positive and confident and assure them their child is in good hands.

Duplicate numbered wristbands are required: Each child gets a wristband on their wrist or ankle. Don't put it through a button hole or around a necklace or other removable clothing. The parent or guardian will get an identically numbered wristband for each child he or she is dropping off. *ONLY the person wearing (not holding) the wristband may pick up a child. No exceptions!* If a person comes to pick up a child and signs the child out without wearing a wristband, call security immediately.

CHECK OUT PROCEDURE

1. Locate the child/children.
2. Retrieve artwork and crafts, bundle and package for the ride home.
3. Hand them their treat or remembrance goodie if you are providing one.
4. Double check all wristbands: Compare the child's to the parents, if matching, remove both wristbands. *No child should leave with anyone other than the wearer of the wristband.*
5. Properly log out each child: Parent signs out the child, notes the time, and wristbands are cut off.

NURSERY

- Infants and Toddlers 0-3 years old
- One volunteer for every 3 children
- Name tags go on the backs of the child
- Sanitize continually. Any toys that a child has put the mouth should be placed in a designated tub for washing before another child can use the toy.
- If you choose to use the outside play area, two adults extra will be needed to supervise outside.
- Check diapers at least once per hour and change them as needed, following the diaper changing procedures posted in the room. (Provide extra diapers for those who arrive without extra.)

CHILDREN'S ACTIVITY IDEAS

- Festive creative and Christmas themed
- Make sure creations are age-appropriate and can be ready to go home with the child at a moment's notice. Minimal mess, easy to clean, etc.
- A teenager can lead a small group from activity to activity
- The Christmas Story acted out, watched, or told
- Family themed Christmas movie
- Older children need something challenging and progressive. Consider a mural project, perhaps something that could be shared with each of the contributing churches in the months ahead.
- Consider writing a Christmas card to a soldier, parent, grandparent, etc. Recognize that the older kids are usually sent to keep a watchful eye out for younger siblings. For this reason, try to keep the teenage project in view of the younger sibling's area.

MODULE 3E: Church Liaison

OVERVIEW

Job Description: This person connects with all of the participating churches for their Christmas Shoppe. *This person makes sure that each church is actively participating through either having someone on the Steering Team, collecting toys, donating money, sending volunteers or all of the above.* This person is in almost constant contact with the churches to make sure they have everything they need to be successful leading up to Christmas Shoppe. This person also reaches out to new churches in the area to see if they want to be a part of Christmas Shoppe.

Must Be:

- Able to organize, plan and delegate responsibility.
- Good at communicating.
- Able to motivate churches/ volunteers and understand their limitations.
- Able to invite other churches to join in.
- Able to work as a team and individually.

Job Duties:

- Attend team leader meetings.
- Keep an up- to- date list of all participating churches and their contact person with information.
- Provide Christmas Shoppe promotional items* to new volunteers
- Solicit donations (toy and financial) from churches in your city. Use the Church Leader Letter* .

CHURCH INVOLVEMENT

**Wondering how to get a church involved? Here are the ways the churches can participate in their local Community Christmas Shoppe, to any degree!*

- Use the Church Leader Letter* to get churches awareness
- Host a Toy Collection Box*
- Donations! We welcome donations other than toys: wrapping paper, children's crafts, etc.
- Financial Support
- Volunteers!

ACTION ITEMS

1. **Complete Online Training.** This will help you learn everything you need to know about your role and will provide the tools you need to carry out your responsibilities.
2. **Attend** a Steering Team meetings held by the Shoppe Chairperson.
3. **Do a Google search for churches in your area.** Contact the ones not involved with an ACTION Christmas Shoppe yet.
4. **Reach out to past churches** to figure out what their involvement will be.
5. **Direct potential volunteers to ACTION Sign Up Page:** www.actionvc.org/community-christmas-shoppe
6. **Update Chairperson** on the list of churches involved in any degree. (Keep list updated)
7. **Organize and support** church leaders and volunteers.

Communicate the following to the church:

- Important dates and deadlines: Please see the Important Dates Handout on the ACTION web page.
- Christmas Shoppe promotional materials*
 - *ONLY use the 2017 ACTION provided materials to promote Christmas Shoppe.* If you would like to use a promotional item from another year or create one of your own, please submit it to ACTION@actionvc.org in order to make sure logos, format and wordage are up to date!!!
- Toy Collection Leader contact information: phone number, and email

*see the ACTION Resource page: www.actionvc.org/resources

MODULE 3F: Facility Liaison

OVERVIEW

Job Description: The Facility Liaison is a representative from the host church who is extremely familiar with the facility and knows where important items are kept. The Facility Liaison is responsible for decorating the space appropriately for Christmas Shoppe and then returning to its original condition and layout when the event is over. *They oversee the Facility Set Up and Clean Up volunteers.*

Job Requirements: Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities. *Must have internal knowledge of the hosting facility.*

ACTION ITEMS – PRE SHOPPE

1. Assist the Set-Up/Clean Up teams to access the facility, secure facility equipment, tools, supplies, etc.
2. Secure pertinent facility contacts and phone numbers.
3. Decorate the facility for the season prior to the Shoppe (*see below*)
4. Communicate to the Set-Up/Clean-Up volunteers what type of securing materials are allowed on the walls (tape, staples, tacks)

Decorations:

- Encourage the host facility to decorate for the season prior to the Shoppe
- Verify what securing material(s) are allowed on the walls (tape, staples, pins, etc.)
- Verify what existing devices are on the walls or ceilings (hooks for string, etc)
- Keep decorations simple, but festive.
- Make sure ACTION banners are hung outside that guests will recognize the Shoppe.

MODULE 3G: *Guest Check -In Leader*

OVERVIEW

Job Description: The Guest Check-In Leader helps the Shoppe Chair with the invitation process before the Shoppe. On the day of the Shoppe, the Guest Check-In Leader/Team works to register guests once they arrive in the morning. This team tracks statistics (names, number of children, etc.) and matches ticket numbers as the guests file into the Shoppe. *At minimum two Bilingual persons per shift*, but more is better as it adds flexibility. Must be friendly, courteous, and kind. Must also be punctual in starting to register the Shoppe's guests. (An early start is preferred.)

Supplies Needed:

- Clipboards
- Wristbands
- Pens/ Pencils
- Statistics sheet

ACTION ITEMS - PRE SHOPPE (IN THE LINE)

**It is important to note that Guest Check-In looks different at every Shoppe. The priority of Guest Check-In is to check in the Guest using their invitations and make sure they are at the appropriate shift*

1. Keep guest lines orderly
2. Track Invitation Numbers and Statistics
 - As the guests check into the Shoppe, explain that we need to get some information that will help us know how many people we are serving today and to help us get toys, donations and help for future Christmas Shoppes. We need to track:
 - Contact Information: Name, email/phone
 - Agency/Church/School they were referred from
 - How many **people (children and adults)** are here with them
 - How many **children** are they are shopping for
 - How many **families** are they are shopping for
3. Match tickets
 - The Shopper's ticket is pre-numbered and is traced back to the agency or church that gave out the ticket. Ask for their invitation and circle the number on it (to indicate that they have answered the above questions).
 - Next, explain that each shopper will be getting a wristband at the Check-In Station that has their shopping time on it. Many Shoppes pre-assign a shopping time for their guests.
 - Make sure that they have come at the appropriate time. If they have come too early, they can enjoy the booths and entertainment, pictures with Santa, refreshments; etc. until it is their time to shop.
 - Assure the guest that the selection and quality of toys in the Shoppe is consistent all day
4. Lost Tickets/ No Tickets:
 - Guest will show up without tickets with various reasons. *It is not your responsibility to make room in the Shoppe for them, but many leaders will allow them to shop the extra toys at the end of the day after all the other guests have gone through.*
 - At the halfway break, check in with the Shopping Floor Team regarding any time delays entering the Toy Shoppe

MODULE 3H: *Toy Check-Out* Leader*

(*Some Shoppes prefer to call this position Guest Check Out)

OVERVIEW

Job Description: The Check-Out Team will "check out" the guest by counting and bagging the toys. In some shoppes, this team also breaks off the guest's wristband. After the toys have been bagged, either the Personal Shopper or a member of the Check Out Team acting as a "Toy Runner" will carry the guest's toys from the Shoppe and to the next station. They may help carry the wrapped gifts to the guest's car, Gift Wrap Station, or Childcare. Work with your Shoppe Chair to determine what Check Out process will work best for your Shoppe!

Job Requirements: Must be personable and able to lift and carry toys easily. Must also be organized. Adults should be present at the Check Out Table, but teenagers can "run" the toys.

Supplies Needed:

- Table w/ 5 chairs
- Scissors
- Color Code List (for reference)
- Batteries (optional)

ACTION ITEMS BEFORE THE SHOPPE

1. There should be approximately 5 volunteers for each shift. (more if you choose to have "Runners")
2. Make sure you have the necessary supplies for your area.

ACTION ITEMS DURING THE SHOPPE

1. As the Personal Shopper brings the guest over to check out, the Check-Out team totals the toys and confirms whether they are at or under the point limit
2. Cut off the guest wristband (Or direct the guest Childcare)
3. Toy Runners/Personal Shoppers can carry the guest's toys from the Check Out Table and to the Gift Wrapping area or out to the guest's car.
4. After the gifts have been wrapped, the Toy Runner bags and carries the gifts to the guest's car, or hands them to the guest.

MODULE 3I: *Personal Shopper Leader*

OVERVIEW

Job Description: The Personal Shopper Leader plays a *pivotal* role in the Christmas Shoppe. They assign personal assistance to the guests as they select toys for their children. The Personal Shopper Leader is responsible for assigning shoppers to guests and keeping the groups on schedule. This is an opportunity to motivate volunteers in personally ministering Christ's love to guests through contact, care, and compassion. Bilingual a plus.

Supplies Needed:

- Clipboards
- Pencils
- Name Tags for Shopper's Helpers

- Color-Coded Point List (create or acquire from ACTION)
- Shopping Bags (trash bags)

Things to Consider...

- ✓ *Use a bell to announce the next formation of a group*

ACTION ITEMS - PRE SHOPPE

1. You will need enough Personal Shoppers for each family in your shopping group: If you break your groups into 20 families per shift, you will need 20 Personal Shoppers per shift.
2. All Personal Shoppers should be easily identified (name tags, Santa hats.. etc)
3. A color-coded point system is used to value the toys. Each guest will have a designated amount of points to spend. Most Shoppes do a blanket amount of 15 points per guest/family.
4. Each Personal Shopper will be given a clipboard and pencil to be used during all shopping sessions.
5. Make sure there are enough Color Point Lists, pencils, and clipboards for each of the Shoppers (every clipboard should contain a Color Point List)
6. Each shopping session is about 15 minutes.

ACTION ITEMS - DURING SHOPPE

1. Pair the guest with a Personal Shopper at the beginning of the shopping session.
2. Each shopping session must end on schedule to allow the toys to be replenished by the Stockers.
3. Make sure the Personal Shoppers are asking questions about the guest's children and guiding the guest to possible toys - this helps expedite the shopping time without rushing the guest.
4. Use the Color Point List to interact with the guest and to keep track of points spent.
5. Use a bell to announce the formation of the next personal shopping group.
6. At the end of the shopping session, the Personal Shopper bags the toys and gently guides the guest over to the Check-Out and Gift Wrapping area.

MODULE 3J: *Prayer Team Leader*

OVERVIEW

Job Description: Arguably the MOST important part of Christmas Shoppe is the opportunity for people to be prayed for or to submit a prayer request. As the Prayer Leader, it is your responsibility to help volunteers in the prayer room connect with and facilitate prayer for the guests of Christmas Shoppe. Volunteers must be available to pray with people facing a multitude of situations. Empower your team to have humility, kindness, and confidence when they are praying with strangers. Work with the Facility Liaison/ Shoppe Chair to set up the prayer room and acquire the needed materials before the Shoppe begins

Things to Consider...

- ✓ *You will need people who speak Spanish in this area as well as Spanish bibles.*
- ✓ *Not every person likes to be touched. Ask first before laying hands on someone.*
- ✓ *Keep prayers simple and not too long.*
- ✓ *Don't feel the need to advise, guilt, or "bible thump" anyone. Just pray and let the Lord do the rest!*

Supplies Needed:

- Bibles (Spanish and English, adult and children's)
- Note cards or post its
- Nails or tape if using a prayer cross
- Pens

ACTION ITEMS - PRE SHOPPE

1. Set up your room/ area in an inviting, comfortable way. You can add some Christmas decorations or have a prayer cross- whatever works best for your facility.
2. Have Bibles ready to read from or give out.
3. If you choose to do a prayer cross, note cards, hammers, and nails can be used to nail prayer requests to the cross.
4. Bless the facility and the volunteers before the Shoppe!

ACTION ITEMS - DURING SHOPPE

1. Ask for prayer requests and listen intently.
2. Pray appropriately for the need.
3. Be ready to give guests bibles or a card with a helpful bible verse after you are done.

MODULE 3K: Toy Box Collection Leader

OVERVIEW

Job Description: The Toy Collection Box Leader is a pre-shop position. The Leader organizes the distribution of Toy Donation boxes and collection of the toys for the Christmas Shoppe. They keep the collection team on schedule and coordinate with the businesses in the community to ensure the most efficient and effective toy collection. *This leader works closely with Business Liaison, Church Liaison, and Super Shopper Lead.*

Must Be:

- Able to organize, plan and delegate responsibility
- Good at communicating
- Be able to motivate volunteers and understand their limitations
- Be able to invite other volunteers to serve
- Able to work as a team and individually

Job Duties: Toy collection is relatively simple; however, it requires a lot of coordination to keep things moving. Work with the Church Liaison and Business Liaison to know where to place toy collection boxes. *If your Steering Team does not have these positions, you are responsible for working with the Shoppe Chair to solicit sites for toy collection boxes.*

Resources You Need:

- Toy Box Collection Guide*
- Toy Drop Off Poster*
- Gift Idea List*
- Church Leader Letter*
- Business Partner Letter*
- Toy Collection Thank You Letter*
- ACTION Toy Boxes

TOY COLLECTION SET UP

1. Get resources from the ACTION web page.

2. Get the “Participating Collection Location” Lists from the Liaisons. Update as needed.
3. Work with participating churches and businesses to find a suitable location for the toy boxes at each collection location. Leave contact information with the office/staff (phone number & email address).
4. Contact Sites to arrange drop-off times. Be aware of office hours or business hours.
5. Begin delivering toy collection boxes to participating churches and business around the third weekend in October. See Important Dates Handout* for the deadline.
6. Contact the ACTION office to obtain additional collection boxes.
7. Pick Up toy collection boxes: Deadlines December 6th/13th.

*see the ACTION Resource page: www.actionvc.org/resources

Things to consider...

- ✓ *Be prepared for a busy December. Extra toy collection runs are usually required. Identify a support team that will be willing to help if you get behind. Don't be afraid to ask for help! Depending on how large your Shoppe is you may be collecting well over 100 boxes, so make sure your team has trucks to pick up several boxes at one time. Consider borrowing or renting a larger box truck for your primary collection day. Stay organized, know where all of your boxes are and make sure that you have a plan to pick up all of the boxes by the deadline.*

TOY COLLECTION PICK UP

1. Move any “early donation” toys to the storage facility (ACTION office)
2. Identify a team member that can be available during business hours to pick up toys from participating churches and businesses.
3. It is important to be prompt to prevent overflowing Toy Donation Boxes.
4. Contact the designated person at each collection location for a quick status update on the following: Toy collection box level, answer any questions and determine if a toy pickup is necessary. i.e. the toy collection box is full.
5. Pick up toys from participating toy collection locations (December 6th for first weekend Shoppes. December 13 for 2nd weekend Shoppes)
6. Store collected toys at the designated toy storage facility.
7. Update Toy Collection Location list with any new businesses for that year
8. Using the Running Total List, keep an approximate running total of the number of toys that have been collected, noting age and gender-specific needs.
9. Contact Super Shoppers with any age and gender-specific needs.

TOY STORAGE

- Determine the toy storage location and appropriate storage container/unit for storing collected toys prior to the Shoppe.
- Because there are a large number of toys that will be stored prior to the Shoppe, theft is a concern. While there is no way to eliminate the risk of theft, there are some simple precautions to minimize the risk of theft.
- Suggested Storage Containers- POD Storage containers. If you plan to use a POD container for storage, please coordinate with the ACTION office. We will arrange directly with PODS for all drop-off and pick-up of containers. Work out in advance with the church facilities person exactly where the POD will be located for the duration it will be on-site.
- Check with the hosting church facility to see if there is room (with locks!!) on site to store the toys.

Things to consider...

- Since the location of the Shoppe is well advertised, it is highly recommended NOT to store toys at the location of the Shoppe itself prior to the event. Determine an inconspicuous storage location and avoid “marking” the container with any obvious “give away” signs such as “Toys”. The number of people who have access to the storage location should be kept to an absolute minimum. If toys are stored in a POD make sure it is locked (combination locks) and that you and the ACTION office have the codes to the lock.

MODULE 3L: Volunteer Coordinator

OVERVIEW

Job Description: This person works with the Steering Team to determine how many volunteers are needed to fill each Christmas Shoppe team/position. They are also responsible for creating and determining the volunteer shift schedule, which is used to run the Shoppe the day of. All of the volunteer sign-ups will be posted on the ACTION website using Meet the Need sign-ups. Go to: www.actionvc.org/community-christmas-shoppe

Must Be:

- Able to organize and plan
- Good at communicating
- Good with pulling reports and utilizing Meet the Need

Job Duties:

- Attend team leader meetings
- Create volunteer shift schedule and needs in a spreadsheet
- Email to ACTION by the deadline, *October 15th*

Supplies Needed (For Shoppe Check In):

- Table w/ 3 chairs
- Volunteer List with blanks for sign-ins
- Pens
- Liability Forms (100)
- Volunteer Name Tags
- Map of facility

ACTION ITEMS- PRE SHOPPE

1. Work with each Team Leader to determine how many volunteers are needed for each team
2. Many Shoppes split their event into two shifts. You will need to decide how many shifts you would like to have for your Shoppe and what the time frame is like for each. For any position split into two shifts, make sure they overlap by 15 minutes. EX: Shift One 7 am -11 am and Shift Two: 10:45 am -12 pm.
3. Acquire the Volunteer Shift Template from ACTION. You can use this spreadsheet as a guide for your own volunteer needs.
4. Submit Volunteer Shift Template spreadsheet with updated needs to ACTION.
5. Check on volunteer sign-ups throughout November to make sure teams are on track to meet their volunteer needs. You can either pull the reports from Meet the Need (need to be made an admin) or have ACTION pull it for you.
6. Communicate the needs at the monthly Steering Committee meetings.

7. Help your team members to recruit more volunteers. Work with the Church and Business Liaisons to solicit organizations and advertise for volunteers.
8. Recruit volunteers to help you with Volunteer Check-In on the day of the Shoppe
9. Send out a reminder email to signed-up volunteers when the Shoppe is a week away. Let them know what time they need to come, what they need to bring, what they need to wear and what they should anticipate on the day of the event.

ACTION ITEMS - DURING SHOPPE

1. Get to the Shoppe early day of the event to set up a separate area for Volunteer Check-In. Make sure you have enough volunteers to help you.
2. As Volunteers arrive, they will sign in with you first before going to their site of service.
3. If they have not filled out a Liability Form (noted if they signed up through Meet the Need) please have them do so and turn in.
4. Have them fill out a name tag.
5. Please direct volunteer to where they need to go. If will have all volunteers go through a 10-minute orientation beforehand, direct them to the orientation room; otherwise, direct them to their site.

Chapter 4: Supplementary Steering Committee Positions

Note* *These leadership/ volunteer positions are not essential to the production of Community Christmas Shoppe, but make for a more robust experience for the volunteers and guests. These are optional positions that can be as minimal or detailed as is best for the particular Shoppe. The Shoppe chair decides what works best for their Shoppe. Keep in mind, every Shoppe is different!*

MODULE 4A: Entertainment Leader*

*(*This is an optional leadership position. Not all Shoppes have this leader/position)*

OVERVIEW

Job Description: The Entertainment Leader is resourceful and organized, willing to secure the music/entertainment volunteers. The Team Leader does not necessarily need to perform but should organize the entertainment volunteers. *The Santa and Elves, Music and Entertainment and Photography Teams are all under the Entertainment Leader.*

Special Considerations: The entertainment and teams will vary with each Christmas Shoppe. Some host churches will have musical talent that is willing to participate. Entertainment may include other age-appropriate activities such as a bounce, face painting, crafts, etc. to be determined by each Christmas Shoppe.

ACTION ITEMS -PRE SHOPPE

1. Pre-screen all Music/Entertainment acts. Acts should always be family friendly; inappropriate acts are not allowed.
2. Focus on finding music that appeals to multicultural traditions (bilingual acts/music is encouraged)
3. Focus blending new music along with traditional music.
4. Find at least two Santas and six Elves to take pictures with the children and their families. (split shifts)
5. Elves should be middle school/ high school aged and good with children.
6. Consider asking the local fire stations to drive Santa in on a fire truck.
7. Book at least two photographers/photography teams to portraits (Photography Team module*)
8. Let the Music and Entertainment Team know what they their attire is (Music/Entertainment module*)
9. Let the Santa and Elves Team know what they should wear to work (Santa and Elves module*)

**modules 6F, 6G, 6H*

ACTION ITEMS - DURING SHOPPE

1. Keep the entertainment on schedule. Check with the Shoppe Chair for the schedule.
2. Coordinate music and entertainment with other Christmas Shoppe activities to prevent any conflicts or interruptions.
3. Provide seating area during the music and entertainment time.
4. Make sure the volume is not so loud that it interferes with other Shoppe activities and/or is disruptive to the surrounding neighborhood.

MODULE 4B: Gift Wrap Leader*

(*This is an optional leadership position. Not all Shoppes have this leader/position)

OVERVIEW

Job Description: The Gift Wrap Leader guides their team to make Christmas Shoppe guests feel cared for by wrapping the toys they have selected for their children. The leader sets the standards for how many presents to wrap per guest. Instruct your volunteers to bring their own scissors and donation of scotch tape. *The Gift Wrapping Leader/ Team is responsible for securing donated wrapping paper.* Those on the gift wrap team should be skilled at wrapping gifts attractively and enjoy it. There should be approximately 5-9 volunteers for each shift.

Supplies Needed:

- Wrapping paper/bows
- Scissors
- Scotch tape
- ACTION Gift Tags (optional)

Things to Consider...

- ✓ *This volunteer opportunity ALWAYS fills up fast, so make sure people know that if they want to be a gift wrapper they need to sign up the day registration opens!*

ACTION ITEMS - PRE SHOPPE

1. Secure donated wrapping paper
2. Bring a pair of scissors and a roll of tape with you
3. Make sure the Gift Wrapping Station is set up with enough chairs and supplies for your team.

ACTION ITEMS - DURING SHOPPE

1. As the Personal Shoppers brings the guest over to the gift wrapping area, greet the guest and let them know when their wrapping will be complete.
2. Wrap the gifts neatly and give back to the guest. Some Shoppes only wrap two gifts to save on time.
3. Optional: Before wrapping check to see if the gift requires batteries. If it does, provide the appropriate type of battery to the guest. (Supplies of batteries of various types should be secured by the Team Leader ahead of time)

MODULE 4C: Giveaway Leader*

(*This is an optional leadership position. Not all Shoppes have this leader/position)

OVERVIEW

Job Description: The Giveaway area offers second-hand items for guests to choose from as they leave the Christmas Shoppe. The Giveaway Leader is organized and patient and *should be able to handle a lot of activity at once.* They need access to donated/second-hand items that are offered to guests. Example: Some host churches/organizations with access to donated goods (clothing, household items, etc.) choose to set up a Giveaway/Goodie bag area for guests to take advantage of as they leave the Christmas Shoppe. The items are under \$5 in value, or used. They work closely with the Business/Church Liaison(s) to acquire donated items before the Shoppe.

Supplies Needed:

- Trash bags
- Folding tables

- Secondhand/donated items

ACTION ITEMS PRE- SHOPPE

1. Secure donations/donated items all through the months of October and November. Many Shoppes focus on holding outerwear clothing drives in order to give away coats and jackets at their Shoppe.
2. Friday night (before the Shoppe) setup is pivotal to the success of the Giveaway area
3. Since ACTION and CS get so many freebie items, they must be organized in a way that they can be found again. Also, make them easy to get from the supply room to the display area.
4. Organize the donated items into categories. (coats, purses, shoes, books, etc.) and display on tables
5. Guests are limited to a designated number of giveaway items so that supplies are not depleted.
6. A recommended way to organize the area is in a “buffet” line format. Each volunteer is stationed at a type of item, with a single file line in front of the volunteer. (Five Volunteers works well)

ACTION ITEMS - DURING SHOPPE

**As guests leave the Christmas Shoppe, they are able to “shop” the giveaway area and fill a trash bag with the designated amount of free items (goodie bag).*

1. Display is critical
2. Consider grouping similar items. (It would be better to group all the books by age and then boys/girls and then have a volunteer offer a single book to each shopper. Instead of having the books man-handled for five minutes while the line backs up.)
3. A table for batteries- those always go fast
4. Use maximum amounts per item or area so not all are snatched up in the early hours.
5. Restock and reorganize the tables as needed during the day. Since it’s more like a rummage sale, things constantly need to be reorganized and restocked.
6. Make the lines flow towards and past the coat area.
7. Coats need racks and we usually get more than 300 coats, which is one per family.
8. Coats should have a separate area with racks and organized by male or female. Continual organization of the coats helps make things go smoothly.
9. Have prayer, patience, and a lot of understanding!

MODULE 4D: Hospitality Leader*

*(*This is an optional leadership position. Not all Shoppes have this leader/position)*

OVERVIEW

Job Description: The Hospitality Leader/Team serves Christmas Shoppe guests and/or the volunteers with refreshments and a welcoming attitude. The Hospitality Leader is responsible for securing food and beverage donations from organizations or individuals before the day of the event. Members of this team must have an attitude of hospitality and be comfortable with food preparation and handling.

ACTION ITEMS - PRE/ DURING SHOPPE

- Secure donations from local businesses and organizations. A Hospitality Donation Letter can be secured upon request from ACTION.
- Recruit individuals to bring baked goods/ hot cocoa the day of the Shoppe (it is your responsibility to vet the food and beverages)

- Some Shoppes choose to have lunch and breakfast available to their guests. This is not necessary but can to have a local business involved in Community Christmas Shoppe.
- (During) Provide and replenish food for both volunteers and guests.

FOOD PREPARATION

- Be trained in basic food safety practices including cooking foods to proper temperatures
- Pre-inspect the (makeshift) kitchen area.
 - Verify what equipment is available for your use and what equipment works
- Prepare the preparation area (the kitchen)
 - Sanitize – You don't know who has used this facility and when it was cleaned last
- Wash your hands frequently and at appropriate times. Bacteria can easily spread throughout your kitchen. *Washing includes both soap and water to the count of happy birthday or the ABC song.*
- Use gloves when handling food and remove/replace them after handling nonfood related items
 - Change gloves:
 - When the following becomes contaminated: boxes, plastic bags, returning trays
 - After wiping, mopping, dishwashing, etc.
 - Once an hour
 - If they tear
 - Changing food type (i.e.: meats to fruits)
- Keep cold foods in the refrigerator(s) and packaged food packaged* until you need them. Yup getting a head start is a grand idea; remember being exposed to a multitude of people's breath can spread germs. Cover with paper towels or plastic wrap and properly stored or stowed out of the way**Pre-packaged foods are preferred- they reduce bacteria and other food diseases.*
- Prevent cross-contamination (i.e. keep foods apart to avoid the transmission of pathogens from one food item to another)
- Wash fruits and vegetables with clean running water
- Keep all kitchen surfaces meticulously clean
- Thorough cooking will kill the pathogens, but remember that the temperature of all parts of the food must reach at least 160 degrees (70 °C)

OTHER FOOD HANDLING TIPS

- Safe food handling and preparation can reduce the risk of food borne illness, even if food is contaminated before it arrives.
- Knowledgeable and adequately trained volunteers can prevent food borne illness outbreaks from originating in the kitchen.
- Thoroughly clean, sanitize and dry cutting boards, knives, pans, plates, containers and other utensils after using them (this includes between uses too). Wash all returning trays and pitchers.
- Minimize the use of bacteria growing foods (i.e.: mayonnaise-based foods, eggnog, etc.) Keep uncooked foods (meats) separated and in a confined area away from cooked and prepared foods.
- Any volunteer with poor personal hygiene should not handle food.

Things to consider...

- ✓ *Some guests may have health issues such as diabetes. Some may not have had a healthy meal lately, or have not eaten at all. Some may be under pressure to buy food and pay rent, so please be sensitive to these potential needs.*
- ✓ *All Shoppes should research their local/state food handling requirements*

MODULE 4E: *Parking Lot Leader**

(*This is an optional leadership position. Not all Shoppes have this leader/position)

OVERVIEW

Job Description: The Parking Lot Team greets, directs and guides guests as they arrive at the Christmas Shoppe. The Parking Lot Leader is in charge of working with the Shoppe Facility Liaison to find the most efficient process of parking the guests. Must be gracious, hospitable and personable with a helpful attitude. Must provide a welcoming first impression to guests. There should be 4-8 volunteers on this team.

Supplies needed:

- Walkie Talkies
- Cones (If needed to help guide traffic flow)
- Safety Vests for team members

Things to consider...

- ✓ *It's helpful to have a Spanish speaker on this team.*
- ✓ *Walkie Talkies would be a good idea for members of this team.*
- ✓ *This team should plan to arrive early and stay late.*

ACTION ITEMS – PRE-SHOPPE

1. Locate a campus map in both English and Spanish that directs guests to the main areas of the Christmas Shoppe. (Include: Check In, Childcare, Christmas Shoppe Entrance, Prayer Area, Food Area, Bathrooms.)
2. Make sure your team members know where the Shoppe is located.
3. Work with the Facility Liaison to establish a plan if/when the parking lot is full.

ACTION ITEMS – DURING & POST SHOPPE

1. Greet guests as they arrive.
2. Introduce yourself.
3. Learn about the families - ask their names, children and their ages.
4. Shake hands with the adults. Ask what city/where did they come from? How did they hear about CS?
5. Help guests carry their bags from the Shoppe
6. Help guests load their bags and support the Check Out Team

MODULE 4F: *Security Leader**

(*This is an optional leadership position. Not all Shoppes have this leader/position)

OVERVIEW

Job Description: The Security Leader supports the safety and security before, during and after the Shoppe. *The Security Leader works directly with the Christmas Shoppe Chairperson, Childcare Team Leader, and the First Aid Team Leader.* Must be observant and gracious with a helpful attitude. Have an attitude of safety and respect.

ACTION ITEMS – PRE SHOPPE

1. Remember you are responsible for the safety and security of all guests and volunteers.
2. Create a safe, secure, professional and enjoyable environment by interacting with the guests, vendors, volunteers, team leaders and other event staff
3. Recruit off-duty law enforcement and firefighters for the Security Team if possible.
4. Secure an EMT, nurse or doctor to be available on site during the event.
5. Secure an Automated External Defibrillator (AED) to be on site.

6. Secure a complete First Aid Kit and add extras (band-aids, instant cold packs, instant hot packs, antiseptic).

Things to consider

- ✓ *Have at least one person on the Security Team who speaks Spanish (It's also always nice to have someone who is/was military or law enforcement lead this team.)*
- ✓ *It is helpful to have a nurse/EMT work the First Aid Station.*

ACTION ITEMS – DURING SHOPPE

1. Be observant and provide a visible deterrence to crime and disruptions.
2. Provide access control by ensuring that only authorized persons are permitted in their area of responsibility.
3. Prevent uninvited guests from entering the Toy Shoppe area.
4. Monitor access areas - walkways, doorways.
5. Assign volunteers to patrol the Childcare area (3 people needed at a time).
6. Coordinate with Childcare Team Leader to understand child safety and check out procedures. (Any adult that leaves the childcare area with a child must have a coordinating wristband that matches the child's wristband.)
7. Patrol the Christmas Shoppe site.
8. Maintain high visibility without being obtrusive.
9. Assists in all investigations and resolutions of complaints.
10. Contact law enforcement or emergency responders when appropriate.
11. Aid in orderly evacuation of the building during emergencies.

ACTION ITEMS - AFTER SHOPPE

1. For **any** incident requiring attention from the Security or First Aid Team, please complete an Incident Report and submit to Facility Liaison and Christmas Shoppe Chairperson. All Incident Reports must be submitted to the ACTION office as soon as possible after the event. For an Incident Report, please go to the ACTION resource web page.

MODULE 4G: Super Shopper Leader*

*(*This is an optional leadership position. Not all Shoppes have this leader/position)*

OVERVIEW

Job Description: The Super Shopper Leader works with the Christmas Shoppe Chairperson and the Toy Collection Leader to shop for toys and locate the best prices and discounts. This is needed to fill in the gaps from the toy collection. They must delegate the shopping list to their team (aka give age-specific directives to each Super Shopper to help avoid excessive duplication).

Job Requirements:

- Must be good with a budget and responsible with money
- Must be a savvy shopper, and willing to hunt for deals!

ACTION ITEMS- PE SHOPPE

1. Secure funds from Christmas Shoppe Chair / create a budget.
2. Define the holes in the toy collection and make a shopping list to fill in the gap
3. Give age-specific directives to each Super Shopper to help avoid excessive duplication
4. Research what is popular this year and what is not. The more you know, the better your buying will be, and the happier our guests will be.
5. Find the best deals during Christmas Season: (*buy one get one free sale, Black Friday sales, Amazon and/or online sales...etc*)
6. Contact store management to inquire about additional discounts for non-profits and large volume purchases. Visit store managers with the Business Donation Request Letter*.
7. Tally quantity 3 days before Shoppe.

PURCHASING TOYS

1. Contact Toy Collection Team about age and gender-specific needs.
2. Christmas Shoppes often run out of \$30 - \$40 gifts and upper teen gifts.
3. Focus on *quality* rather than quantity (Higher dollar items mean \$75.00 and over)
 - See Gift List Handout* for ideas.
4. Consider gender and age group while shopping so you end up with a good balance.
5. Remember to coordinate with your team to avoid excessive duplication (some is good if the item is really popular.)
6. Maintain a list of purchases. Save receipts and turn into the Chair.
7. Store toys at the CS toy storage facility.

*see the ACTION Resource page: www.actionvc.org/resources

Chapter 5: Core Volunteer Positions

MODULE 5A: *Childcare Volunteer*

OVERVIEW

Job Description: The Childcare Volunteer/Team provides care to the children of the Christmas Shoppe guests in a Christ-filled atmosphere emphasizing creativity and the wonder of Christmas - Jesus. There should be at least 8 volunteers on this team- 4 being adults. The Childcare Volunteer/Team reports to the Childcare Leader.

Job Requirements: Childcare/nursery experience. Love of children, compassionate, understanding and attentive. Must be 16 years or older. *All volunteers on this team must be background checked.*

Special Considerations for Childcare at a Christmas Shoppe: This may be the first time a child is left with people other than family. Many of these children may not be accustomed to daycare or being dropped off in a childcare setting. Many of the children will come as a family group, and the older siblings will be expected by the parents to stay together and watch the younger ones. Therefore, segregation by age may not always be realistic. Older siblings should be allowed to stay in the appropriate area for the youngest in the group if requested. After children feel comfortable, older siblings should be encouraged (but not required) to join activities with the other older children. Also be aware that some children may come from a troubled household.

ACTION ITEMS - PRE SHOPPE

1. The more volunteers the better should be present with the children at all times.
2. A bilingual volunteer should be available at all times.
3. Have nutritious snacks available for those who need them. (Snacks should not contain nuts or nut butter.)
4. Have hand sanitizer/sanitizing wipes on hand.
5. Have name tags for children

ACTION ITEMS - DURING SHOPPE

**Each child will spend about 1 hour in childcare. Late morning and early afternoon have the greatest numbers of children requiring care.*

1. Make sure all the kids are interacted with. Remember to include the quieter or shy children.
2. Use their name in a gentle inside voice
3. Have a bilingual person in the area at all times. Find out which older children/siblings are bilingual
4. Child Care is intended to be about an hour in length. When the guest arrives to check in children, check the shopping time slot marked on the guest's wristband; do not check children in more than 25 minutes before the shopping time slot. This will prevent overloading the Childcare Team and keeps the children active while in Childcare.
5. Although weather doesn't directly affect the children, wet and cold weather may cause delays and could increase Childcare time and the load placed on crafts and volunteers. The Childcare Team will need to make an extra creative effort to keep the children entertained and having fun.
6. Be understanding and attentive to the needs of the children.

CHILD SAFETY PROCEDURES

**Coordinate with the Security Team Leader to review these Child Safety Procedures.*

Oversight: All Childcare volunteers are subject to the supervision and evaluations of the Childcare Team Leader(s) and are required to comply with these policies to ensure a safe and secure environment for children. Block off alternate access areas to the Childcare area and duplicate wristbands, one for the child and one matching wristband for the parent or guardian. When checking the child out, the guest must be wearing the matching wristband. Never allow any child to leave with someone other than the person who brought them.

Double leadership: There should always be two adults with each group of kids at all times (In a room, on the play structure, etc). At least one adult should be over 26 years old. Double leadership applies in every room, on the play structure, and with every bathroom trip (in the current location, this is not a problem since the bathrooms are a part of each room). If a child must be taken anywhere, that person taking the child must be visible to another set of eyes at all times.

Ratio Requirements:

- Infants through 2 years old: One volunteer for every 2 children
- 3 years of age through kindergarten: One volunteer for every 5 children
- Grades one through five: One volunteer for every 8 children
- Grades above five: One volunteer for every 12 children

Window blinds/curtains are to be kept open at all times with a Team Leader circulating through the areas where children's activities are occurring.

Bathroom Policy: When taking a child to the restroom, the volunteer shall stay out of the restroom until the child is finished. Children need as much privacy as possible when using the restrooms. Volunteers can enter to assist only when absolutely necessary.

Reporting Obligations: Volunteers shall report all accidents, incidents, suspicion of abuse or neglect, or any other concerns to the Team Leader. "Child Abuse" means any of the following:

- A child is physically injured by other than accidental means
- A child is subjected to willful cruelty or unjustifiable punishment
- A child is abused or exploited sexually
- A child is neglected by a parent or caretaker who fails to provide adequate food, clothing, shelter, medical care or supervision

CHECK-IN PROCEDURE

1. Parents/guardians will log in their own children with the child(s) name, time, and the supplied wristband
2. Carefully read or ask the child's name and age
3. Write their child's name on name tags and have them place it on the front of the shirt
4. Infant name tags are placed on their backs
5. Remember this is a start to a wonderful journey for each and every child. The parent/guardian is taking a leap of faith with their precious little ones with the Shoppe's Childcare Team. They don't know you and you don't know them, so be positive and confident and assure them their child is in good hands.

Duplicate numbered wristbands are required: Each child gets a wristband on their wrist or ankle. Don't put it through a button hole or around a necklace or other removable clothing. The parent or guardian will get an identically numbered wristband for each child he or she is dropping off. ONLY the person wearing (not holding)

the wristband may pick up a child. No exceptions! If a person comes to pick up a child and signs the child out without wearing a wristband, call security immediately.

CHECK OUT PROCEDURE

1. Locate the child/children.
2. Retrieve artwork and crafts, bundle and package for the ride home.
3. Hand them their treat or remembrance goodie if you are providing one.
4. Double check all wristbands: Compare the child's to the parents, if matching, remove both wristbands. No child should leave with anyone other than the wearer of the wristband.
5. Properly log out each child: Parent signs out the child, notes the time, and wristbands are cut off.

NURSERY

- Infant and Toddlers 0-3 years old
- One volunteer for every 3 children
- Name tags go on the backs of the child
- Sanitize continually. Any toys that a child has put the mouth should be placed in a designated tub for washing before another child can use the toy.
- If you choose to use the outside play area, a separate set of two adults will be needed to supervise outside.
- Check diapers at least once per hour and change them as needed, following the diaper changing procedures posted in the room. (Provide extra diapers for those who arrive without extra).

CHILDREN'S ACTIVITY IDEAS

- Festive and creative. Christ-centered and Christmas themed.
- Make sure creations are age-appropriate and can be ready to go home with the child at a moment's notice. Minimal mess, easy to clean, etc.
- A teenager can lead a small group from station to station
- The Christmas Story acted out, watched, or told
- Family themed Christmas movie
- The older kids need something challenging and progressive. Consider a mural project, perhaps something that could be shared with each of the contributing churches in the months ahead.
- Consider writing a Christmas Card to a soldier, parent, grandparent, etc. Recognize that the older kids are usually sent to keep a watchful eye out for younger siblings. For this reason, try to keep the teenage project in view of the younger siblings area

MODULE 5B: *Facility Set Up Volunteer*

OVERVIEW

Job Description: The Facility Set Up Volunteer/Team is responsible for managing and running the facility and "shopping area" before and during the event. *They report to the Facility Liaison.* There should be two solid teams one for setup before the Shoppe opens and one for cleanup when the Shoppe is over. These volunteers should not be the same people as that would make for a very long day.

Job Duties: Physical mobility and stamina to help pick up/empty trash, sweep, wipe tables, etc. Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities. Respect for the hosting facility.

ACTION ITEMS - PRE-SHOPPE

1. Work with the Facility Liaison to access the facility, secure facility supplies, etc.
2. Obtain pertinent facility contacts and phone numbers from Facility Liaison
3. Encourage/determine if the host facility will be decorated for the season prior to the Shoppe
4. Keep decorations simple but festive
5. Make sure ACTION banners are hung outside in the front so guests will recognize the Christmas Shoppe
6. Find out what type of securing materials are allowed on the walls (tape, staples, tacks)
7. Procure donation of trash and recycling dumpster
8. Create trash and recycling signs - English and Spanish, 12 of each
9. Locate trash liners to fit the Christmas Shoppe donation boxes (18"x24"x30")

ACTION ITEMS – DURING SHOPPE

1. Pick up trash throughout the Shoppe site.
2. Empty trash & recycle receptacles when they are full.
3. Wipe guest dining tables during the event.
4. Replace toilet paper, paper towels, hand soap, etc. in facility bathrooms at least twice an hour.

MODULE 5C: Facility Clean Up Volunteer

OVERVIEW

Job Description: The Facility Clean Up Volunteer/Team is responsible for managing and maintaining the Shoppe and facility during and after the event. *They work directly with the Facility Liaison.* There should be two solid teams one for setup before the Shoppe opens and one for cleanup when the Shoppe is over. These teams should not be the same people as that would make for a very long day.

Job Duties: Physical mobility and stamina to help pick up/empty trash, sweep, wipe tables, etc. Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities. Respect for the hosting facility.

ACTION ITEMS – DURING SHOPPE

1. Pick up trash throughout the Shoppe site.
2. Empty trash & recycle receptacles when they are full.
3. Wipe guest dining tables during the event.
4. Replace toilet paper, paper towels, hand soap, etc. in facility bathrooms at least twice an hour.

ACTION ITEMS – POST SHOPPE

**Volunteers need to bring vacuum cleaners, mops, and brooms*

1. Wipe guest dining tables and chairs
2. Empty and breakdown trash and recycling boxes
3. Boxes in poor condition can be recycled

4. Good boxes need to be transported to storage (See Facility Liaison/ Shoppe Chair)
5. Clean facilities' bathrooms
6. Replace toilet paper, paper towels, soap, etc
7. Port-A-Potties do NOT need to be cleaned, they are picked up by the rental company
8. Mop floors, wipe mirrors, etc.
9. Clean the facilities' kitchens and child care areas
10. Sweep & mop floors
11. Vacuum carpets

Box Breakdown (work with the Sorters and Stockers):

- Requires one volunteer during the second shift or clean up time.
- Box breakdown takes place outside Toy Storage Room.
- Recycle boxes that are not reusable
- Save only the good Toy Donation boxes and storage boxes.
- Receive trash & recycling receptacles from the Clean Up Team
- Help deliver boxes to the storage unit.

MODULE 5D: Guest Check-In Volunteer

OVERVIEW

Job Description: The Guest Check-In Volunteer/ Team works to check in the guests once they arrive in the morning of the Shoppe. This team tracks statistics (names, number of children, etc.) and matches ticket numbers as the guests file into the Shoppe. Must be friendly, courteous, and kind. Must also be punctual in starting to register the Shoppe's guests. (An early start is preferred.)

Supplies Needed:

- Clipboards
- Wristbands
- Pens/ Pencils
- Statistics sheet

ACTION ITEMS- DURING SHOPPE (IN THE LINE)

**It is important to note that Guest Check-In looks different at every Shoppe. The priority of Guest Check-In is to check in the Guest using their invitations and make sure they are at the appropriate shift.*

1. Keep guest lines orderly
2. Track Invitation Numbers and Statistics
3. As the guests check into the Shoppe, explain that we need to get some information that will help us know how many people we are serving today and to help us get toys, donations and help for future Christmas Shoppes. We need to track:
 - Contact Information: Name, email/phone
 - Agency/Church/School they were referred from
 - How many **people (children and adults)** are here with them
 - How many **children** are they are shopping for
 - How many **families** are they are shopping for
4. Match tickets:

- The Shopper's ticket is pre-numbered and is traced back to the agency or church that gave out the ticket. Ask for their invitation and circle the number on it (to indicate that they have answered the above questions).
 - Next, explain that each shopper will be getting a wristband at the Check-In Station that has their shopping time on it. Many Shoppes pre-assign a shopping time for their guests.
 - Make sure that they have come at the appropriate time. If they have come too early, they can enjoy the booths and entertainment, pictures with Santa, refreshments; etc. until it is their time to shop.
 - Assure the guest that the selection and quality of toys in the Shoppe is consistent all day
5. Lost Tickets/ No Tickets
 - Guest will show up without tickets with various reasons. *It is not your responsibility to make room in the Shoppe for them but check with your Leader on how to handle the situation if it arises.*
 6. At the halfway break, check in with the Shoppe Emcee/Personal Shoppers regarding any time delays entering the Toy Shoppe

MODULE 5E: Toy Check-Out Volunteer

*(*Some Shoppes prefer to call this position Toy Check Out)*

OVERVIEW

Job Description: The Toy/Guest Check-Out Team will "check out" the guest by counting and bagging the toys. In some shoppes, this team also breaks off the guest's wristband. After the toys have been bagged, either the Personal Shopper or a member of the Check Out Team acting as a "Toy Runner" will carry the guest's toys from the Shoppe and to the next station. They may help carry the wrapped gifts to the guest's car, the Gift Wrap Station, or Childcare. Work with your Leader to learn what Check Out process works best for your Shoppe! Must be personable and able to lift and carry toys easily. Must also be organized. Adults should be present at the Check Out Table, but teenagers can "run" the toys.

Supplies Needed:

- Table w/ 5 chairs
- Scissors
- Color Code List (for reference)
- Batteries (optional)

ACTION ITEMS BEFORE THE SHOPPE

1. There should be approximately 5 volunteers for each shift. (more if you choose to have "Toy Runners")
2. Make sure you have the necessary supplies for your area.

ACTION ITEMS DURING THE SHOPPE

1. As the Personal Shopper brings the guest over to check out, the Check-Out team totals the toys and confirms whether they are at or under the point limit.
2. Cut off the guest wristband (Or direct to Childcare)
3. Toy Runners can carry the guest's toys from the Check Out Table and to the Gift Wrapping area or out to the guest's car.
4. After the gifts have been wrapped, the Toy Runner bags and carries the gifts to the guest's car, or hands them to the guest.

MODULE 5F: *Personal Shopper Volunteer*

OVERVIEW

Job Description: The Personal Shopper plays a *pivotal* role in the Christmas Shoppe. They provide personal assistance to the guests as they select toys for their children. This is an opportunity to personally minister Christ's love to guests through contact, care and compassion. By walking and talking with guests as they select toys for their children, Personal Shoppers have the unique opportunity to connect with each guest individually. Must be willing to take time to get to know the guest. Must be at least 16 years of age, bilingual is not required but encouraged.

ACTION ITEMS - PRE SHOPPE

1. Become familiar with color coding system and how the toys are grouped on each table so that you can help the guest shop and save time.
2. Get Color Point List, pencil and clipboard from the Personal Shopper Leader
3. Remember that each group only has 15 minutes to shop.

ACTION ITEMS - DURING SHOPPE

Shopper Interaction:

1. Greet the guest as soon as you are paired together and write the guest's name on the provided sheet(s).
2. Walk and talk as you take the guest into the Toy Shoppe.
3. Using the questions on the guest information sheet on your clipboard, find out children's ages, genders, and interests, etc. This will help you guide the guest to some appropriate toy choices to save time. (See Gift List for help)
4. Keep the chosen gifts to the number of points allowed (for that group). The Shoppe does not have an endless supply of toys so it's important that you keep to the gift units set by the Shoppe Team Leader.
5. The number of points that the guest can spend may change during the morning, but your Team Leader will keep you updated. (Towards the exit you will fill in the total amount of points to double check what points were spent.)
6. Guide the guest to possible toys. Make an efficient use of the shopping time.
7. Circle any batteries needed for selected toys. (batteries are not guaranteed)
8. During each shopping session, there will be one to three raffle drawings for a more expensive item. Attach the ticket to your clipboard and help your shopper by listening for their ticket number.
9. At the end of the shopping session, bag the toys and gently guide the guest over to the Check-Out and Gift Wrapping area. The Check-Out "runner" will carry it beyond there.
10. Breaks will be staggered and coordinated so that we can keep full groupings in the shopping area

MODULE 5G: *Prayer Team*

OVERVIEW

Job Description: Arguably the MOST important part of Christmas Shoppe is the opportunity for people to be prayed for or to submit a prayer request. The volunteers in the prayer room are there to connect with and facilitate prayer with the guests of Christmas Shoppe. They must be available to pray with people facing a multitude of situations. Prayer volunteers will typically exhibit the Spiritual Gifts of Mercy and Faith and are comfortable praying unabashedly with strangers.

Supplies Needed:

- Bibles (Spanish and English, adult and children's)
- Note cards or post its
- Nails or tape if using a prayer cross
- Pens

ACTION ITEMS - DURING SHOPPE

1. Ask for prayer requests and listen intently.
2. Pray appropriately for the need.
3. Be ready to give guests bibles or a card with a helpful bible verse after you are done.

Things to Consider...

- ✓ You will need people who speak Spanish in this area as well as Spanish bibles.
- ✓ Not every person likes to be touched. Ask first before laying hands on someone.
- ✓ Keep prayers simple and not too long.
- ✓ Don't feel the need to advise or "guilt" anyone. Just pray and let the Lord do the rest.

MODULE 5H: Shoppe Emcee

OVERVIEW

Job Description: The Shoppe Emcee is essentially the host of the Christmas Shoppe. They must have an energetic spirit and heartwarming voice to keep the Shoppe moving smoothly and call out announcements when needed. They work directly with the Shoppe Chair and the Toy Sorters and Stockers to ensure there are a variety of raffle prizes* on display (for each age, gender, type). They keep the Shoppe on schedule. The *Shoppe must start on time or slightly before*. (Even a single minute extra delays the round and puts the Shoppe and the Personal Shoppers behind schedule.)

Job Requirements: Act as an Emcee for the event and general host for the guests. Must also be organized and able to adhere to a schedule. Be comfortable with keeping other accountable for staying on schedule.

ACTION ITEMS - DURING SHOPPE

**Not all Shoppes will have a raffle*

1. Communicate any delays immediately to the Guest Registration
2. Keep Shoppe on schedule. This really helps limit our guests waiting in line
3. Call out time remaining (i.e.: 5 minutes left)
 - Use a clock. Do not use a stopwatch. You've got to stick to the preset schedule that the Guest Registration is using 15 minutes for Shoppers, 5 minutes for the Toy Re-stockers. Starting ahead of schedule is acceptable. Each shopping round must end on schedule to allow the Toy Re-stockers to refill the tables without interfering with the current Shoppers.
4. Take charge of the Raffle*
5. Announce the winning ticket number(s) and help the Personal Shoppers get the gift to the guest.
6. Bring out the raffle prizes when the winner is announced.
7. Deliver the prizes to the guest's Check Out Volunteer or Personal Shoppers

MODULE 5I: Toy Box Collection Volunteer

OVERVIEW

Job Description: The Toy Box Collection Team *is a Pre-Shoppe team* that distributes and organizes Toy Donation Boxes and gathers the toys for the Christmas Shoppe. They work with and directly under the Toy Box Collection

Leader. Toy collection is relatively simple; however, it requires a lot of coordination to keep things moving.

Must Be:

- Knowledge of the local business community.
- Able to work as a team and individually.
- Good at communicating and working with others
- Punctual and organized, ready to drop off and pick up the collection boxes when needed

TOY COLLECTION SET UP

1. Get the resources you need from your TBC Leader
2. Work with the TBC Leader to contact Sites to arrange drop-off times. Be aware of office hours or business hours.
3. Begin delivering toy collection boxes to participating churches and business around the third weekend in October. See Important Dates Handout for the deadline.
4. Contact the ACTION office to obtain additional collection boxes.
5. Pick up toy collection boxes: Deadlines December 6th/13th.

Things to consider...

- ✓ *Be prepared for a busy December. Extra toy collection runs are usually required. Identify a support team that will be willing to help if you get behind. Don't be afraid to ask for help! Depending on how large your Shoppe is you may be collecting well over 100 boxes, so make sure your team has trucks to pick up several boxes at one time. Consider borrowing or renting a larger box truck for your primary collection day. Stay organized, know where all of your boxes are and make sure that you have a plan to pick up all of the boxes by the deadline.*

TOY COLLECTION PICKUP

1. Move any "early donation" toys to the storage facility (ACTION office)
2. It is important to be prompt to prevent overflowing Toy Donation Boxes.
3. Contact the designated person at each collection location for a quick status update on the following: Toy collection box level, answer any questions and determine if a toy pickup is necessary. i.e. the toy collection box is full.
4. Pick up toys from participating toy collection locations (December 6th for first weekend Shoppes. December 13 for 2nd weekend Shoppes)
5. Store collected toys at the designated toy storage facility.
6. Inform the TBC Leader of any new businesses for that year

MODULE 5J: Toy Sort Volunteer

OVERVIEW

Job Description: The Toy Sort Volunteer/Team is responsible for managing and running the shopping floor *before, during and after* the event. This team includes volunteers that pre-sort, price/tag, stock and re-stock toys (known as Sorters, Stockers and Pricers). They take their direction from the Shoppe Chair. Keep in mind, the Final Toy Sort happens Friday night before the Shoppe, and usually takes between 4 to 5 hours to complete and is conducted the night before the event by a team of 15-20 people. A mix of 8-10 adults and 8-10 youth works well.

Job Requirements: Physical strength, mobility, and stamina are important because you must move toys, and pack and unpack them from boxes. Basic math skills help in counting inventory for accuracy. Attention to detail and good organizational skills help keep the storage area and Shopping Floor organized. Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities.

RUNNING THE SHOPPING FLOOR

There are three main components to running the Shoppe:

- Presorting and Pricing the toys one week before the event.
- Final sorting and tagging the day before the event.
- Re-stocking during the event.

Presorting:

- Pre-sorting of toys should be done approximately a week in advance.
- Gather a team of volunteers.
- Pre-sorting allows time to purchase missing parts and/or combine two toys to make one complete toy.
- Keep the toys secure. They should not be moved from the off-site storage location to the location of the Shoppe until the PODS or other secured storage is available on-site. Once the toys have been delivered to the Toy Shoppe location, they should be monitored at all times (including overnight) to prevent theft.
- Separate like valued toys into larger boxes that can easily be stored and handled during the event.
- Using the color-coded price ranges used by all the Community Christmas Shoppes, pack boxes according to price range. Sticker each and every toy with the colored dot associated with the price of the toy.

Determining Value:

- Determining the value of a toy is somewhat subjective, so try to be consistent.
- To maintain consistency, limit the number of people determining the price of toys to 2 or 3.
- Make sure they are together in one location while sorting. This allows the “toy pricers” to easily communicate while pricing and develop similar pricing “standards”.
- Use of Smart Phones to read the UPC code and can upgrade toy values by as much as 10% because it eliminates biases.
- Keep in mind an Internet price isn’t always accurate. Use judgment regarding sales and how toys may have sold well in stores.
- **Red: \$10 - \$20 Yellow: \$21 - \$30 Blue: over \$31 - \$50**

Final Sorting and Tagging:

- The final toy sort usually takes between 4 to 5 hours to complete and is conducted the night before the event by a team of 15-20 people. A mix of 8-10 adults and 8-10 youth works well.
- After all the toys have been priced and sorted they are ready to be “tagged”.
- Toy “tagging” simply means placing a colored dot on the toy to represent the toy’s value. The color dot is used by the shoppers and the shopper’s helper during the event.
- Dots to be placed in the upper left-hand corner of the toy.

Toy Moving:

- Coordinate the team to move the toys from the storage facility to the site of the event. Designate team members to receive the toys and transfer of the toys to the Shoppe area.
- Complete the onsite final sorting and assembly.
- Boy Scouts have traditionally been good volunteers for this team. They are strong, willing, and eager to help, and they are sometimes willing to stay overnight on the Christmas Shoppe site to guard the toys.

Box Breakdown:

- Requires one volunteer during the second shift or clean up time.
- Box break down takes place outside Toy Storage Room.
- Recycle boxes that are not reusable
- Save only the good Toy Donation boxes and storage boxes.
- Receive trash & recycling receptacles from the Clean Up Team
- Help deliver boxes to the storage unit.

Unassembled Bikes:

- A couple of volunteers should be designated to assemble bicycles. It must be someone who is skilled at assembling and someone you trust.
- Once the bikes are out of the box, the volunteer will need to store them until Friday morning when the bikes can be moved directly to the Shoppe location storage room.

ACTION ITEMS – DURING SHOPPE

**Not every Shoppe will have a Raffle*

1. Keep on schedule (but do not make our guests feel rushed). This helps limit our guests waiting in line.
2. Each shopping round must end on schedule to allow Toy Re-Stockers time to refill the tables without interfering with the current Shopper
3. Communicate any delays to guest registration.
4. Put raffle* prizes on display (need variety of ages, boys/girls prizes, etc.)
 - Work with Shoppe Host to announce prizes and winners through the shopping round.

Chapter 6: Supplementary Volunteer Positions

MODULE 6A: *First Aid Volunteer**

(*This is an optional volunteer position. Not all Shoppes have this volunteer/position)

OVERVIEW

Job Description: The First Aid Volunteer/Team provides safety and first aid to the Shoppe before, during and after the event. *This Volunteer/Team reports to the Security Leader and/or the Shoppe Chair.* Teamwork and communication skills enable volunteers to effectively interact with each other and collaborate on various responsibilities. This Volunteer/Team must be gracious and helpful attitude. Must have knowledge of basic first aid procedures, CPR. **Bilingual preferred.**

ACTION ITEMS – PRE SHOPPE

1. Make sure you know where the Automated External Defibrillator (AED) is kept and have access to it.
2. Know where a complete First Aid Kit (Include extra band-aids, instant cold packs, instant hot packs, antiseptic) is for your station
3. Know basic first aid procedures

ACTION ITEMS – DURING SHOPPE

1. Work assigned hours at First Aid Station
2. Contact law enforcement or emergency responders when appropriate. In this regard, it is best to always err on the side of caution.

ACTION ITEMS- POST SHOPPE

- For **any** incident requiring attention from the First Aid Team, please complete an Incident Report and submit to the Security Leader and/or the Shoppe Chair. All Incident Reports must be submitted to the ACTION office as soon as possible after the event. For an Incident Report, please go to the ACTION resource web page.

MODULE 6B: *Gift Wrap Volunteer**

(*This is an optional volunteer position. Not all Shoppes have this volunteer/position)

OVERVIEW

Job Description: The Gift Wrapping Volunteer/Team helps the Christmas Shoppe guests feel cared for by wrapping the toys they have selected for their children. Volunteers bring their own scissors and donation of scotch tape. Those on the Gift Wrapping Team should be skilled at wrapping gifts attractively and enjoy it.

Supplies Needed:

- Wrapping paper/bows
- Scissors
- Scotch tape
- ACTION Gift Tags (optional)

Things to Consider...

- ✓ *This volunteer opportunity ALWAYS fills up fast, so if you want to be a gift wrapper, sign up the day registration opens!*

ACTION ITEMS BEFORE THE SHOPPE

1. Secure donated wrapping paper
2. Bring a pair of scissors and a roll of tape with you
3. Make sure the Gift Wrapping Station is set up with enough chairs and supplies. If not, ask your leader.

ACTION ITEMS DURING THE SHOPPE

1. As the Personal Shoppers brings the guest over to the gift wrapping area, greet the guest and let them know when their wrapping will be complete.
2. Wrap the gifts neatly and give back to the guest. Some Shoppes choose to only wrap two gifts to save on time.
- ✓ Optional: Before wrapping check to see if the gift requires batteries. If it does, provide the appropriate type of battery to the guest. (Supplies of batteries of various types should be secured by the Team Leader ahead of time)

MODULE 6C: Giveaway Volunteer*

*(*This is an optional volunteer position. Not all Shoppes have this volunteer/position)*

OVERVIEW

Job Description: The Giveaway Volunteer/Team manages the area or booth offering second-hand items for guests to choose from as they leave the Christmas Shoppe. The Giveaway Volunteer/Team is organized and patient and should be able to handle a lot of activity at once. They need access to donated/second-hand items that are offered to guests. Example: Some host churches/organizations with access to donated clothing, household items, etc. choose to set up a Giveaway/Goodie bag area for guests to take advantage of as they leave the Christmas Shoppe. The items are under \$5 in value, or used.

Supplies Needed:

- Trash bags
- Folding tables
- Secondhand/donated items

ACTION ITEMS - PRE SHOPPE

1. Friday night setup is pivotal to the success of the Giveaway area
2. Since ACTION and the CS get so many freebie items, they must be organized in a way that they can be found again. Also, make them easy to get from the supply room to the display area.
3. Organize the donated items into categories. (Coats, purses, shoes, books, etc.) and display on tables
4. Guests are limited to a designated number of giveaway items so that supplies are not depleted.
5. A recommended way to organize the area is in a “buffet” line format. Each volunteer is stationed at a type of item, with a single file line in front of the volunteer. (Five Volunteers works well)

ACTION ITEMS - DURING SHOPPE

**As guests leave the Christmas Shoppe, they are able to “shop” the giveaway area and fill a trash bag with the designated amount of free items (goodie bag).*

1. Display is critical

2. Consider grouping similar items. (It would be better to group all the books by age and then boys/girls and then have a volunteer offer a single book to each shopper. Instead of having the books man-handled for five minutes while the line backs up.)
3. A table for batteries- those always go fast
4. Use maximum amounts per item or area so not all are snatched up in the early hours.
5. Restock and reorganize the tables as needed during the day. Since it's more like a rummage sale, things constantly need to be reorganized and restocked.
6. Make the lines flow towards and past the coat area.
7. Coats need racks and we usually get more than 300 coats, which is one per family.
8. Coats should have a separate area with racks and organized by male or female. Continual organization of the coats helps make things go smoothly.
9. Have prayer, patience, and a lot of understanding!

MODULE 6D: *Hospitality Volunteer*

OVERVIEW

Job Description: The Guest Hospitality Volunteer/Team serves Christmas Shoppe guests with refreshments and a welcoming attitude. They must have an attitude of hospitality and be comfortable with food preparation and handling.

FOOD PREPARATION

- Be trained in basic food safety practices including cooking foods to proper temperatures
- Pre-inspect the (makeshift) kitchen area.
 - Verify what equipment is available for your use and what equipment works
- Prepare the preparation area (the kitchen)
 - Sanitize – You don't know who has used this facility and when it was cleaned last
- Wash your hands frequently and at appropriate times. Bacteria can easily spread throughout your kitchen. *Washing includes both soap and water to the count of happy birthday or the ABC song.*
- Use gloves when handling food and remove/replace them after handling nonfood related items
 - Change gloves:
 - When the following becomes contaminated: boxes, plastic bags, returning trays
 - After wiping, mopping, dishwashing, etc.
 - Once an hour
 - If they tear
 - Changing food type (i.e.: meats to fruits)
- Keep cold foods in the refrigerator(s) and packaged food packaged* until you need them. Yup getting a head start is a grand idea; remember being exposed to a multitude of people's breath can spread germs. Cover with paper towels or plastic wrap and properly stored or stowed out of the way**Pre-packaged foods are preferred- they reduce bacteria and other food diseases.*
- Prevent cross-contamination (i.e. keep foods apart to avoid the transmission of pathogens from one food item to another)
- Wash fruits and vegetables with clean running water
- Keep all kitchen surfaces meticulously clean
- Thorough cooking will kill the pathogens, but remember that the temperature of all parts of the food must reach at least 160 degrees (70 °C)

OTHER FOOD HANDLING TIPS

1. Safe food handling and preparation can reduce the risk of food borne illness, even if food is contaminated before it arrives.
2. Knowledgeable and adequately trained volunteers can prevent food borne illness outbreaks from originating in the kitchen
3. Thoroughly clean, sanitize and dry cutting boards, knives, pans, plates, containers and other utensils after using them (this includes between uses too). Wash all returning trays and pitchers.
4. Minimize the use of bacteria growing foods (i.e.: mayonnaise-based foods, eggnog, etc.) Keep uncooked foods (meats) separated and in a confined area away from cooked and prepared foods.
5. Any volunteer with poor personal hygiene should not handle food.

ACTION ITEMS DURING THE SHOPPE

1. Provide and replenish food for both volunteers and guests

Things to consider...

- ✓ *Some guests may have health issues such as diabetes. Some may not have had a healthy meal lately, or have not eaten at all. Some may be under pressure to buy food and pay rent, so please be sensitive to these potential needs.*
- ✓ *All Shoppes should research their local/state food handling requirements*

MODULE 6E: *Parking Lot Volunteer**

*(*This is an optional volunteer position. Not all Shoppes have this volunteer/position)*

OVERVIEW

Job Description: The Parking Lot Volunteer/Team greets, directs and guides guests as they arrive at the Christmas Shoppe. This Volunteer/Team must be gracious, hospitable and personable with a helpful attitude. Must provide a welcoming first impression to guests.

ACTION ITEMS – PRE-SHOPPE

1. Locate a campus map in both English and Spanish that directs guests to the main areas of the Christmas Shoppe. (Include: Check In, Childcare, Christmas Shoppe Entrance, Prayer Area, Food Area, Bathrooms.)
2. Make sure you know where the main areas are so that you can direct guests throughout the facility.

ACTION ITEMS – DURING & POST SHOPPE

1. Greet guests as they arrive.
2. Introduce yourself.
3. Learn about the families - ask their names, children and their ages - Shake hands with the adults. Where did they come from?
4. Help guests carry their bags from the Shoppe
5. Help guests load their bags and support the Check Out Team

Things to consider...

- ✓ *This team should plan to arrive early and stay late.*
- ✓ *Make sure you are familiar enough with the facility*

MODULE 6F: Photography Team*

(*This is an optional volunteer position. Not all Shoppes have this volunteer/position)

OVERVIEW

Job Description: The photography Volunteer/Team is in charge of setting up the backdrop and all equipment the night before the event. They will also be responsible for all their own clean-up. They will manage the photo area including the families and elves as they pass through the meeting Santa process. Be kind and courteous to all guests. If a Santa is not available, or you choose not to have Santa, you can offer a Family Photo opportunity.

Many of the families who come to Christmas Shoppe have never had a family photo taken with all of their family members present.

Supplies Needed:

- Photo sleeves
- Backdrop
- Props
- Lighting
- Camera
- Printer (s)
- Paper, ink, folders (purchased 2-weeks prior to the Shoppe, by the photographer)
- Extension cords, duct tape

Photography Staff:

- Photographer
- Processor (prints pictures, handles computer and processing)
- Greeter/poser of picture
- Person to hand out pictures to families (if not an elf)

MODULE 6G: Music and Entertainment Team*

(*This is an optional volunteer position. Not all Shoppes have this volunteer/position)

OVERVIEW

Job Description: The Music & Entertainment Volunteer/Team is responsible for bringing cheer to the Shoppe guests through a music set. *Members of this team report to the Entertainment Leader and/or the Shoppe Chair.*

ACTION ITEMS – PRE SHOPPE

1. Music should have a Christmas theme.
2. Acts should always be family friendly
3. Inappropriate acts are not allowed.
4. Music should appeal to families and multicultural traditions (bilingual acts/music is encouraged)
5. Focus blending new music along with traditional music.
6. Bring all the equipment needed for your act.
7. You are responsible for setting up and cleaning up your area before and after the Shoppe.

ACTION ITEMS - DURING SHOPPE

1. Keep the entertainment on schedule. Make sure you check in with your Leader or Shoppe Chair to know the Shoppe schedule.
2. Coordinate entertainment with other Christmas Shoppe activities to prevent any conflicts or interruptions.
3. Provide seating area.
4. Make sure the volume is not so loud that it interferes with other Shoppe areas or disruptive to the surrounding neighborhood.

Attire and Music Style:

- Wear Christmas attire; any costumes should be respectful of Christmas traditions.
- Entertainers should reflect a multi-generational, multi-cultural attitude. Our guests come from a wide range of circumstances and traditions.
- The Christmas Shoppe embraces both English and Spanish languages, so try and have songs in both.
- Entertainment must stay on schedule
- Make sure the volume is not too loud for the rest of the Christmas Shoppe areas and surrounding neighborhood.

MODULE 6H: *Santa & Elves**

*(*This is an optional volunteer position. Not all Shoppes have this volunteer/position)*

OVERVIEW

Job Description: Two Santa's and three Elves works well. This allows Santa to work the event in shifts.

ACTION ITEMS – PRE SHOPPE (SANTA)

1. Before the event, communicate with the other Santa to agree on who will start out as Santa and who will be the "relief Santa". Agree on time schedule and procedures for switching.
2. Upon arrival, greet people who are waiting outside, especially children. Proceed to the room where Santa will be meeting children.
3. Talk with photography crew about procedures for welcoming and photographing children and family members. Also, talk with "elves" about procedures for assisting families through the process.

ACTION ITEMS – DURING SHOPPE (SANTA)

1. When the crew and elves are ready, sit in Santa's chair and begin welcoming children and families
2. While photographers and elves get children and families arranged for pictures, ask the appropriate questions, like:
 - What do you want for Christmas? How old are you? What grade are you in? What's the one thing you are looking forward to this Christmas? Be aware that some children/parents do not speak English
3. Also, be prepared that some of the youngest children will be afraid of Santa. If a child is afraid, invite older sibling(s) or a parent to sit on Santa's lap or stand close in the picture
4. Photographer's assistant and/or elves will explain the procedure for picking up their picture.
5. At the time to switch Santa's, a break will be announced. The "relief Santa" should wait five minutes before coming into the room.

6. When not in Santa's "Chair", Santa should stay out of sight of participants (Volunteer's break room) An alternative is to have Santa roam the site and interact with children if you are not offering a Santa/Child photograph option.

ACTION ITEMS – DURING SHOPPE (ELVES)

1. 3 volunteers in costume needed.
2. Provide a simple intermediary between families and Santa
3. Help kids get on & off Santa's lap
4. Aid photographers, but doesn't distract the kids from the camera
5. Help keep the line to Santa organized

MODULE 6I: Security Volunteer*

*(*This is an optional volunteer position. Not all Shoppes have this volunteer/position)*

OVERVIEW

Job Description: The Security Volunteer/Team supports the safety and security before, during and after the Shoppe. They report to the Security Leader. The Security Volunteer/Team is observant and gracious with a helpful attitude. Has an attitude of safety and respect.

ACTION ITEMS – PRE SHOPPE

1. Remember you are responsible for the safety and security of all guests and volunteers.
2. Create a safe, secure, professional and enjoyable environment by interacting with the guests, vendors, volunteers, team leaders and other event staff

ACTION ITEMS – DURING SHOPPE

1. Be observant and provide a visible deterrence to crime and disruptions
2. Provide access control by ensuring that only authorized persons are permitted in their area of responsibility
3. Prevent uninvited guests from entering the Toy Shoppe area
4. Monitor access areas - walkways, doorways
5. Assign volunteers to patrol the Childcare area (3 people needed at a time)
6. Coordinate with Childcare Team Leader to understand child safety and check out procedures. (Any adult that leaves the childcare area with a child must have a coordinating wristband that matches the child's wristband.)
7. Patrol the Christmas Shoppe site
8. Maintain high visibility without being obtrusive
9. Assists in all investigations and resolutions of complaints
10. Contact law enforcement or emergency responders when appropriate
11. Aid in orderly evacuation of the building during emergencies

ACTION ITEMS - POST SHOPPE

1. If required, complete the Incident Reports and submit to the Security Leader and/or Shoppe Chairperson.

MODULE 6J: *Super Shopper Volunteer**

(*This is an optional volunteer position. Not all Shoppes have this volunteer/position)

OVERVIEW

Job Description: The Super Shopper Team shops for toys and locates the best prices and discounts. This is needed to fill in the gaps from the toy collection. They must be organized and aware of their specific shopping list, careful not to duplicate items or toys beyond what is needed.

Job Requirements:

- Must be good with a budget and responsible with money
- Must be a savvy shopper, and willing to hunt for deals!

ACTION ITEMS - PRE SHOPPING

1. Work with your Leader to find the holes in the toy collection. Make a shopping list to fill in the gaps
2. Research what is popular this year and what is not. The more you know, the better your buying will be, and the happier our guests will be.
3. Find the best deals during Christmas Season:
 - Find Buy one get one free sale
 - Take advantage of Black Friday sales
4. Contact store management to inquire about additional discounts for non-profits. Visit store managers with a Business Request Letter*.
5. Save all receipts and maintain a list of purchases

PURCHASING TOYS

1. Contact Toy Collection Team about age and gender-specific needs.
2. Christmas Shoppes often run out of \$30 - \$40 gifts and upper teen gifts.
3. Focus on *quality* rather than quantity (Higher dollar items mean \$50.00 to \$75.00 and over)
 - See Gift List Handout* for ideas.
4. Consider gender and age group while shopping so you end up with a good balance.
5. Store toys at the CS toy storage facility.
6. Save all receipts and maintain a list of purchases
7. Give the Toy Shoppe Team Leader the list and quantity of toys 3 days prior to the Shoppe.
8. Turn in receipts to the Chairperson.
9. Remember to coordinate with your team to avoid excessive duplication (some is good if item is really popular)

*see the ACTION Resource page: www.actionvc.org/resources

Chapter 7: Christmas Shoppe Resources

Throughout the Christmas Shoppe Training Manual, you will see references to various Resources that ACTION provides. This chapter includes a tangible copy of each. To find and download each of these resources, please go to the ACTION Resource page: www.actionvc.org/resources

Resources:

- Business Donation Request Letter
- Business Donation Thank You Letter
- Business Sponsorship Form
- Church Leader Letter
- Gift Idea List
- Important Dates Handout
- Leadership Planner
- Toy Box Collection Guide
- What is Community Christmas Shoppe?

Personalized Letters: Some Shoppe chairs prefer personalized letters; letters that reference donations to their Shoppe directly. Others request letters that highlight a specific need (ex: clothing for their outwear drive, canned goods) For a personalized letter, please contact: ACTION@actionvc.org

Leader Usage: These resources are mostly used by the Shoppe Chair, and other members of the Steering Team. However, if a volunteer would like to use one of these resources they should clear it with their Chair first.

Other Promotional Items: *ONLY use the ACTION provided materials to promote Christmas Shoppe.* If you would like to use a promotional item from another year or create one of your own*, please submit it to ACTION@actionvc.org in order to make sure logos, format and wordage are up to date!!!

If you are creating a promotional item that is similar to, or has the same purpose of an item that ACTION has already provided (Ex: a flyer) please use it **in addition to the ACTION material. All Shoppes must be consistent in branding. Remember, each Shoppe is still part of a bigger picture!*