



VOLUNTEER RETAIL ASSISTANT - APPLICATION FORM

FULL NAME: _____

ADDRESS: _____

POST CODE: _____ E-MAIL: _____

DAYTIME TEL No: _____ EVENING TEL No: _____ MOBILE: _____

(Please tick box applicable) AGE: Under 18 DOB: _____ **OR** 18 or over

WHICH DAY(S) ARE YOU ABLE TO VOLUNTEER REGULARLY?: (please tick - ✓ - all that apply in boxes below).

Shift	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9am-1pm						
1pm-5pm						

WHICH TYPES OF TASKS ARE YOU INTERESTED IN DOING? (We will try to accommodate preferences but flexibility may be required. **Please read notes overleaf.**)

- Stockroom - sorting & cleaning donated items (clothing, books, games, jewellery, bric-a-brac etc)
- Pricing items & re-stocking shelves
- Creating shop displays
- Operating the touchscreen till & customer service
- Assisting our Ebay shop (product research, pricing, photography, writing summaries, postage & packaging)

PREVIOUS RELEVANT EXPERIENCE, QUALIFICATIONS OR OTHER SKILLS:

IN CASE OF EMERGENCY, WHOM SHOULD WE CONTACT:

NAME: _____ RELATIONSHIP TO YOU: _____

ADDRESS: _____

DAYTIME TEL No: _____ EVENING TEL No: _____ MOBILE: _____

SIGNED: _____ DATE: _____



NOTES:

THE SHOP

STOCKROOM

We receive regular mixed bagged donations of clothing, shoes, books, games, CDs/DVDs, jewellery, home wares and bric-a-brac. A large part of the daily work is sorting through these, categorising, and if necessary cleaning bric-a-brac and ironing clothes before they can be displayed.

It is important to keep this area as clean and tidy as possible to maintain health & safety standards. All volunteers are expected to contribute towards this.

PRICING ITEMS & RE-STOCKING SHELVES

Guidelines are provided for pricing items which then need to be placed in the correct area of the shop.

CREATING SHOP DISPLAYS

The window display should be changed regularly, providing a focus on items that reflect the seasons or holiday periods to attract and draw customers in. Inside, various mini-displays are also required to highlight different sections of the shop in rotation.

OPERATING THE TILL & CUSTOMER SERVICE

This is a customer-facing role where you will be greeting customers, offering advice and handling stock queries and occasionally any complaints. We have a touchscreen till and training will be provided on how to use it correctly. A friendly and outgoing personality and good interpersonal skills are required for this role.

EBAY SHOP

Selling items online is a new revenue stream for the charity which needs establishing and properly developing. Anyone already familiar with selling or buying on ebay would be particularly welcome, although guidance will be provided for anyone computer literate who is interested in this aspect of our work.

The role involves helping to identify potential suitable stock and researching online eg Google, to establish achievable prices. The item must then be photographed well using a digital camera and uploaded to the site. Good literacy is required to write accurate and eye-catching product headlines and summaries. Sold items must then be well packaged and posted promptly to ensure customer satisfaction.

High standards of customer service are essential to receiving five-star customer ratings and building our online shop reputation, and volunteers are expected to work towards this goal.

How to return your FULLY COMPLETED form:

- In person: Drop it into our shop on Dyer Lane in Beverley
- By post: Post to 'Caring for Cats' at the shop address at the top of this page
- By email: Send as an attachment to contact@caring4cats.org, with 'Volunteer application – retail assistant' in the subject line.

Due to the high number of applications we receive, we regret incomplete forms are unable to be processed.
Please allow up to 10 days to hear back from us.

Thank you for wishing to volunteer with us.