



# Merchandise Booth Volunteer Information & Guidelines

Thank you for volunteering with Summer of the Arts!

This document contains basic information and procedures to orient you to the Beverage Garden and to your volunteer position.

## General Festival Volunteer Information

- All volunteers are representatives of Summer of the Arts. Please maintain a friendly and positive attitude while interacting with the community.
- All volunteers are provided with free water at Volunteer Check-In. We will refill personal water bottles or provide a cup. *This does NOT include Crystal Clear plastic water bottles.*
- After you complete your shift, please return to Volunteer Check-In for a goody bag.

## General Merchandise Booth Guidelines

- Keep Merchandise Booth tidy and attractive, to entice attendees to buy items: straighten displays and re-fold shirts as needed.
- If you run out of a t-shirt size, please double check all bins and any shirts on hangers.
- For change or an overflow cash pickup, please contact Lisa, Executive Director, at 319-930-7944

## Position Instructions

### Merch Minder

- Help with set up and tear down if volunteering during the opening and closing times.
- Sell items to attendees. Use cash box for cash sales and use the provided device with Square app to complete credit card purchases (see instructions below). **Square is for credit card purchases only!**
- Help answer any questions that festival attendees may have – or direct them to Volunteer Check-In.

### Merch Manager/Supervisor

- Greet every volunteer when they arrive for their shift.
- Give each volunteer an overview of what they will be doing during their shift and train them on Square (see instructions below).

## Music Sales Instructions

- Main Stage Artists will provide music and band merchandise to the booth for you to sell to festival attendees. **All sales must be in cash—do NOT use Square!**
- Please take an inventory of the CD's when they are provided by the band and record it on the Music Sales Inventory sheet in the binder.
- Band Managers/Performers may be available in the booth to assist with sales and may be referred to for questions.
- When band is finished selling their merchandise, work with Merchandise Supervisor to calculate **10% music sales profits for Summer of the Arts**

## Square Instructions

**DO NOT ENTER CASH SALES INTO SQUARE**

**DO NOT ENTER MUSICIAN SALES INTO SQUARE**

### SALE INSTRUCTIONS:

1. Tap the **Square/Point of Sale** app button on device screen
2. (You may need to) Tap **Beverage Garden/Merchandise** to get to the proper items
3. To ring up a sale, tap the **appropriate sales item(s)**
4. **If someone wants to purchase multiple items, repeat step 3.**
5. Tap **Review Sale/Charge \$X.XX**
6. **Swipe/place card into reader/tap**
7. If prompted, ask if the customer wants a receipt. If yes, follow the on-screen instructions for an email or text receipt.
8. Press **New Sale** to get back to the main screen.

### If Someone Wants to Make a Donation

1. Tap **Categories**
2. Tap **Fundraising**
3. Tap **appropriate amount (increments of \$1, \$5, \$10)**

### PROBLEMS

#### 1) I need to clear an amount I incorrectly entered (before card has been charged)!

1. Tap **Current Sale**
2. Tap the **appropriate item**
3. Tap **Remove Item**
4. Tap **Confirm Remove Item**

**2) I need to completely clear a sale**

1. In **Current Sale**, tap the **dropdown caret (v)** or **three dots on right side (...)**
2. Tap **Clear Sale**

**TO REFUND A CARD THAT HAS BEEN CHARGED**

Please call or text Andrea, Director of Engagement, to refund.

## Musician Sales Sheet

DATE: \_\_\_\_\_

BAND: \_\_\_\_\_

**CONTACT:** \_\_\_\_\_

### ITEM Description

Price

Qty

**# SOLD**

Total Cash

10% to SOTA

Balance to  
Performer

(Make a tally mark whenever you sell an item)

[illegible]