

Merchandise Booth Supervisor & Volunteer Information and Guidelines

Thank you for volunteering with Summer of the Arts!
This document contains basic information and procedures to orient you to the Merchandise Booth 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).

- Sell performer merch. Handle sales from separate cash bag. When performer collects merch, settle; Summer of the Arts receives 10% of sales.

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

**BEVERAGE GARDEN & MERCH: DO NOT ENTER CASH SALES INTO SQUARE
MERCH: 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 the **Library tab**. Scroll to **Beverage Garden** or **Merchandise** to get to item list.
3. To ring up a sale, tap **the appropriate sales item**.
4. **If someone wants to purchase multiple items, repeat step 3.**
5. To the right is the **Current Sale** list. Tap **Charge \$X.XX**
6. **Insert card** into reader **or tap card**.
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 the **“Back” arrow** on the left
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. (You may need to) 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 **three dots on right side (...)**
2. Tap **Clear Items**

TO REFUND A CARD THAT HAS BEEN CHARGED

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