



*High School
Volunteer Training &
Orientation*

Welcome!

Thank you for your service as one of our Teen Volunteers. We are excited to have you join the “Kenzie’s Team.”

This training presentation is to provide some orientation on what to expect and the types of jobs you’ll be doing when you arrive.

Every Shopping Day is slightly different, so use these explanations as a reference guide for the “best case scenario” on each day.

Once you have completed viewing this presentation, please complete the form entitled, “Volunteer Training Completion Record” and email it to Info@kenziescloset.org. This will confirm that you have taken the training and are prepared for your first volunteer experience. You may also bring the form with you when you come to the Boutique.

We are confident that you’ll have lots of fun volunteering at Kenzie’s Closet!

Shopping Day: how it works!

- Each young lady visiting the Boutique is assigned their own “**Personal Shopper**” when they arrive. They work together to pick out their dress, 2 pieces of “bling” jewelry, shoes, a purse, and wrap.
- **Teen volunteers are here to assist the Personal Shoppers and to provide assistance with shoes, jewelry and re-stocking items.**
- The number of young ladies visiting us will vary but range from a minimum of 15 to up to 40 per Shopping Day.



When you Arrive

- 1) When you arrive, please check-in at the front desk and get your name tag.
- 2) All staff and volunteers wear a “Kenzie’s Closet” t-shirt. If you do not have one, you will be given one upon your arrival. It is yours to keep. Please wear it to every Shopping Day you work.
- 3) You will be given your assignment by the Floor Manager.

Assignments include:

- Working in the **Shoe Area**
- Working in the **Jewelry Area**
- Checking and Re-stocking **Inventory**
- Clearing **Dressing Rooms**

Shoes

Every shopper gets to pick out a pair of shoes from our Shoe Display. Your job is to assist with finding the correct size, color and fit.



You can assist the Personal Shopper and/or the young lady by asking what size shoe they typically wear as a starting point. Suggest that they try one on for size and then proceed from there. Feel free to offer suggestions on other styles or shapes that may be available for them to try.

You will keep things organized in the storage areas and display racks at all times.

In the storage room, shoes are categorized by color and size.



Please note the orange and blue dots:



Important: if a shoe has a blue dot, it is the only pair we have and there are no other sizes available.

Jewelry

Picking out the “bling” is a fun part of the shopping experience.



Sections are categorized into Silver, Gold and Colors. We have a full selection of necklaces, bracelets, earrings, rings, and even tiaras!

You will assist shoppers with finding what they need, offering suggestions and help pull things from stock as needed.

Allow shoppers to try things on and allow them to feel like special guests as they are asking to see items. Feel free to offer suggestions and feedback. Make it fun!



NOTE: Each shopper may select TWO pieces of jewelry.

“Two” pieces can be any combination of the items. (earrings count as “one” item even though they come in pairs).

When items are decided upon, jewelry bags are located behind the counter and give those to the Personal Shopper.

Purse and Wraps

Generally speaking, the Personal Shoppers will take primary responsibility for selection of these items. However, you may want to re-stock and/or put things back into order as things can become a bit disheveled during the shopping process!

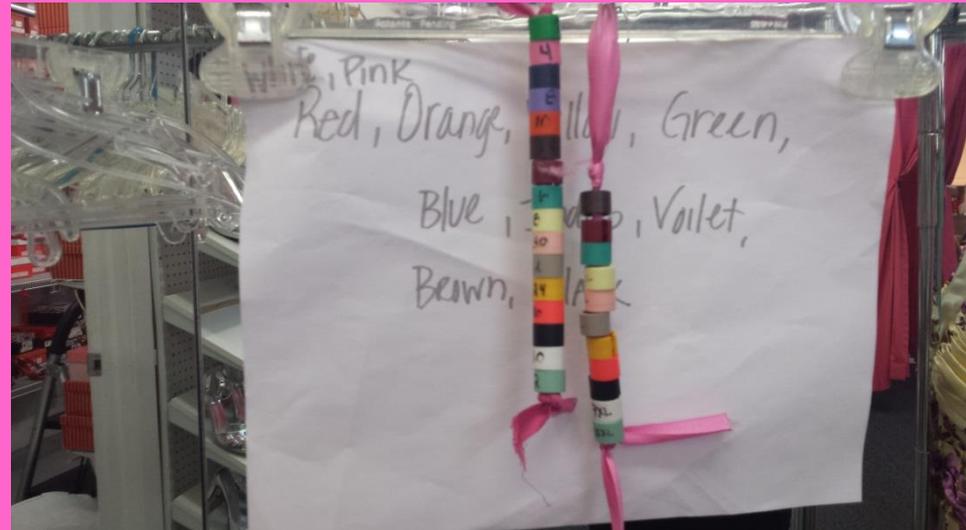


Keep your eyes open for anything that may have fallen off the displays. If you see a wrap grouped in the wrong color section, please move it to the correct location.



Re-Stocking

Personal Shoppers will return unwanted dresses to a rack by the Shoe Area. Please check to be sure that the dress has no rips, stains or damage to the garment.



Then check the hanger to be sure the right color-coded size corresponds with the dress.

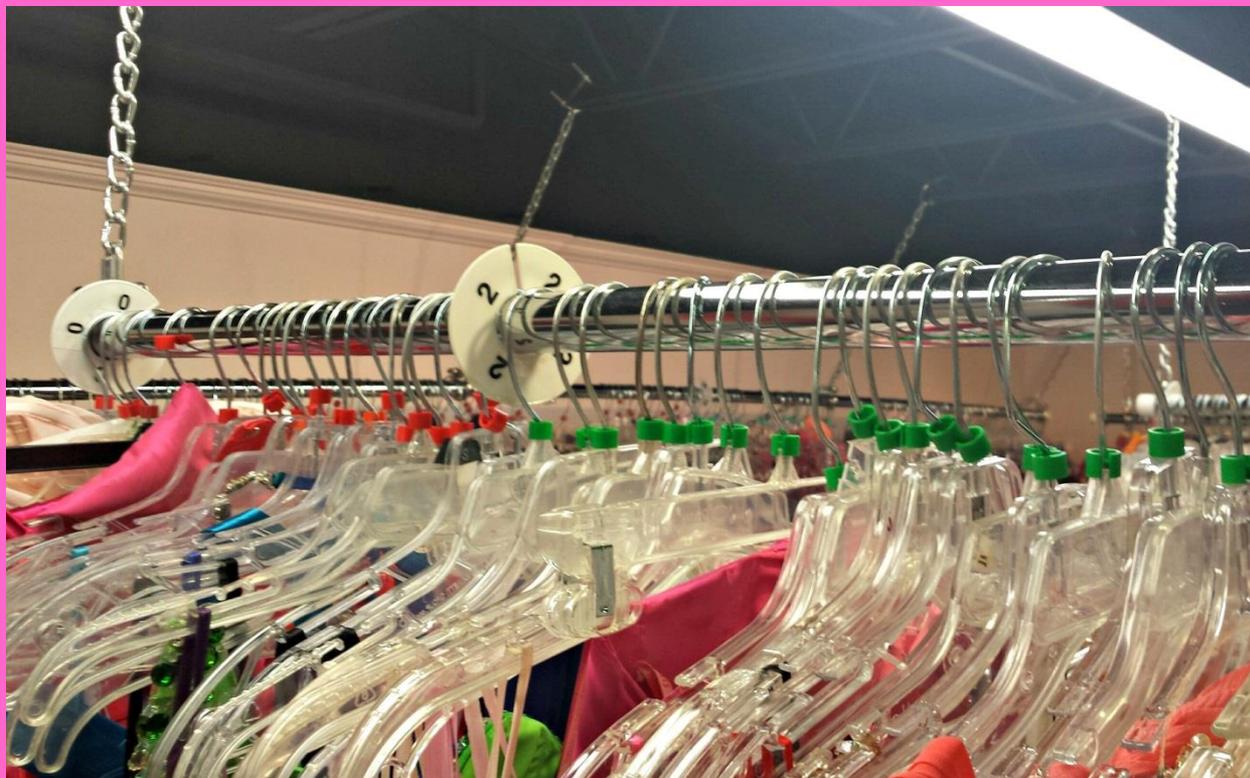
If everything looks good, then return the dress to the size section in the Boutique! Be sure to face the dress in the same direction as the others.



When returning dresses to the racks,
Take time to:

1. Make sure the dresses are lined up in “rainbow order” in their sizes.
2. Align dresses so that none are sticking out or getting wrinkled.
3. Scan for misplaced dresses that someone else may have put back and return it to the right section as needed.

4. If you find a misplaced dress, check that the size of the dress and the tag match, then relocate it's color-coded sizing on the racks.



Take the time to verify that no one accidentally put the wrong sized dress on a color-coded hanger. It happens a lot! We want every girl who enters the Boutique to feel as special as the last so it needs to look perfectly organized and displayed correctly!

Your job is to make our shoppers feel great about the experience.



Be polite and friendly. Remember, this may be an overwhelming experience for some of our shoppers.

Occasionally, you may recognize a classmate, neighbor, etc.

If you run into a classmate of yours who is with us as a shopper, please make them feel important and smile. You may want to acknowledge that you are glad to see a classmate there and steer the conversation back to shopping.

This is a great opportunity for these young ladies to find the dress of their dreams, so do all you can to make it a memorable experience.

Wrapping Up

When the Shopping Day ends, we'll let volunteers know that we're done and that it's okay to leave!



If you earn Community Service Hours please make sure that Angie Ficker, our Office Manager, signs your form before you go!

When you're ready to come back, be sure to sign up on U-Give!



Kenzie's
CLOSET

CERTIFICATE OF COMPLETION

This certifies I have successfully completed the High School training

Name: _____

Signed: _____

Date: _____

Questions?



Kathy McDonald
Executive Director



Angie Ficker
Office Manager



Becky Betsch
Boutique Manager

We are always happy to help you with any questions you have while you're here!