

STA Working Member Responsibilities

Signs up for date(s) to work each month in a timely manner

Makes sure a key is available to open the Store

Opens the Store by or before 10:00 am, turns on all lights, displays articles outside as designated by the Manager, weather permitting

Greets every customer who comes into the Store (time permitting) and asks if there is anything they can do to help them find something

Makes sales appropriately on the computer while working with customers in a friendly, warm manner

Asks if purchase is a gift and gift wraps it in flower sacks if size permits; reminds customers that we have cards available to go on the packages (Learns how to gift wrap items)

When not busy, wanders around the Store to become familiar with items so that suggestions can be made to customers

Asks if customers are local or from some other area and rehearses a brief history of the Co-op if people are interested; invites customers who wish to view the upstairs Social Hall to do so, reminding them that we have an elevator. Also directs them to the history panels in the foyer and opens the Bridle Room if there are no other customers in the Store

Is familiar with the history of the Co-op and Social Hall

Answers phones in a pleasant way, identifying the Store and person talking ("Ephraim Co-op; this is _____."

Writes good notes for the Manager, or whoever a message may be for, if there are questions or information details that they are not able to answer; always reassuring the party that they will hear back from the Co-op

Is familiar with rental costs, etc. of the Social Hall, or where fliers are that list the prices

Writes on the weekly log report any needed information (such as renting of the Social Hall), including his or her name written on the appropriate day of the week.

Counts all money after the Store is closed and fills out report

Prints daily report

Takes care of key as directed