



Welcome to the ReStore!

Our store depends on great volunteers, and our home building program depends on the success of the ReStore. Did you know that all funds raised through sales at the ReStore help to fund home construction and rehab projects? They do! Your efforts at the ReStore help families to build not only their own homes but also strength and stability for years to come. Your volunteer position is important. Please review this form to have a better idea of what to expect when volunteering at the ReStore.



Volunteer Tasks

There are lots of things to be done at the ReStore! Volunteers may be asked to move items, create displays, organize inventory, clean furniture, place new items on the sales floor, or look up prices for similar items. Please follow these guidelines to help us make sure you have a productive and meaningful volunteer experience:

- The ReStore employees will assign volunteers tasks based on the needs of the store on any given day. On very busy days you may be assisting customers for most of the day, on less busy days you may be helping to clean or organize a certain area. If you have specific skills or interests please let the staff know.
- Once a task or project is assigned it is expected that you will fully complete it. If you have questions or need clarification about something please ask. We are counting on you to get the job done!
- Our goal is for you to be busy throughout your shift. If you are unsure what to do at any point please ask a member of the ReStore staff. Otherwise, please take a look around the store and address any areas that may need reorganizing or cleaning.
- If you need a break during your volunteer shift please inform a staff member. You can leave the store during your break but the donation room is off limits to volunteers unless a staff member asks for your assistance there.
- Please do not use your cell phone during your volunteer shift. If you need to take or make a call please let a staff member know that you need a break. Volunteers should not be texting or playing games on their phones while at the ReStore.

Interacting with Customers and Donors

Our customers and donors are very important to the success of the ReStore. Please follow these guidelines to ensure the shopping and donation experience is a positive one for everyone.

- Be friendly! Customers and donors want to support retailers that make them feel good about shopping there. A friendly greeting or a warm smile can go a long way in making a first time customer a frequent shopper.



- When customers inquire about the location of specific items do not point. Walk the customer over to the appropriate area and ask what you may do to help. After your first shift you will have a good idea of how the store is arranged but if you do know where something is please ask.
- Some customers may need assistance moving items within the store and out to their vehicle. Please use your own judgement when deciding to lift or move items, and always do so safely. You may need to ask another volunteer to help you if the item is large or heavy.
- The prices on items in the ReStore are not negotiable. Please do not indicate to customers that they can pay a different amount than what is already marked on the item.
- If someone comes into the store with items or an inquiry about donating items please bring them to the front of the store to speak with a staff member. Volunteers should not promise that items can be donated or accept any donations without approval from a staff member.

Other Important Information

- Volunteer shifts at the ReStore are reserved in our online system, VolunteerUp. Please make sure to register for your shifts prior to arriving at the store. The schedule ensures that an appropriate number of volunteers are at the store and allows you to track your volunteer hours.
- On your first day at the ReStore, please make sure to bring in your signed volunteer waiver. If you are under 18 a parent signature is also required. Volunteer waivers only need to be completed once per calendar year.
- Always arrive at the ReStore ready to volunteer. You should be dressed in jeans or work pants that you do not mind getting dirty. Work boots, sneakers, or other flat, closed toe shoes should be worn at all times for safety. All clothing should be free of offensive or suggestive material. We have ReStore aprons that can be worn so that customers can easily identify the volunteers.
- Arrive on time and stay until the end of your volunteer shift. Don't forget to sign in when you arrive and sign out before you leave.
- Treat your fellow volunteers, ReStore and other Habitat staff, customers, donors, and others with respect and courtesy at all times. Please be polite and use appropriate language.
- Volunteers may be asked to leave the ReStore for inappropriate/unacceptable behavior as determined by ReStore and Habitat staff members, including alcohol consumption or drug use prior to or during a volunteer shift, horseplay or unsafe activities, failure to follow instructions of supervisor, or any such behavior.

Thank you again for volunteering at the New Haven County ReStore! If you have general volunteer questions or require documentation for your completed volunteer hours please contact Allison Mangles, our volunteer coordinator, at amangles@habitatgnh.org or (203) 785-0794 ext. 110.