**Artisan Village Booth Instructions 8/23-9/2/2024**

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| **Need Help?**  **Lisa Joyce - 503-409-3971**  **Luke Chicquaye – 541-990-5741** | **Sue Karnosh – 503-999-5330**  **Pam Baldwin – 503-510-6505** |

**BUSINESS AREA** – Volunteer duties

**Cashier:**

**Morning Set-up:**

* **Business Table Set-up:**
  + AV sales receipt books
  + Raku slips (colored)
  + Receipt box
  + Deposit Stamp for back of Checks
  + Stamp for “out of town”
  + Bookmarks
  + Office Supplies: stapler, staples, sharpie, pens, pencils, tape, scissors, calculator
  + Instruction Sheets
  + Clicker for attendance…**Check that the attendance from the previous day was recorded- sheet is in the notebook;** set clicker to zero; click people in Artisan’s Village and in our booth
  + Volunteer sign-in sheet (remind volunteers)
  + Volunteer Name tags – hand out extras
  + Hand sanitizers on the tables for patrons
  + Assist others in general set up if time allows
  + Check water cooler; fill with water and ice (stored at studio)

**Sales Directions for Inquiries at the carts:**

* Explain to potential customer that the pot is “painted” here and then “quick fired” (Raku) so it can be picked up in about two to three hours.
* Show them the pricing on the pots
* Show them a sample pot with bright colors (keep some samples on the cart)

**Processing Sales for Raku:**

* All raku sales must be written up in the receipt book (water has no written receipt)
* Customer writes their **name & phone** # on colored raku slip.
* Cashier writes **pot description and pot number** on the slip; give to customer and tell them they will need to keep this with the pot
* **AV Sales Receipt completed by the cashier**: (see example on the table)
  + - **Date is important- please include**
    - **Write Buyer’s Name and Phone #**
    - **Write description of the pot**
    - **Write the pot number from the bottom of the pot**
    - **Price of pot**
    - Ask if they live in Salem. If from “out of town, stamp with the **star/other** small stamp.
* **Take Money**
  + **ALL SALES** will be run through Square whether paying with cash, check, debit or credit card; including water sales.
  + **Card sales must be at least $5. We do not accept $100 bills unless the change is $50 or less**. Check authenticity of bill; there are multiple ATM’s available at the fair.
  + **Use deposit stamp on the back of checks**
  + Place cash in cash box
  + **White Copy –** place in receipt box on table
  + **Yellow Copy –** give this to the customer. Remind them it is needed to pick up their item after firing
* **Give Customer Directions:**
  + Direct customers to the glaze area – they will explain the glazing & firing process
  + Remind them to keep the raku slip with each item
  + Remove the bottom from piggy banks and give to the customer
  + \*\*\*Give the customer a WAC bookmark\*\*\*
* **NO SALES of Raku bisqueware after 6:00 pm Friday through Sunday or 2:30 pm Monday through Thursday — unless they can pick up on a different fair day or in the studio after the fair.** Ensure customers have time to complete pot painting before closing either 8 pm or 4:30 pm if they agree to pick up later. Their pots must be submitted no less than 2 hours before closing to complete same-day firing. If there’s a backlog, 2 hours may not be enough time. They can ask the firing booth people.
* **After Fair Pick Up** – Located at the studio on September 5; call to confirm the studio is open.

**CLOSING: Cashier**

* Typically, a designated cashier or staff (Lisa) will close the register for the evening.
* Collect the attendance clickers and record on tracking sheet located in the notebook. Return clicker to zero
* In big tub under the business table
  + Place office supplies and business items from the table into the box
  + Place sales receipts, raku tickets, deposit stamp, pens etc
  + Put in the flyers/paper/volunteer notebook/sign-in sheet etc. from table (clear the table!) Make sure volunteers sign-out
  + Clean up and organize the tent area
  + Assist in replacing the tent sides if needed (typically if rain is expected)
  + Help secure bisqueware, wrapping with plastic sheeting