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

|  |  |
| --- | --- |
| **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