



## Merchandise Tent volunteer Job Description

### Timing & Location Details

- **Shift time: 5:30am-10:30am**
- **Finish Line Location: Fort Phoenix State Reservation**
  - Green St, Fairhaven, MA 02719

### Merchandise Table Setup (ready by 7:15am)

- 1 10 x 10 tent
- 3 - 8' tables
- Tote of zip ties and misc. supplies
- Cash envelope with Square readers
- Merchandise (shirts, hats, burgees)
- BBC printed collateral (membership rack cards, annual reports, volunteer opportunities, etc.)
- Volunteer Tees (for volunteer pickup only)

### Procedure

- 5:30am: Volunteer Muster with Finish Line Captain
- After muster, set up tent and tables with help of Tent/Banner Team
- Set up merchandise and printed collateral
- Sell merchandise using Square
  - See below for detailed Square procedure
- Once Finish Line Captain signals that the party has wrapped, break down display and re-pack merchandise into appropriate containers

Any problems or questions? See your Finish Line Captain.

***Thank you for volunteering at the Buzzards Bay Swim!***

## Square - Volunteer User Guide

**Before arriving, please download the Square app on your phone and log in.**

- € **Select item(s) from the “Swim” item list (under Library tab)**
  - You can add or remove items by clicking the blue **“Review Sale”** button on the bottom of the screen, clicking on the item, and adjusting the quantity
- € **Add Customer Information**
  - Click the blue **“Review Sale”** button at the bottom of your screen
  - Click **“Add A Customer”** on the top of the screen
    - add customer’s name, email address and/or phone number
- € **Process Payment**
  - Click blue **“Charge”** button on the bottom of the screen
  - If using Square Reader, swipe the card and you’ll be done!
- € **Send a Receipt**
  - Once purchase is complete, customers can receive a receipt via email or text if they would like to
    - Select their preference and add their email or phone number
    - If they’ve used Square before, it will automatically be filled in
- € **Notes**
  - **Member Discount**
    - Do not add unless someone asks for it
      - If they say they are a member, you can take their word for it!
    - **The discount is for merchandise only.** Do not apply to a donation or membership
      - You can remove the discount from any item by clicking the blue **“Review Sale”** button, clicking on the item, and toggling off the 20% discount
  - **Sales Tax**
    - Sales Tax should **ONLY** be applied to the BBC Burgees, **NOT** on apparel items
  - **Donations**
    - If someone would like to donate to the Coalition, they may do so via cash, check, or card
    - If paying by cash, please write down at least their name and email address so we can acknowledge them for the gift. If you can get a mailing address and phone number too, that’s great.
  - **At the end of your shift**
    - Make sure to remove the Square device from your phone and put it back in the case

- Log out of the Square app by clicking the “More” icon on the lower left side of the screen and scrolling down to “Sign out Buzzards Bay Coalition”