Date Updated: *Use to record your local Op Shop’s process*

**Example**

**OPENING PROCEDURES**

* **Do NOT ENTER unless there are 2 volunteers in attendance.**
* **Enter then lock door behind you until you have set up for the day.**
* **Turn on the lights**
* **Sign in to the volunteer’s register**
* **Set up the register**
* **Place float in the till**
* **Set up sales book by noting the day/date and volunteer names at the top of the page for the day’s sales**
* **Set up any signage etc**
* **Place any donations in sorting area**
* **Open the door when all is in place**
* **Add any other procedures especially those in place to ensure security and safety**

**EXAMPLE: CLOSING PROCEDURES**

* **Just prior to xx pm a volunteer needs to:**
* **Bring in all signs/collection bins etc from outside the front of the shop**
* **Check no customers remain in the shop, making sure to check the fitting rooms**
* **Close and lock the door**
* **Count the float for the next day’s trading and store in the correct position**
* **Proceed to count the till and tally up the sales for the day**
* **Count and record the money.**
* **Fill out the pay in slip for the relative day and bank the takings**
* **After banking place the receipt back in the bag, return this receipt to the Op Shop at your earliest convenience.**
* **TURN OFF ALL LIGHTS/MUSIC/HEATERS/ FANS ETC.**
* **Thank you for your help today and I hope it was enjoyable.**
* **Lock all doors and make sure you have brought in all the signs etc.**
* **Please make sure the door is locked when leaving.**