

Community Service Guidelines

Thank you for volunteering with Habitat! Your service at our ReStore and/or Thrift Store is important and appreciated. We want this volunteer experience to be rewarding. There are certain guidelines we maintain in order to ensure a positive working relationship:

EXPECTATIONS:

- Customer service is our #1 priority. Please go out of your way to help a customer. If you can't answer their question, please get an employee to help them. Any other task can wait.
- Do your part to maintain a safe, clean, healthy serving environment. If unsure, ask an employee.
- Wear a volunteer badge while on duty and a Habitat smock or apron, if provided. This lets customers and staff members know you are a volunteer.
- Please park towards the side or back of the store to leave spaces for customers in the front.
- Sign-in and out on the computer at the beginning and end of your shift. And remember to have a supervisor initial your community service log provided.
- Work with management to schedule your breaks and lunch to accommodate other volunteers and employees. Use break room or leave site.
- Do not rearrange displays unless asked by a store employee.
- Giving a price to a customer is to be done by an employee, unless you've been asked to price items with a specific amount. Customer discounts are up to the discretion of the Store Managers.
- You are expected to be productive while working off your community service hours. If you are not then you may be asked to leave for the day and/or not receive hours for the time you weren't productive.

CODE OF CONDUCT:

- Explicit language or conversations will NOT be accepted. Remember, you are representing Habitat for Humanity while on duty.
- No alcohol, drugs, or weapons permitted; or being under the influence of any of these. You will be asked to leave immediately.
- Please do not use your cell phone while working. If you need to make a call please let a staff member know, and go to the break room or outside.
- Headphones are not allowed due to safety issues.

DRESS CODE:

- Please wear closed-toe shoes (NO sandals, flip-flops, ballet flats, or crocs).
- Do not wear any offensive clothing, including t-shirts with offensive phrases or graphics, short shorts, tank tops, hats, tight clothing or anything that exposes your midriff or underwear.

I understand that I am expected to follow the above guidelines and will be asked to leave if I repeatedly break the rules. I also understand that I can be asked to leave for any other issue that the staff deems unacceptable.

Signature _____
Print _____

Date _____