GATEWAY OF HOPE – Policy & Procedures Manual

Langley, BC

**Interacting with Customers**

Department: Thrift Store

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

**Policy**

All employees and volunteers will treat customers and the public in general with respect and dignity, and will have a clear understanding as to how to deal with issues that may arise in dealing with customers.

**Procedure**

**Return Policy**

From time to time, Thrift Store staff may be requested to accept goods for return by customers. It is our usual policy that all sales are final and therefore returns are not allowed. (However we do offer a 10 day warranty for small appliances and a 30 day warranty for large appliances – exchanges or in-store credit only) If in the opinion of store staff the circumstances are such that the request should be considered, and the customer has proof of purchase from our store, an exchange or in-store credit may be considered at the Store Managers discretion. An exchange (our preferred option) or cash refund **must** be approved by the Store Manager.

**Washroom Access**

At the Aldergrove Thrift Store there is 1 public washroom which is always open.

**Price Dispute**

From time to time customers may question or raise issues around the pricing of particular items, or our pricing in general. While it is important that we remain sensitive and professional in dealing with these issues, it is important to give the message to customers that Thrift Store staff do not have the authority to change prices. If in the opinion of the staff a customer has a legitimate issue regarding the pricing of a particular item, the floor staff should request the

assistance of the Store Manager.

**Shoplifting**

In the event of proven or suspected shoplifting, our usual policy is to direct the customer to leave, and to prohibit them from returning to the store. It is usually not in our best interests to pursue legal charges. On occasion, suspected shoplifting may be evidence of a much greater problem, and may be an opportunity to refer an individual to the Family Services staff.

**Telephone Access**

Due to the limited number of phone lines available, and the need for the telephone to be kept available for staff, the public is only permitted to make short calls that are regarding the Thrift Store. (e.g. arranging someone to pick-up furniture they have purchased)

**Suggestion Box**

A suggestion box is placed near the check-out area for possible use by customers.

**Customer Service (General)**

In the event that the store becomes busy, and existing floor staff are unable to deal with the customer volume effectively, a call should be made for additional staff to come to the floor to provide assistance.

Vouchers for merchandise will be issued to individuals by Family Services Workers and presented to the Thrift Store staff by the client. The following guidelines should be applied to voucher use:

• Customers may only take goods as described on the voucher. (e.g. if the voucher says to be used for the purchase of linens, the client may not take shoes)

• Vouchers are only valid for 7 days from the date of issue.

• In the event that an approved and requested item is not in stock, the orange part of the voucher should be given back to the client in order that they may return (within the 7 days) to try and fill the requested item.

• Should a customer have a concern about the items approved on their voucher or request consideration of a change, they must be referred back to their Family Services Worker. Thrift Store staff do not have the ability gto change a voucher.