

Cotswold RDA Trading Ltd

Information for Volunteers



If employees are not available, the following tasks can be undertaken assuming appropriate training received and with reference to the Retail Operations Manual.

General Housekeeping

- Dust shelves.
- Vacuum/Brush Floor.
- Hangers – all facing the same way, clothes facing the front of store.
- Check colour blocking – light to dark, see colour reference chart.
white/cream/pink/red/orange/yellow green/blue/grey/black
- Tidy Donations off shop floor

Sorting Donations

Carefully sort donations – beware of sharp items, gloves are recommended.

- Stock suitable for sale – process or put in Blue Bags
- Stock suitable for sale elsewhere or storage - Green Bags, mark up with alternative location/online sales/storage.
- Stock appropriate for RAG/recycling
 - o Materials, clothes, shoes, soft toys - Clear Bags
 - o Books - Black trays
 - o Bric-a-brac - Blue Boxes
 - o Soiled or prohibited items for waste disposal – Red Bags
In some sites red bags are used for incoming Gift Aid but these will be labelled with the appropriate Will-U number.

Processing & Pricing

- Items should be tagged – marked as CRDA, with price and date.
- Pricing should be in line with current pricing guidelines.
- Clothing should be steamed as necessary prior to display.
- Only trained staff may use the steamer.

Stock Rotation Weekly

- Books – take from the top shelf and prepare for disposal (CTR) and move stock all up to replace and add new.
- Bric-a-Brac – 2 weeks on display then prepare for disposal (CTR)
- Clothes - 2 weeks on display then mark down by circa 30% for a further 1 week or consult staff regarding sending to another site.

Longlevens Volunteers Only

- If you hear the Fire Alarm please exit the building and go to the meeting point in the front car park.
- Should First Aid be required, ask for support from the COOP staff.
- To avoid excess parking charges, please give your car registration details to Nick, the Store Manager.

Cotswold RDA Trading Contacts

What's App Groups which include employees and directors

Tewkesbury Shop Manager – 07949 115080

Email - shop.manager@crdatrading.org.uk

May-24 v2

Cotswold RDA Arena – 01242 584420

info@cotswoldrda.org.uk