

Sept 2018

All in all a pretty good month, we have managed to keep up with pickups and deliveries however moving forward we will be short 1 person to help with pickups after Oct 8th as Sebastian's contract is up. I am not sure where we can go if we do not get help. So for next week we need at least 1 person to help with Desmond or we will have to start cancelling pickups until this changes.

The shortage of till help has still left us short on a number of occasions and we (management) have been manning the tills and we struggle to get things accomplished. We have not been able to price the Halloween costumes and some other products as a result.

Clarissa (Yes employee) is improving and a lot of the volunteers find that she is a good worker , however she doesnt talk very much. She is with us until the beginning of November.I have nothing in the wings beyond this.

I have a situation with Lynda which has had some volunteers report issues to me. It would appear that the assistant position has brought out a very different character than I had expected .She has taken on an attitude that is not conducive to the harmony of the volunteers. So far it has been 3 issues and the volunteers have come forward to let me know what happened. I have attempted to address the problem but was told that I was bullying her. I merely sent a message to her that she had upset the volunteers and then I posted some management suggestions for both assistant managers on the wall in the office, basically how to treat volunteers etc. and some policies regarding customer handling when there are conflicts and how not to start a conflict. Her response was that she will not accept any message from me that is chastising her. I don't want to start a conflict with Fred and Alice as they contribute a lot to the store. I will be keeping a good watch on this situation and I will request an attitude adjustment. We likely will have a meeting the 2nd week of Oct to discuss fall planning displays, so that may be a good time to discuss this with her.

Now that the roof doesn't leak we are moving some displays to change the layout of some areas. We plan to move the sporting goods , records and Vhs tapes into the first furniture room., as we have moved the shelving to accommodate more smaller items which continuously sell. That frees up room for racks of winter coats and other racks in the old sporting goods area . It would just put more value into a more visible area.

Rose has had a new jewelry buyer come in who pays us a higher % on scrap jewelry. On Friday he picked up just a few pieces and we ended up with \$500.00 . He also buys silver so he will become our regular go to person as he will take a wider variety of jewelry.

Rose is heading up our silent auction as she is great at realizing value so with that in mind we have told Crystal that we will go it alone from here. She can still purchase goods in the store to put online but if she doesn't sell the item we would credit her. The last payment from here was \$1200.00.This may take a few attempts to get going we are moving higher value goods into the showroom in front of the other office.

I am hoping to take most of the month of January off as I have an opportunity to go missing for a period from the 4th to the 28th so I am hoping that there will be helpers to fill in for me for a min of 6 possibly 8 shifts. I am pretty sure if I asked Rose she would step up for 1 additional shift but that may push the hours over. Questions?