



# SUCCESS MANUAL

**Get ready for a fun and rewarding experience for your students!**

Dear Chairperson,

Congratulations! You will be organizing the best program of the year! The Santa's Secret Shop®/Holiday Gift Shop® program is an excellent service project for your school and parent group to provide. The program is exciting for the children because they are making their own purchases and it's comforting to their parents knowing their children are shopping in a safe and comfortable environment. This experience truly creates lifetime memories.

The Success Manual is designed to assist you in all aspects of the Santa's Secret Shop®/Holiday Gift Shop® program. Keep in mind that this is a flexible program, and this manual is to be used as a guide to help you have a rewarding and smooth experience.

**Remember we are here to assist you in any way, preparing for your shop, during your shop and closing the shop.** If you have any questions, please give us a call at 919-556-4030.

*Emily & Doug Blanchard*

Check out

<https://holidaygiftshopnc.com/chairperson-tools/>

for social media images, sales worksheet calculator, and checkout system videos



**Be on the lookout for your "Holiday Shop Start Information" email a few weeks before your shop. It will include your Chairperson Dashboard log-in**

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## Holiday Gift Shop/Santa's Secret Shop Planning Calendar

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat./Sun
<b>4 Weeks Out</b>	Review Success Manual. Call Fun Services with any questions	Confirm Dates/Location/Times	Count Promotional Materials	Begin Recruiting Volunteers		
<b>3 Weeks Out</b>		Put teacher sign up in teacher lounges	5-8 tables – Arrange with Facilities Manager	Schedule Volunteers – Check dates and times	Look for your “ <b>Holiday Gift Shop Start</b> ” email	
<b>2 Weeks Out</b>	Morning “two week” announcement	Hang Posters, Advertise in newsletter and on social media	Check Teacher Schedule, Gather all your supplies	Let office staff know you are expecting a delivery		
<b>1 Week Out</b>	Send home Color Parent Letter & Budget Envelopes	Confirm Volunteers	Countdown announcement, Reminder on social media and website	Reminder to teachers with schedule and student stickers	Set-up tables, Gift line, Decorate	

**See page 3 for more detailed information on each task.**

# Week-by-Week Planning Checklist

Below is a more detailed checklist to coincide with the previous calendar. Remember this is a guide to use but make changes that work best for your school!

## 4 weeks before your shop begins

- Review Success Manual and call Fun Services with any questions.
- Confirm dates, times and location
- Count Parent letters/envelopes provided by Fun Services
  - Notify Fun Services of shortages and allow 3-5 days for delivery.
- Begin recruiting volunteers – Sign-up Genius works great for this.

## 3 weeks before your shop begins

- Read “Get ready and start saving and earning Morning Announcement” over PA System or Morning News show
- Put teacher sign up in lounges so teachers can sign up for a shopping time or set the schedule yourself based on their specials, lunch, etc.
- Contact facility staff to obtain 5-8 tables for shop set-up
- Work with volunteers to plan shop coverage and delegate responsibilities.
- Look for your “Holiday Gift Shop Start” email with your delivery date and chairperson dashboard log in information

## 2 weeks before your shop begins

- Read “Two Week Announcement” over the PA system or morning news show.
- Hang posters provided by Fun Services. Put a reminder notice in the parent/school newsletter and on social media
- Check Teacher Schedule, if using it.
- Check to make sure you have all your supplies (p. 5)
- Let office staff know you will be expecting a delivery and where the boxes should go

## 1 week before your shop begins

- Send home Color Parent Letters with Budget Envelopes
- Confirm Volunteers.
- Read Countdown Announcement over PA system or morning news show. Post reminder on social media and school website if able.
- Send out Day before Shopping Stickers to teachers along with copy of shopping schedule.
- Set up tables, gift line and decorate!

Open your Shop – You’ve done a terrific job!

# Supplies

## Fun Services Provides

- Success Manual
- All gifts on consignment
- All promotional materials – Posters, Parent letters, budget money envelopes
- Point of Sale System
- Self-Sealing To/From Gift Bags and Shopping Bags
- Tablecloths and Door Hanger
- Free Delivery and pick up of gift line, including all reorders

## You Provide

- 5-7 volunteers to run Holiday Gift Shop or Secret Santa's Shop
- 4-6 tables to display merchandise, 2 smaller tables for cash register and gift wrap
- Pens and calculators for volunteers
- \$50.00 change per day. (Your treasurer can help with this)
- Snacks and drinks for volunteers (Often these can be donated)

## Merchandise Delivery

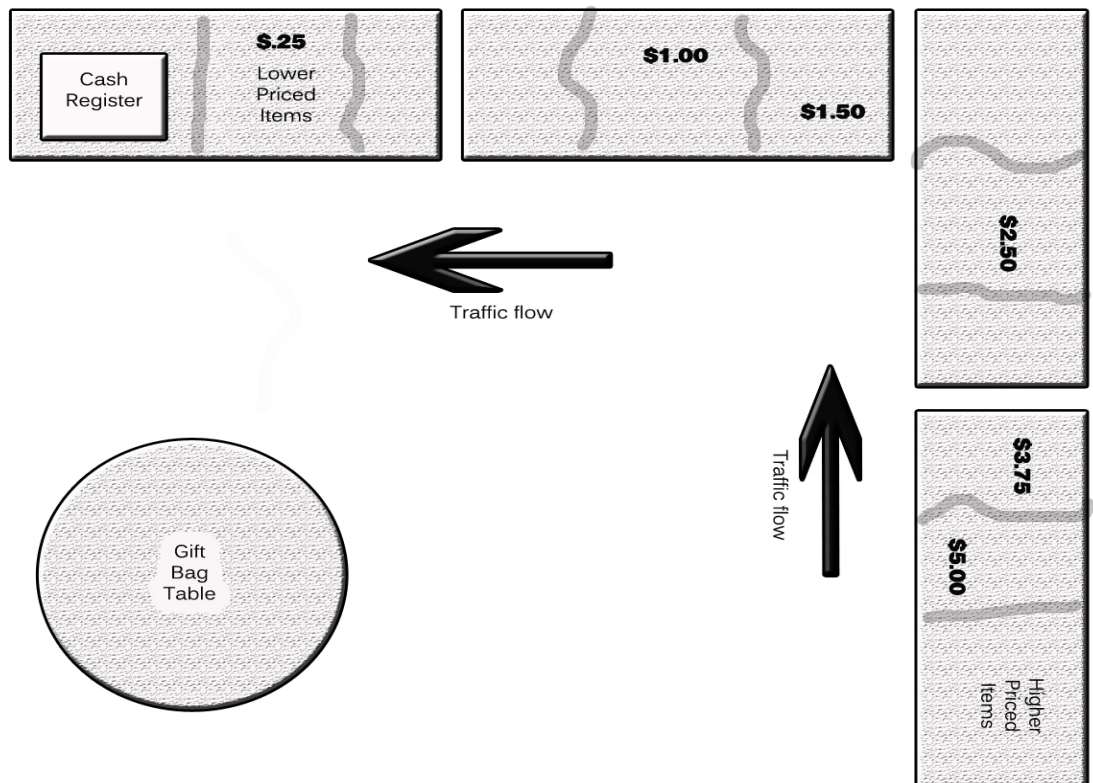
- Working with Fun Services we will arrange a day for your gift line to be delivered, typically 3-5 days before your shop begins. You do not need to be there for delivery. Please let the office know where the boxes will go.
- Locate the red packet labeled "Open First". This is your Chairperson Packet and it contains your price list, reorder form, daily sales sheet and other important information.**



## Setting up your Holiday Gift Shop or Santa's Secret Shop

- ❑ Arrange shopping tables so volunteers can stand on one side while the students shop on the other.
- ❑ Organize your boxes. Depending on your enrollment size you may receive multiple "A", "B", "C", boxes, etc. The boxes are packed by price with box "A" starting with the highest priced items. Group all the same letter boxes together and get ready to set up your shop
- ❑ Arrange merchandise on tables, grouping by similar price.
- ❑ Feel free to write directly on tablecloths. Drawing lines to form price categories works well. Write price on tablecloths or use the preprinted price labels in front of or beside the gift items.
- ❑ Display a few of each item and keep extra inventory below tables
- ❑ Broken Items: If you have broken items, place them in a box marked "broken". This box will be picked up with the leftover merchandise.
- ❑ **Remember do not mark prices on any merchandise.** This includes using the preprinted price labels.
- ❑ The gift wrap table should be stocked with self-sealing gift bags and shopping bags. Shoppers should not reach the gift wrap table until after they have purchased their gifts

Setup Example:



## Running Your Shop

1. If possible, allow each class 30-45 minutes to shop.
2. Have each teacher accompany their class to the shop and assist in supervising the children.
3. Be sure to keep one of each of the gifts on display at all times. When the child chooses an item to purchase, the salesperson should hand the child the item from the stock area.
4. If you have sold all the inventory of an item, go ahead and sell the display piece to the student. Write the item number and description on your next reorder.
5. If an item is sold out, suggest an alternative for the shopper. There are many options available in the gift shop.
6. Money Handling: When finished shopping, the child goes to the cashier where he/she pays for everything. The cashier simply totals the purchase, collects the money and gives change. Don't forget to have enough change to start your day (\$50).

**NOTE:** If you accept checks from parents or customers, checks should be made out to the school, not Fun Services or Santa's Secret Shop®/Holiday Gift Shop®. We cannot accept these checks as part of your payment.

7. The Chairperson should arrange to:
  - a) Begin each day with a set amount of change (usually \$50).
  - b) Remove excess money from the cash box at regular intervals throughout the day.
  - c) Collect all money at the end of the day and secure funds.
  - d) Total amount of money/vouchers/Fun Bucks received for the day and record on Daily Sales Worksheet (p. 12). Reserve \$50 for tomorrow's shop.
  - e) Check stock at the end of the day and determine if a reorder should be placed.
  - f) Secure merchandise by locking the room or moving products to a secure area.

## Shopping Voucher Information

Our shopping vouchers give families the opportunity to pay with a credit or debit card prior to their child's shopping day. You have access to the voucher information on your Chairperson Dashboard. There you can view all the vouchers purchased, view individual voucher details and mark used or available and sort accordingly. **Remember to treat vouchers like cash and give change back.**

### Secret Supporter

When your families purchase a voucher, they will have the option to become a Secret Supporter. All Secret Supporter purchases will combine into one voucher amount for your school. The dashboard is where you can view your Secret Supporter amount. It is up to you to determine how your school would like to divide up the generosity of your families.

### Shopping Voucher FAQ's

Q. When will I have access to my school's Chairperson Dashboard?

A. You will receive an e-mail with login credentials prior to sending your parent letters home. Typically, two to three weeks before your scheduled start date.

Q. Can we give change to our students?

A. Absolutely! If your student didn't spend the full amount of their voucher, you can give them change. You will receive credit for the full voucher amount at the end of your program if you include it in your daily sales totals.

Q. Can we track if a voucher has been used?

A. Yes! In our new Chairperson Dashboard, you have the choice of checking off spent vouchers each day.

Q. What happens if a student loses their voucher?

A. The chairperson has been given login credentials to view any/all purchases made for their school. Simply write down the student's name, Voucher Code, and the dollar amount, then proceed as normal.

Q. Do we need to return the vouchers to Fun Services?

A. No, you do not need to return them.

Q. What happens if a student turns in a voucher with false information?

A. Since the voucher will have the student's name on it, we recommend treating it like a bad check. You would contact the family and ask for the correct amount from that family.

Q. What happens if a student doesn't use their voucher?

A. Your school would simply provide a refund to the student's family. Remember, you'll receive full credit for all vouchers purchased during the final invoice calculations.

Q. Is there an additional fee to the school for using the Shopping Vouchers?

A. No, there is a small fee charged to each person when they purchase a voucher. This helps us to keep our prices down and avoids any additional fees to the school.



## Reorder Requests

- If an item sells out, it is best to encourage the shopper to select a different item with comparable value. We cannot guarantee 100% restocks but will ensure you receive comparable items in quality and price. We also receive new items throughout December so you may receive new products ensuring every student has a great shopping experience!
- We suggest placing reorders requests when you run out of multiple items either within a price category or when there is no suitable alternative in a given price range. For example, if you sell out of 3 of the 6 items at \$2.00 or if you sell out of all the “Dad” items in the \$2.00 - \$3.50 range, it is important to place a reorder request for those products. If you get close to running out of any of the four sizes of gift bags or shopping bags, place reorders for those as well.
- Many of our items are assorted. When placing a reorder request for an assorted item, please do not request “only pink” or “just the cat”. If there is a preference, please share it with us, but understand we cannot guarantee one type from an assorted group.
- We ask that you run your shop for **one full day** before placing a reorder request. **We will accept ONE reorder request per day.**
- To fill out the Reorder Request Form, follow the enclosed sample. You will receive a Reorder Request Form specific to your items in your chairperson packet on the day of delivery. Text a picture to 919-556-4030. Please make sure the image **is clear and includes all four corners** of the reorder sheet. **One page per image.**
- We accept reorders requests **no later than 3:00 p.m.**
- Reorder requests that meet our 3 p.m. deadline are delivered the following day, either by a Fun Services driver, courier or UPS/FED-EX.

## Reorders using FunRegister

There is also a reorder option using our FunRegister. You need to be connected to Wi-Fi or a mobile hotspot for this option, so the reorder gets sent to us. **We will accept ONE reorder request per day.**

See the Checkout System videos on how to send a reorder request through FunRegister.



# Sample Reorder Request Form

You will receive a full size one in your chairperson packet upon merchandise delivery.

School: Example Elementary  
 Contact: Sir Fun Bear  
 Phone: 919-556-4030

Please take a picture and email or text it to [info@funservicesnc.com](mailto:info@funservicesnc.com)  
 (Be sure to get all four corners in the picture, and only one reorder page per picture please.)  
 Orders are due by **3PM** to ensure next day delivery.  
 Only **ONE** Re-order per day.

## REORDER FORM

Place an "X" to indicate reorder request,  
 or an "O" to indicate sold out

Place an "X" to indicate reorder request,  
 or an "O" to indicate sold out

Item #	Description	Original Qty	Reorder 1	Office Use	Reorder 2	Office Use	Reorder 3	Office Use	Reorder 4	Office Use
10100	Mini Catapult	6								
10101	Snowball Battle Pack	6								
10102	Pug Pong	6								
10103	Eggamal Plush	14								
10104	Selfie LED Light	6								
10105	Big Head Puppy Plush	10								
10106	Dad 5in1 Tool Set	10								
10107	Mom Glass Hearts Decoration	10								
10108	Flip Over Friction Car	9								
10109	Heart Jewelry Set	8								
10110	Mom Necklace	12								
10111	The Best Trophy	10								
10112	Elephant Ring Holder	8								
10113	Mom Glass Heart Bottle w/roses	14								
10114	Grandma Glass Heart Bottle w/roses	12								
10115	Dad 4 in 1 Spinner Pen	10								
10116	Grandpa 4 in 1 Spinner Pen	10								
10117	Flip Paddle Game	8								
10118	Glass Nativity Ornament	8								
10119	Winter Dome	5								
10120	Rockstar Earbuds w/Case	8								
10121	Sea Turtle Figurine	5								
10122	Cocktail Ring	60								
10123	Mom Mug	24								
10124	Grandma Mug	12								
10125	Dad Mug	24								
10126	Grandpa Mug	18								
10127	Love Diamond	24								

Item #	Description	Original Qty	Reorder 1	Office Use	Reorder 2	Office Use	Reorder 3	Office Use	Reorder 4	Office Use
10128	Bubble Popper Ball	18								
10129	Unicorn Necklace	18								
10130	Pom Pom Ice Pop K/C	12								
10131	Sea Turtle Bracelet	10								
10132	Sister Necklace	14								
10133	Brother Jumbo Highlighter	14								
10134	Mom Heart Necklace	18								
10135	Grandma Necklace	14								
10136	Dad Trophy Keychain	15								
10137	Mr Fix-It 6in1	14								
10138	Grandpa Trophy Keychain	10								
10139	Bathtime Animal	16								
10140	Stretch Bead Hammerhead Shark	20								
10141	Stud Earrings in Heart Box	15								
10142	Surprise Lip Gloss	18								
10143	Grandma Ornament	12								
10144	Mom Ornament	12								
10145	Dad Ornament	18								
10146	Grandpa Ornament	10								
10147	DIY Glow Slime	48								
10148	Rose Shape Soap	12								
10149	Jurassic World Bath Egg	18								
10150	Panthers Oval Decal	12								
10151	NC State Static Cling	6								
10152	UNC Static Cling	6								
10153	Dog Toy	28								
10154	Outdoorsman Ultimate Tool	12								
10155	Snow Crystal Test Tube Kit	14								

## Closing the Shop

- A Fun Services representative will email and arrange your pick-up time with you a few days before your shop ends.
- Pack the items neatly back into the boxes. You can condense them. **Keep price points together and again pack it neatly using the paper trays and bags we provide.**  
\*\*\*Fun Services reserves the right to charge a restocking fee for boxes that are returned to us in such a manner that we cannot easily restock the items inside.
- Pack up leftover gift bags, shopping bags, money envelopes and your Success Manual into the return boxes.
- Please be sure any damaged items are packed into one box labeled “Broken” on the outside.
- **Put the boxes in a convenient place in your school and notify the office. You do not need to be there for pickup. Remember to put your Daily Sales Worksheet and payment check in the red case with your checkout system.**

## Calculating your Bill



Please refer to the sample form on the following page as you follow these steps.  
Scan the QR code for help with the calculations.

1. Tally daily totals for Cash/Checks, Vouchers and Fun Bucks (if applicable). Make sure you subtract your initial “bank” from your total collection each day.
  2. Total your daily sales and enter it into (Box A). If you used Fun Bucks, be sure to subtract that amount. **Fun Bucks are not included in Total Sales Amount.**
  3. Calculate your profit by multiplying (Box A) times your school’s mark-up percentage as shown on the Daily Sales Worksheet. For example, a 20% mark-up would be Total Sales Amount x .20
  4. Write your school’s profit amount into (Box C).
  5. Subtract (Box C) from (Box A) to calculate the Sub Total (Box D).
  6. Write your Sub Total amount in (Box D).
- IF APPLICABLE, continue with steps 7, 8, & 9. Otherwise, skip to step 10.**
7. *If you received a customer discount; calculate your customer discount amount and write it in (BOX E).*
  8. Enter the Total Voucher Amount, including Secret Supporter from your Dashboard into Box V.
  9. Subtract Customer Discount amount (Box E) and Vouchers amount (Box V) to get final Amount Due.
  10. Make a copy of your “Daily Sales Worksheet” page. Submit original with your returned merchandise.

**Remember to keep track of your daily sales on your worksheet.**

**Put your payment check and daily sales worksheet into the envelope provided and place in the red case with your checkout system to be picked up by Fun Services.**

# Daily Sales Worksheet Sample



Scan this QR code for help with the calculations below

20 A Winash Way  
 Youngsville, NC 27596  
 919-556-4030  
[www.holidaygiftshopnc.com](http://www.holidaygiftshopnc.com)  
[info@funservicesnc.com](mailto:info@funservicesnc.com)

## DAILY SALES WORKSHEET

ORDER# 20240071

Customer: SAMPLE SCHOOL  
1234 SCHOOL HOUSE RD  
EDUCATION, NC 12345  
(919) 556-4030

Chairperson: GIFT SHOP CHAIR

	Cash/Checks	+	Vouchers	+	Fun Bucks	=	Totals
Sales Day 1	<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>
Sales Day 2	<input type="text"/>		<input type="text"/>		<input type="text"/>		+ <input type="text"/>
Sales Day 3	<input type="text"/>		<input type="text"/>		<input type="text"/>		+ <input type="text"/>
Sales Day 4	<input type="text"/>		<input type="text"/>		<input type="text"/>		+ <input type="text"/>
Sales Day 5	<input type="text"/>		<input type="text"/>		<input type="text"/>		+ <input type="text"/>
					<input type="text"/>		- <input type="text"/>
					Total Fun Bucks		

Total Sales Amount: =  (BOX A)

Your school's designated profit percentage is:  (BOX B)

Your School's Profit is:  (BOX C)  
 (Box A x Box B)

(10% = .10, 15% = .15, 20% = .20)

Sub Total:  (BOX D)  
 (Box A - Box C)

\*\*IF APPLICABLE\*\* Minus customer discount: 3%  (BOX E)  
 (Box C x %)

(2% = .02, 3% = .03, 4% = .04, etc)

Minus Total Voucher amount including Secret Supporter from Chairperson Dashboard  (BOX V)

Amount Due:  (Box F)  
 (Box D - Box E - Box V)

Please include a check for the Amount Due along with a copy of this worksheet with your unsold merchandise. Please make the check payable to: FUN SERVICES

## **Announcements Guides**

### **Three Weeks form start date:**

Good morning students! The holidays are just around the corner, and we have a fun and exciting program coming to our school! We are going to set up a holiday store right here in the school, so you can buy presents for your family and friends.

Start saving and earning money now so you can secretly shop for your Mom, Dad, Grandma, Grandpa, brother, sister and all your loved ones. Ask your family what you can do to earn a little bit of money to shop!

Be watching for posters around the school and budget envelopes and parent letters to go home in a few weeks. Start thinking about your holiday shopping now!!

### **Two weeks from start date:**

Good morning students! Do you remember us telling you about the Holiday Gift Shop coming? It will be opening in just two weeks! You still have time to earn money to purchase gifts!

### **One week from start date:**

The countdown is on! Just one week now until our Holiday Gift Shop is open! This week letters and budget envelopes are going home. Make sure your family gets these. Be thinking of who's on your shopping list!

### **During the shop:**

Good Morning Students! Don't forget your (Holiday Gift Shop or Santa's Secret Shop) is open! Ask your teacher when you are scheduled to shop. Be sure to bring your budget envelope when you come!

# Holiday Gift Shop Teacher Sign Up Schedule

Teachers - Sign Up for a 30 minute time slot  
A letter will be sent home to parents explaining the shop about two weeks before. Thank You!


<b>Monday</b> / /

<b>Tuesday</b> / /

<b>Wednesday</b> / /

<b>Thursday</b> / /

<b>Friday</b> / /

<b>Other</b> / /

Feel free to contact me with any questions: \_\_\_\_\_

Chairperson \_\_\_\_\_

Phone/e-mail \_\_\_\_\_

# Teacher signup sheet



**NORTH CAROLINA**



20-A Winash Way  
Youngsville, NC 27596  
919-556-4030  
[www.holidaygiftshopnc.com](http://www.holidaygiftshopnc.com)

# **SATISFACTION GUARANTEED**

**Our customers always come first, and satisfaction is guaranteed!**

**If an item is damaged or defective in any way, please remove the item and return it to us as “broken.” If an item is damaged AFTER the shop has ended, please have the parent or guardian call us and we will immediately send a replacement to the school or directly to their home.**

**NO CHARGE. NO QUESTIONS ASKED!**

