CHAIRPERSON 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 Holiday Gift Shop®/ Santa's Secret Shop® program experience truly creates lifetime memories and gives your students the opportunity to learn the "joy of giving."

TIPS FOR SUCCESS

- Review this manual
- View our videos
- Plan ahead

WE'RE HERE TO HELP

Call or Text
919-556-4030

info@funservicesnc.com

holidaygiftshopnc.com



Watch for your "Holiday Shop Start Information" email a few weeks before your shop. It will include your Chairperson Dashboard log-in.

WEEK-BY-WEEK PLANNING

3 - 4 Weeks before your shop begins

Confirm location, dates, and times for your shop

Use teacher sign-up form or create and post a class schedule

Recruit Volunteers



Count parent letters and reminder stickers - notify Fun Services of shortages and allow 3-5 days for delivery

Work with facility staff to obtain 5-8 tables for shop set-up day

2 - 3 Weeks before your shop begins

Look for your **"Holiday Shop Start Information"** email with your delivery date and chairperson dashboard login

Post on socials to get families excited!

Read suggested announcements over PA or morning news

Download the "FunRegister" app to your smartphone

Let office staff know you will be expecting your delivery and where the boxes should go

Confirm Volunteers; delegate responsibilities, & plan coverage times

WEEK-BY-WEEK PLANNING

1 - 2 Weeks before your shop begins

Read "Two Week Announcement"

Check the teacher schedule and finalize any necessary changes

Hang Posters provided by Fun Services

Using a scheduling tool like SignUp Genius to schedule volunteers for shifts is an easy way to manage multiple volunteers

Encourage volunteers to watch the training videos

1 - 3 Days before your shop begins



Send home the full-color parent letters

Continue to post on social media



Send home the reminder stickers

Read "Countdown Announcement"



Look through your red Chairperson packet sent with your delivery



Set up tables, gift line, and decorate!

Open your shop - You've done a terrific job!

SUPPLIES AND DELIVERY



Fun Services Provides

- Success Manual
- All gifts on consignment
- Promotional materials - posters, parent letters, stickers, tablecloths and door hanger
- FunRegister point of sale system
- Self-sealing gift bags & shopping bags
- FREE delivery and pick up of gift merchandise, including reorders



Your School Provides

- 6-8 volunteers to run the Holiday Gift Shop / Santa's Secret Shop
- 4-6 tables to display merchandise, 2 smaller tables for cash register and gift wrap
- Pens and markers
- $50.00 change per day (Your treasurer can help with this)
- Snacks and drinks for volunteers - these can often be donated





- Working with Fun Services, we will arrange your delivery typically 2-5 days before your shop is scheduled to start.
- Once your delivery arrives, locate the red packet labeled **"Open First"** to find your price list, daily sales sheet and other important information.

SETTING UP YOUR SHOP

ORGANIZE FIRST

- ✔ Open the white Fun Services BAG BOX with the **OPEN FIRST** label on it - this box contains your plastic table clothes
- ✔ Find the price list and gift labels from your **Red** chairperson packet
- ✔ Decide which way you want to set up your shop - depending on your space, there are several options below
- ✔ Put the cashier at the end of the gift line, near the lower priced items in case a child wants to spend that last quarter

STAGE & ARRANGE

- ✔ Arrange your boxes from "A" to "Z" - depending on your school size, you may receive multiple "A", "B", "C", etc.
- ✔ Display gift items on the tables, and put extra stock behind or under the tables for easy access.
- ✔ Place price labels on the table clothes in front of each gift item - great way to know if you've run out of something
- ✔ Use the small paper trays found in the BAG BOX for smaller items

The gift wrap table should be stocked with the self-sealing gift bags. Students should receive one for each gift, or one for each family member if they want to combine gifts.





No matter what your setup looks like, it works well if you arrange the gifts from high to low price, and place the cashier at the end of the gifts.







Damaged Items?

No problem. Place them in a box and return them at the end of your shop.

RUNNING YOUR SHOP

If possible, allow each class 30-45 minutes to shop

Don't forget to account for a 5-10 minute buffer between classes to give your volunteers a short break. Use this time to pull more merchandise out of the back up supply boxes.

Ask teachers to attend with their class

While volunteers are great at assisting the students, sometimes it's best to have their teacher available to supervise.

Be sure to keep one of each item on display

If you are running low on an item, don't be afraid to suggest an alternative gift idea. When you are running low, you can place a reorder with us, and we will get more to you the next day!

Checking out the student after they shop

The cashier scans the items to total the purchase, collects the money, and gives change. Asking your volunteers to watch the training videos ahead of time will make this a smooth process.

Daily Tips for the Chairperson

- Remove excess money from the cash box at regular intervals through out the day
- Collect all money at the end of the day and secure funds for a deposit
- Check stock & determine if a reorder is needed
- Secure merchandise by locking the room or moving products to a secure area

End of Day Task

Record the total amount of just **cash & checks** received for the day on the Daily Sales Worksheet.

ANNOUNCEMENTS

3 WEEKS FROM 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 earning and saving money now so you can secretly shop for your Mom, Dad, Grandma, Grandpa, Sister, Brother, your dog or cat, and all your loved ones!



2 WEEKS OUT

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!

1 WEEK TO GO

The countdown is on!

Just one week until our Holiday Gift Shop is open! This week parent letters are going home. Make sure your family sees them.

Make these your own! These are just guidelines. Have fun with it!! Get the students **EXCITED!!**

CLASSROOM SHOPPING SCHEDULE

Teachers - sign up for a time slot

A letter will be sent home to parents explaining the shop about a week before. Thank you for your support!

Times						

Use this as a guide - write in the shop dates in the top boxes, and available times along the left hand side.

FUNREGISTER APP & CHAIRPERSON DASHBOARD

Download the FunRegister app

Search for FunRegister 2.0

Download on the App Store

GET IT ON Google Play



The FunRegister app is already installed on the handheld point of sale system

Be sure to watch our training videos

Once you download the app and log into your school, you do not need to be connected to WiFi, but staying connected allows you to use the full features of our app

Lots of great info on your dashboard

Your dashboard contains:

- Login credentials for the app
- Voucher details
- Secret Supporter totals
- Gift Shop reports
- Shop start and end dates
- View reorders placed

www.funregister.us/login

Voucher Data

View and/or search for vouchers by name

Mark vouchers as Redeemed if not online



Trouble connecting to your school's WiFi? Fun Services will provide your school with a Verizon mobile hot spot along with our point of sale system.





VOUCHERS



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.

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, give them change. You will receive full credit for the voucher purchase at the end of the program.

Q Can we track if a voucher has been used?

A Yes! In the Chairperson Dashboard, and during the sales process if you are using a cell phone or our point of sale device while connected to the internet.

Q What happens if a student loses their voucher?

A You can view any/all voucher purchases made for your school. Using those details, continue the process as if the student had the voucher with them.

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

A Since the voucher will have the student's name on it, we recommend treating it like a bad check. Contact the family and ask them to correct the situation.

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

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

Q Is there an additional fee to the school for using the vouchers?

A No. There is a small fee charged to each purchase. This fee helps to cover the processing fees and allows us to keep our prices as low as possible.

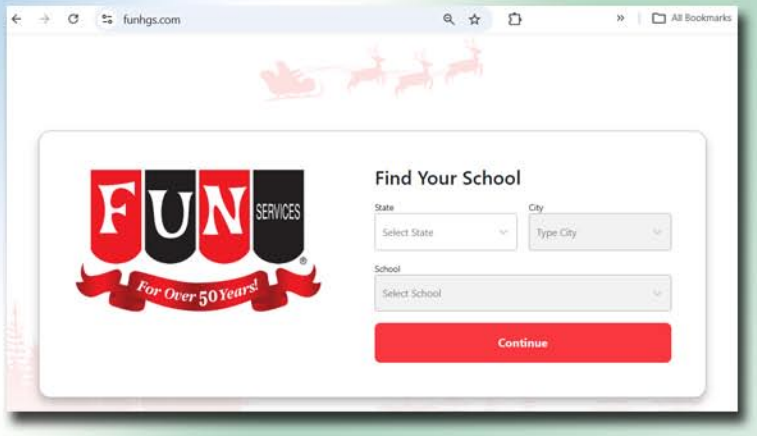
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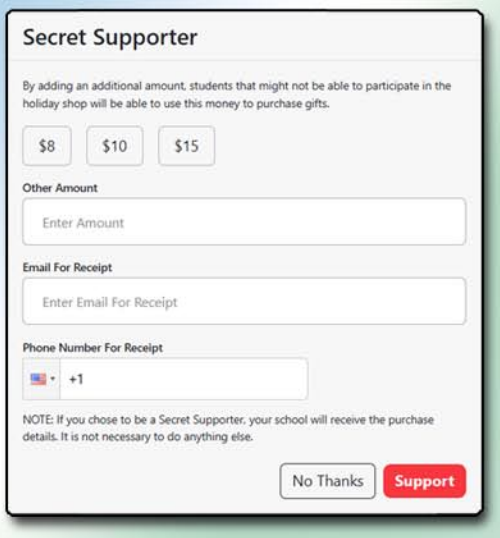


Your families have the opportunity to share the Joy of Giving by becoming a Secret Supporter. It's super simple, and totally rewarding!

HOW IT WORKS

- ✔ Supporters visit www.funhgs.com, select your State, City, and then School
- ✔ During checkout, families can choose to become a Secret Supporter by selecting an amount, or by entering in their own amount of support
- ✔ A running balance of Secret Supporter funds can be viewed during student checkout in the FunRegister app, or on your Chairperson Dashboard





THE *JOY OF GIVING*

- ✔ Promote the Secret Supporter option on social media, in newsletters, or phone blasts. Anyone can become a Secret Supporter - which means more students can experience this heartwarming tradition.
- ✔ Your school determines how you would like to divide up the generosity of your families and community.
- ✔ A great way to understand the need is to work with you school counselors or administration.

REORDERS

Are you running low on gifts?

- If an item sells out, it is best to encourage the shopper to select a similar item. There are many options in each price group.
- Students in 4th & 5th grade aren't going to buy the same gifts as Kindergartners. Don't panic if you start to run low on items.
- Keep in mind, you should only have about **20%** of your original inventory left at the end of your shop. Only reorder if necessary.
- Many of our items are assorted. When placing a reorder for an assorted item, please do not request "only pink" or "just the cat".

We will accept 1 reorder per day



The best way to reorder is by using the FunRegister app



Reorders must be submitted by **3PM** for next day deliveries

Try to wait to reorder until you need several items, not just one or two. Remember, different ages shop differently.



It is okay to run out of an item. With more than 110 different gifts to choose from, students can still find that magical gift.



Your Chairperson Packet will include a paper reorder form as a backup option. If you cannot use the app, please follow the instructions on the reorder form.

CLOSING THE SHOP

Pack leftover gifts back into the boxes

Please pack items into as few boxes as possible, arranging them by price. Pack the items neatly, and put heavier items in the bottom of the box.

Pack unused gift bags for return

Unused gift bags, shopping bags, and parent letters should all be returned at the end of the shop.

Use a small box or bag for broken items

You do not pay for damaged items, but we like to see if there is a quality issue with our gifts. Please write "Damaged" on the outside of the box, and place it with the other boxes for return.

Scheduling the Pick-up

- A Fun Services representative will contact you and arrange your pick-up date with you a few days before the shop closes.
- Put the boxes in a convenient place in your school and **notify the office**.
- You do **NOT** need to be there for pick-up.

Be considerate

For smaller items, feel free to use shopping bags or the paper trays to keep items together.

Be sure to say "Thank you" to all your volunteers! After a week of helping students choose that special gift, a sincere gesture of thanks will solidify the experience.



CALCULATING YOUR INVOICE

Tally your totals daily for Cash & Checks and enter them on the Daily Sales Worksheet.

Use the link in your chairperson dashboard to go straight to your school's calculator

1. Enter final Cash & Checks total here
2. Enter final Voucher total here
3.

School

Fun Bear Elementary

Chairperson (Update if necessary)

Sir Fun Bear Chair

Chairperson email (update if necessary)

sirfunbear@fun.com

Enter Total Cash & Checks Amount here *

$4,250.00

Enter Total Voucher Amount including Secret Supporter from the Chairperson Dashboard here *

$1,875.00

Calculate *

Total Sales Amount:

$6,125.00

Your School's Profit:	School's Selected Profit Percentage	
$612.50	10	%

Subtotal:

$5,512.50

Discount Value	(If applicable) Customer Discount Percentage	
- $110.25	2	%

Credit for Total Voucher Amount including Secret Supporter from the Chairperson Dashboard

- $ 1875

Amount Due

$3,527.25

SUBMIT

Calculates automatically

Click Submit to finalize

Using the envelope provided, place your payment check and completed Daily Sales Worksheet into the red case with your checkout system



Now it's time to sit back, relax, and enjoy your hard earned break! Thank you for all you have done for your students and school community!

20 A Winash Way
Youngsville, NC 27596
919-556-4030
www.holidaygiftshopnc.com
info@funservicesnc.com

DAILY SALES WORKSHEET

ORDER# 20260071

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

Chairperson: GIFT SHOP CHAIR

		CASH/CHECKS ONLY
Cash & Checks Day 1		
Cash & Checks Day 2	+	
Cash & Checks Day 3	+	
Cash & Checks Day 4	+	
Cash & Checks Day 5	+	
Total Cash & Checks Amount	=	

Use the Invoice Calculator link on your chairperson dashboard to submit your final calculations to us.

Please include a check for the Amount Due in the payment envelope provided and place it in the red cash register carrying case. Please make the check payable to: FUN SERVICES

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 "damaged." 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!



Call or text:
919-556-4030
info@funservicesnc.com