

## LAMBETH ART ASSOCIATION

### FLOOR REPRESENTATIVES JOB DESCRIPTION

#### **Preparations:**

**Lead** to make sure the volunteer sign-up sheet is filled prior to the show. Consider adding additional reps to some shifts – especially Thursday night. Could add a “replace and rearrange” position.

**Lead** to contact Floor Rep volunteers in advance to remind them of their shifts and to let them know what is expected of them.

**Lead** to make sure the Floor Rep tags are untangled and ready for use, and set on the counter of the kitchen window.

***QUESTION: How can we make Floor Representatives be more visible? Ideas: Brightly coloured T-shirts or vests; plasticized mini sandwich-board signs.***

#### **Duties:**

1. **Floor Rep** volunteers are to wear LAA name tag and a **Floor Rep** tag.
2. **Floor Reps** should position themselves strategically throughout the show area.
3. If a visitor wants to buy a piece of art, the **Floor Rep** takes the piece and its wall label off the wall, rack, or table and accompanies the purchaser to the wrapping desk.
4. At the dedicated table nearby the wrapping desk, the purchaser fills out a **Purchase Information Form** (see sample below).
5. **Floor Rep** to check that the completed form is legible, as this information will be used to send an e-mail invitation to next year’s show. (NOTE: The wrapping desk volunteers receive these same instructions, so they can take over if help is needed is needed).
6. The purchaser takes the **Purchase Information Form** and the wall label to the cash office upstairs to make the purchase; **Wrapping volunteer** or **Dedicated Escort** to accompany if needed. (**Floor Rep** returns to the floor.)
7. Finally, the **Floor Rep** retrieves a replacement piece of art from the reserves to fill the empty space.
8. **Holds protocol (new):** We do not want customers to have to make multiple transactions as it costs the club extra processing fees if they use charge cards. If a purchaser wishes to continue shopping before processing their purchase, work can be held (at the discretion of the Floor Rep) in the wrapping area for up to **one hour**. The **Floor Rep** takes the piece and its wall label off the wall, rack, or table and accompanies the purchaser to the wrapping area. In the wrapping area, the **Floor Rep** writes the customer’s name and the **expiry time** on a sticky note and places it on the piece(s) to be held. The piece(s) is/are then placed in a dedicated “on hold” area by the **Floor Rep** or the **Wrapping** volunteer. If the hold expires and a piece has not been paid for, a **Wrapping** volunteer returns it to the show room and hands it off to a Floor Rep to rehang.

9. If a visitor is attempting to bring a beverage into the display area, ask them politely to drink it in the tearoom.
10. -Be aware of visitors needing assistance. An accessible outdoor entrance is located to the right of the stage. If it is needed, please work with reception volunteer to accommodate.

Here is what the redesigned **Purchase Information Form** looks like:

<b>Purchase Information Form --- Please Print CLEARLY</b>	
<b>NAME:</b> _____	
Do you wish to have your contact information released to the Artist(s)? <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	
<i>If you wish to receive E-mail notification of subsequent LAA shows and events, please provide your e-mail and authorization signature below.</i>	
<b>E-MAIL ADDRESS:</b> _____	
<b>SIGNATURE:</b> _____	<b>DATE:</b> _____

**NOTE:** We are no longer offering a 10% discount to customers. We are still offering a 10% discount to current LAA members on all purchases.