

## **LAMBETH ART ASSOCIATION**

### **WRAPPING DESK JOB DESCRIPTION**

#### **Preparations:**

**Lead** to ensure the sign-up sheet is filled prior to the show. NEW: Add a **Dedicated Escort** to schedule for Thursday and Friday nights. This person will take customers up to the cash desk.

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

**Lead** to organize three tables in the hallway (left from receiving).

**Lead** to place the paper roll stand correctly on a table and duct-tape it down to prevent it from sliding off when used. (The little bar should be on the right and the paper should be rolling counterclockwise.)

**Lead** to have packaging instruction sheet handy for volunteers to read before they start their shift.

**Lead** to have the following supplies ready: A small basket to store the following: Post-it notes (lots!), scotch tape, stickers (**Unsure of what kind of stickers; they might be "SOLD" stickers. If they are, why do we need ribbons? Lisa reported we can get "SOLD" stickers printed for a reasonable price**), curling ribbon in a variety of colours, pens, good quality masking tape and scissors.

#### **Procedure:**

#### **WRAPPING**

-A **Floor Rep** will bring the artwork(s), the label, and the purchaser to the wrapping table and leave the artworks(s) to be wrapped before they carry on with the sale.

-To wrap, pull paper from the roll, measure the approximate size needed, and cut it off using a knife. Use masking tape to seal package. Scotch tape does not stick to the brown paper.

-Put pre-curved ribbons on the wrapped piece(s) and put a sticker on it/them.

-Put the name of the purchaser and the title of the artwork on a sticky note and put that on the wrapped artwork. This is important; once a piece is wrapped, it is hard to identify what it is.

-Matted work does not need to be wrapped as it is already protected. Simply attach a curled ribbon to it to identify it as a purchased piece. It does need to have a sticky note with the purchaser's name affixed to its front.

#### **SALE**

-At the dedicated table nearby the wrapping table, the purchaser fills out a **Purchase Information Form** (see sample below).

-**Floor Rep** or **Wrapper** checks 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 Floor Reps receive these same instructions).

-The purchaser takes the **Purchase Information Form** and the wall label to the cash office upstairs to make the purchase; **Wrapper**, or **Dedicated Escort** to accompany if needed.

-NOTE: If the show is extremely busy, the **Floor Rep** may have to return to the floor immediately without processing the sale. In this case the **Wrapper** takes over.

#### **PICK UP**

-When the purchaser comes back with their receipt to pick up their piece(s), the **Wrapper** checks the receipt against the sticky note to make sure that they get the right package or matted piece. Ensure the receipt is signed by a Cash volunteer before handing the artwork to the purchaser.

**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** brings the piece and its wall label off the wall, rack, or table and 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 then be placed in a dedicated "on hold" area by the **Floor Rep** or a **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.

-All volunteer should 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 volunteers** and **Floor Reps** to accommodate.

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

<b>Purchase Information Form --- Please Print CLEARLY</b>	
NAME: _____	
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>	
E-MAIL ADDRESS: _____	
SIGNATURE: _____	DATE: _____

**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.