

Retail Operations

Revised 8/11/20

The Habitat ReStore will re-open to the general public beginning June 4th with limited service for the foreseeable future. Store hours will be evaluated weekly. While this guide focusses on in-store retail operations, rules regarding the donation process and pickups will remain in place until further notice.

General Rules:

- Initial store hours: Thursday through Saturday 11 am – 4 pm.
- Store hours will mirror donation drop off hours.
- Customer occupancy will be limited to 25 people at any given time.
- Staff will need to wear mask and gloves while working in the store during all open hours.
- Customers are required to wear masks in the ReStore.

Customer Rules:

- Customers will be expected to maintain six feet of social distancing while shopping in the store.
- The ReStore will be limited to 25 customers at any one time.
- There will be two stations with hand sanitizer and wet wipes for shopping carts provided.
- Shopping baskets will not be available for use at this time.
- Customers are requested to shop without other family members to reduce store occupancy.
- All purchases must be picked up the same day as purchase.
- Customers are required to wear a mask inside of the ReStore.
- The customer bathrooms will remain closed for the foreseeable future.

At Cash Register:

- Cashiers must wear a face mask while working at the cash register.
- When facing customers, utilize the plexiglass guard at the sales counter.
 - Maintain social distancing at all other times.
- Customers must maintain six feet of social distancing while waiting in line to check out.
 - Marks on the floor will be made for this purpose.
- Customers may no longer use the touch pad at the register.
 - Customer signatures will no longer be required.
 - The cashier must swipe all credit cards.
- Cash must be placed on the counter and not handed directly to the cashier.
- Cashier must wipe down all touchpoints after each transaction.

Sales floor:

- Employees may not work within six feet of the customers.
- There will be two hand sanitizer stations on the sales floor – one at the front door and the other located near the breakroom.
- When occupancy reaches 25, staff must ask that customers wait outside to enter.
 - Each customer will be instructed to take a number out of a basket. Once the basket is empty, customers have to wait until a number is returned to the basket.
 - If there is a large line before the store opens, numbers will be handed out to customers before they enter.
 - Lines will be marked every six feet to the corner.
 - Longer lines will be managed by staff.
 - When a customer leaves, the next customer in line may enter.
- Cleaning regime on the sale floor will be done twice daily.

Sold Items:

- Items that are sold must be picked up by the end of the day.
- Sold items will be marked and moved to the receiving room as able.
- Items not picked up will be returned for sale without refund the next day.

Breakroom:

- Only one person at a time may use the breakroom.
- Touch points must be cleaned after use.
- No communal food items or sharing of food is allowed.
- Staff will track volunteer hours manually (once applicable).

Cleaning:

- In addition to the normal staff cleaning checklist, there will be additional cleaning measures:
 - Each day approximately between 9:30am-11:00, all common touch points will be cleaned. Examples of common touch points include:
 - Door knobs
 - Exterior door glass and handles
 - Sales counter
 - Staff bathroom
 - Handrails
 - Check in tablet (when applicable)
 - Twice daily wipe downs of the following:
 - Door knobs
 - Furniture and hard good furniture
 - Shopping carts
 - Staff bathroom
 - Cleaning in between users:
 - Sales counter (where touched)

- Point of sale tablet
- Check in tablet (when applicable)

Signage:

- Temporary store hours signage will be posted at the doors.
- One-way aisle floor signage will be posted in all secondary aisles.
- Social distancing reminders will be placed throughout the store.
- “Wash your hands” will be placed at sinks.
- “Purchases must be picked up at the end of the day” sign at register.
- “Store limited to 25 customers” and the process for maintaining this number will be posted at the front entrance.
- Same day pick-up of items signs will be placed throughout the store.
- Mask requirement while shopping will be posted at the front entrance.
- Cash and credit card information will be posted at the register.

Staffing:

Office staffing will be assigned to the ReStore on a temporary basis to be re-evaluated at least

bi-weekly. Reporting hours will be 10:30 am to 4:15 pm on those days. Outside of those times, assigned staff are not responsible to the ReStore but may elect to help out.

Each staff person will be assigned two days per week in the ReStore, Wednesday through Saturday. Office staff will report to one staff person depending on your roll that day. Shifts may be swapped; it is the responsibility of the person assigned to find a substitute. Breaks and other timeouts during the day can be worked out with the reporting supervisor. The staff reporting structure is as follows:

Cashiering and/or Cleaning-

Steve Baker, Manager

Donation Receiving, Processing, and Stocking-

Kali Brokaw, Receiving Assistant

Truck Support-

Jason Kalember, Assistant Manager

Additional supplies needed for sales floor:

- Customer hand sanitizer station – hand sanitizer and wipes (if available)
- Face Masks
- Disinfecting Wipes x 4
- All-Purpose Cleaner
- Bleach
- Disposable gloves
- Plastic Garbage Bags