

GREETER/GIFT SHOP VOLUNTEERS

Welcome to the Clovis Botanical Garden! We are currently an all-volunteer organization, so you are extremely important! Our Garden is attractive and well-maintained throughout the year, thanks to the hard work of the garden maintenance team. Greeters and Gift Shop Volunteers are equally important in making the garden a success through positive interactions with visitors! We want your volunteer experience to be enjoyable, as well as productive. This handbook is designed to provide guidance as to the general policies and procedures for working in the gift shop, so our entire team can work toward the same goals.

All Volunteers Will:

1. Complete and sign an *Emergency Contact and Release* form before beginning any work. This will be kept on file in the office.
2. Participate in an orientation and tour, as well as supervised on-the-job training, prior to beginning, depending on one's comfort level to work independently.
3. Receive a job-specific handbook during their orientation - **Greeter/Gift Shop Volunteers.**
4. Read and adhere to the procedures provided in the handbook.
5. All Greeters shall sign in and out of their shift and record Visitor Count for the day.
6. Accept direction from their approved supervisor.

Basic Contact Information

Clovis Botanical Garden Committee, Inc.

Garden Location – 945 N Clovis Avenue - Clovis, CA 93611

Mailing address – 1865 Herndon Ave, Suite K, Box 330 - Clovis, CA 93611

Website – www.clovisbotanicalgarden.org

Email – admin@clovisbotanicalgarden.org

Phone 559-298-3091

Garden Hours

- The Garden is open Wednesday through Sunday from 9:00 a.m. to 4:00 p.m.
- The Garden is closed on Mondays and Tuesdays, as well as the following holidays:
 - New Year's Day – January 1st
 - 4th of July
 - Thanksgiving
 - Christmas Eve and Christmas Day – December 24th and 25th

Garden Volunteers

- **Greeters in the Gift Shop** work in one of 2 shifts: from 9:00 a.m. to 12:30 p.m. or 12:30 p.m. to 4:00 p.m. each day the garden is open.
- **Garden Maintenance Volunteers** generally work in the garden on Thursday, and Saturday mornings.

Greeter Team

Greeters are garden volunteers who like to meet and interact with people. They open and close the garden, greet visitors, and offer information. In general, they will answer questions about the garden and provide information about events to increase and promote participation through donations, memberships, volunteering and more. The greeter's priority is talking with visitors and assisting with sales.

If a visitor asks a question that you are unable to answer, mention you are a volunteer and encourage them to email the question to the garden or offer to take a message with their name, phone number, and nature of question. Someone will contact them with the information.

Many questions regard the age of the plantings and how much water the plants require. Here are typical answers:

- The first planting was done in 2002.
- Plants in the garden take no more than moderate water, however, it also depends on soil type and location.
- Inline drip is used in most areas and run approximately 45-60 minutes once a week - sometimes more often in the summer.
- Most plants are labeled.
- Offer one of the brochures regarding garden information.
- Visitors are welcome to take time to look through books in the CBG library while they are at the garden, however, they are not available to be checked out.
- Garden maintenance volunteers work in the garden on Thursday and Saturdays and may be available for more specific gardening questions.
- Feel free to lock the gift shop to go out with visitor to assist them as needed. Please make sure you lock the door if you will be outside and possibly distracted as the Gift Shop contains product as well as personal possessions belonging to staff.
- Facilities are available for use with a donation. Please encourage people to go to the website for more information for reserving a facility.

GREETER ORIENTATION

VOLUNTEER SIGN-IN

Please sign in-and-out daily on the sheets located in the binder under the counter. The garden tracks volunteer hours for information for future grants, etc. Additional forms are available in the file bins mounted on the wall. When the page is full, place it in the volunteer file in the office

VISITOR LOG

- The garden tracks daily visitors for information for future grants, etc. Please complete the monthly log within the binder located under the counter. Be as accurate as possible in counting and recording the number visitors. Additional forms are available in the file bins mounted on the wall.
- At the end of the month, place the completed sheet in the file in the office.
- The number of visitors will be tallied for each month and recorded in the visitor log file in the computer. *These visitor counts are important in applying for future grants and memberships to organizations.*

MEMBERSHIP

Memberships are available for sale. They may be paid for with cash, check or credit card. Credit card membership sales may be run through the garden square reader like a normal sale. Please make sure the membership form is completed at time of purchase to make sure we have information to send out their member card and magazine subscription form. Membership forms are available in the counter drawer.

Membership advantages include –

Quarterly Newsletter – updating you on news about the garden

Special Event mailings – Discounts or free entrance to events

One-year Subscription to “Better Homes and Gardens” -or- Martha Stewart’s “Living” Magazines

10% discount on Gift Shop and Garden Plant Sales

PLANT INFORMATION

- Most of the plants in the garden are labeled for identification.
- A copy of the Sunset Western Garden Book is available for horticultural information.
- The CBG Bloom Book contains pictures of areas and major plantings as well as horticultural information and indices.
- The CBG Library is available to use while at the garden.
- If a visitor is interested in purchasing plants, many are available at local nurseries.
- The garden does propagate plants, and they are available for purchase (blue and lavender tags). They are located in the garden nursery near the tool corral. The plant sales can be processed through the Gift Shop Square Reader (except during plant sales events).

TOURS

Tours are available on request with a minimum of two weeks advance notice. Please encourage people to request a tour through email and it will be directed to the correct person.

PHOTOGRAPHY

Visitors are welcome to take pictures in the garden for personal use. If posted online, location credit to CBG is encouraged. For professional photographers, a minimum of \$25 donation is appreciated as well as noting location credit to CBG.

GARDEN MAINTENANCE VOLUNTEERS

A garden supervisor needs to be available on grounds for volunteers to work in the garden. Gardening days are Thursday, and Saturday mornings from 9:00 a.m. to 12:00 p.m. During the summer, volunteers come earlier to beat the summer heat. All garden volunteers are provided water free of charge. When the weather is warm, check on gardeners and encourage them to take breaks.

GIFT SHOP SALES

- A Square Reader attached to a cell phone is used for all sales. You will receive an orientation to learn how to use it. A supervisor will be present during your training period, until you are comfortable in cashiering sales independently.
- All items in the gift shop are listed and color-coded by category in the Square Reader and have inventory numbers. The Reader is kept in the drawer.
- Items are marked with an inventory number and price. If a number and price is missing, a miscellaneous entry is available to enter an amount (attempt to find a similar item to estimate a price).
- Checks and \$20.00 bills or higher are placed under the tray in the cash box. At the end of the day, place \$20+ bills in an envelop and deposit in the donation box outside.
- The Garden accepts cash, checks, and the following credit cards: Discover, Master Card, Visa and American Express. The new contactless reader also accepts Apple Pay.

MISCELLANEOUS

- ❖ You will be provided with other greeters contact information in the event you need coverage for a day you will be absent. If you are unable to get coverage, please contact the Gift Shop Manager. The Gift Shop can remain closed on occasion, however, the Garden must be opened during scheduled opening days and hours.
- Volunteer buttons are available in the cash drawer - **Please wear one.**
- Aprons are hanging on the back of the office door to wear as you wish.
- Restrooms are available in Dry Creek Park and in the Garden by the Cargo Bin.
- If you need to leave the building to assist a visitor or use the restroom, please put the sign out and lock the door.

OPENING GREETER DUTIES

9:00 a.m. to 12:30 p.m.

It is important to make every effort to open the Garden by 9:00 a.m. If there is any reason you will not be able to get to the garden, please let someone know so the Garden can be opened on time. People now post reviews on-line and CBG wants to keep a positive image to the public as CBG is a non-profit and dependent on the support of the community.

- Open ½ of South Gate (Main Entrance).
 - Secure the lock by locking it to the open gate.
 - Retrieve the Information Center keys and the cart with the literature from the kiosk.
 - Put the visitor sign-in board on the outdoor podium.
 - Hoist the flag.
 - Place the literature on the table (take note of low supplies and fill them if necessary).
 - Open the umbrella.
 - Upon unlocking the Information Center door, place the bar inside.
 - Turn on lights, open blinds and turn on heater or air conditioner as needed.
 - Sign-in on the Volunteer Sign-in sheet located in the CBG Greeter Binder under the counter.
 - Check the visitor's page to make sure the count from the previous day was recorded and reset the counter to 0 if necessary.
 - Sweep the metal ramp, front cement, and around the flagpole. Wipe down the tables and benches and clean nearby signs for bird deposits.
 - If necessary, sweep the gift shoppe/office area and dust.
 - Greet and visit with visitors, providing literature and information to promote upcoming CBG events.
 - Sign out at the end of your shift.
- ❖ In the event the afternoon greeter is late or there is no one available to take over the gift shop at the end of your shift, please lock the gift shop and return the keys to the kiosk. Someone will come at 4:00 p.m. take in literature, flag and lock the garden.

CLOSING GREETER DUTIES

12:30 p.m. to 4:00 p.m.

- Sign-in on the Volunteer Sign-in sheet in the Greeter Handbook under the counter.
- Greet and visit with visitors and provide literature and information promoting upcoming CBG events.
- 15 minutes before 4:00 p.m. pull gate shut, but do not lock it.
- Retrieve the flag and place it in the cart with the literature. Return the cart to the Kiosk. Lock the Kiosk.
- Close the umbrella.
- Walk through the garden to check for visitors and make sure all buildings, tool area and north gate are locked.
- Record the total number of visitors for the day in the Greeter Handbook under the counter.
- Place checks and \$20 and higher bills from the cash box in an envelope and drop it in the donation box outside.
- Sign out at the end of your shift.
- Turn off Heater/Air Conditioner.
- Please leave blinds open. *(If someone should break in its easier to see flashlights through open blinds.)*
- Lock the office door.
- Turn off the lights.
- Lock Information Center (including the bar).
- Return the keys to the Kiosk and make sure it is locked.
- Lock the south (Main) gate.

Remember: Greeters are garden volunteers who like to meet and interact with people. Your priority is talking with visitors, sharing information, and assisting with sales. Our visitors are very interesting people from all over the world. Enjoy sharing ideas!