HANNIBAL REGIONAL AUXILIARY POLICY

SUBJECT: GIFT SHOP (s)

DATE: October 6, 2014

POLICY: Hannibal Regional Auxiliary shall operate a Gift Shop(s) as a major fund-raiser on a continuing basis.

PURPOSE: Operate a Gift Shop(s) in an orderly, attractive manner that will serve the needs of the community, patients and hospital team members.

ADMINISTRATIVE RESPONSIBILITY:
The Auxiliary operates Judy’s Boutique in the hospital that is managed by a paid team member of the Auxiliary.

GENERAL STATEMENTS

JUDY’S BOUTIQUE:

1. The Manager shall be responsible for the following duties:
   • Orientation and training of all Judy’s Boutique volunteers.
   • Scheduling of work shifts.
   • Providing a booklet outlining the duties and responsibilities of volunteers in the Gift Shop.
   • Scheduling vendor appointments.
   • Review packing slips/invoices for accuracy and credits then submitting for payment.
   • Maintain record of “write-off” items for Financial Officer.
   • Assist hospital departments in placing special purchases for departmental purposes. A 15% handling fee will be charged to the product total. The ordering department will be charged product cost, S/H costs and 15% handling fee. This will exclude any purchases being used for Auxiliary use i.e. Director orders, Hospitality orders, etc.
   • Create and maintain ongoing Customer Appreciation file to be used as promotional email tool and sales tool.
   • Maintain inventory record of merchandise.
• Record items located in offsite storage. Box, label and arrange pickup of items for storage.
• Ordering merchandise.
• Checking in merchandise and pricing.
• Stocking of shelves in Judy’s Boutique.
• Inventory at end of year.
• Scheduling of sales.
• Submitting news articles to the Director of Volunteer Services.
• Submit Facebook Posts
• Create Constant Contact email once a month for customer appreciation correspondence.

2. Judy’s Boutique shall be open Monday thru Friday from 9:00 a.m. to 6:00 p.m and Saturday and Sunday 12pm-3pm.

3. The Auxiliary shall pay expenses for the Manager to attend two major gift shows a year, including hotel stay, mileage, and meals. Expense receipts must be turned in for reimbursement.

**GIFT SHOP GUIDELINES:**
1. No crafts or consignments are accepted.

2. The Gift Shops shall operate within the limits of the yearly budget set by the Auxiliary Board.

**FRESH FLOWERS:**
1. There shall be a committee of Auxilians who design, create and price fresh floral arrangements to sell in the gift shop.

2. The Flower Committee under the Gift Shop manager shall be responsible for the following:
   • Provide sufficient supply of fresh floral arrangements to meet the needs of the gift shop.
   • Notify committee members when floral arrangements are needed.
   • Order or purchase needed supplies to complete the arrangements.
   • Submit signed and dated invoices to the Financial Officer.
   • Work with the distributor for selection and purchase of flowers. Travel may be required.
   • Submit newsletter items to the Director of Volunteer Services.
   • The committee shall encourage the donation of containers and floral products to reduce the cost of the arrangements.
DISCOUNTS/PAYMENT OPTIONS:
1. Discount of 10% is offered to Auxiliians and Hannibal Regional team members. Discount does not apply to candy, cards, magazines, balloons, fresh flowers, sundry items and already marked down items. 

2. There will be payroll deduction opportunities for team members as long as the purchase total is $25.00 or over after the employee 10% discount. Forms are provided at Judy’s Boutique for this. Hospital identification badge should be displayed at the time of purchase.

CONFIDENTIALITY POLICY OF HANNIBAL REGIONAL HOSPITAL:
All matters pertaining to patients and patient care are strictly confidential. Said matters are discussed with appropriate health team members only when necessary to facilitate professional physical, social, emotional, or spiritual care of the patient. Non-adherence to this policy will result in immediate termination.

President
Hannibal Regional Auxiliary

Replaces: Fresh Flowers
Reference: