



# volunteers make our mission possible

Thank you for your interest in becoming a Habitat for Humanity ReStore volunteer. In this packet you will find the essential information needed to lend a helping hand at our **Georgetown** and **Round Rock** locations.

ReStore Volunteer Handbook  
**2018**

## our mission

---

Habitat for Humanity ReStores play an integral part in Habitat's mission, bringing financial support for the many ways Habitat supports communities.

Our ReStores are home improvement stores open to the public selling new and gently used building materials, appliances, furniture, home décor and more at greatly reduced prices. Donations and purchases to the ReStores help more homeowners achieve the strength, stability, and self-reliance they need to build better lives for themselves and for their families.

## how we operate

---

ReStores are able to operate based on donations from the community, and partnering with volunteers like you!

Because we are only able to run based off of donations and efforts from our volunteers, no day looks the same – we might receive a big donation one day, so you may be sorting and stocking, or we may have a lot of customers come into shop and we might need someone to greet customers.

There are several different roles you can have while supporting the ReStore. Indicate on your volunteer form your preferences, but please note that roles will be given based on the needs of the store.

- **Customer Service & Sales:** Assists customers while they shop the store, cleans designated areas, moves or loads selected items for customers
- **Greeter:** Welcomes customers into the store and receives incoming phone calls
- **Accepting/Sorting Donations:** Assists warehouse staff in receiving, sorting, and pricing donations
- **Stocking Displays:** Moves priced product from warehouse and processing area to the sales floor, creates or builds displays as needed
- **Donation Pick-Ups:** Assists Donation Coordinator in completing daily pick up route
- **Recycling:** Prepares donated materials for recycling (breaking down appliances, sorting metal, loading, etc.)

## before you arrive

---

Be sure to watch the required [safety training video](#), complete either the [Adult ReStore Volunteer Packet](#) or [Minor \(14-17 yrs\) ReStore Volunteer Packet](#) and bring it with you to the ReStore on the day you plan to volunteer.

Dressing appropriately is very important while working in the ReStore. Our dress code is:

- Sleeved shirts (lightweight in the summer/layers in the winter)
- No offensive clothing (as determined by Habitat staff)
- Closed toe shoes with gripping soles
- No baggy pants or short shorts

Be aware that the Georgetown ReStore is not climate controlled, while the Round Rock ReStore is.

## when you arrive

---

Get to know the staff member(s) who are in the ReStore - they'll be your go-to for questions and will provide you with a safety vest. Find out what tasks need doing that day, and complete any safety or training you need to conduct those tasks.

Familiarize yourself with the layout of the store, including the different areas of merchandise as well as the restrooms and donation area.

### **Get asked a question you don't know the answer to?**

Politely direct the customer to one of the staff members, or to one of the volunteers in t-shirts.

---

Connect with us on social and share your latest ReStore projects!



habitatwilcotx



habitatwilcotx