FLOURISH
A FURNITURE BANK
Where Compassion Meets Sustainability

FLOOR CAPTAIN MANUAL

Revised November 16, 2024

<u>GETTING STARTED</u>

1. Get a walkie-talkie from the cabinet, turn it on, and make sure it is turned to channel 4. This w-t is to be kept at the front desk.

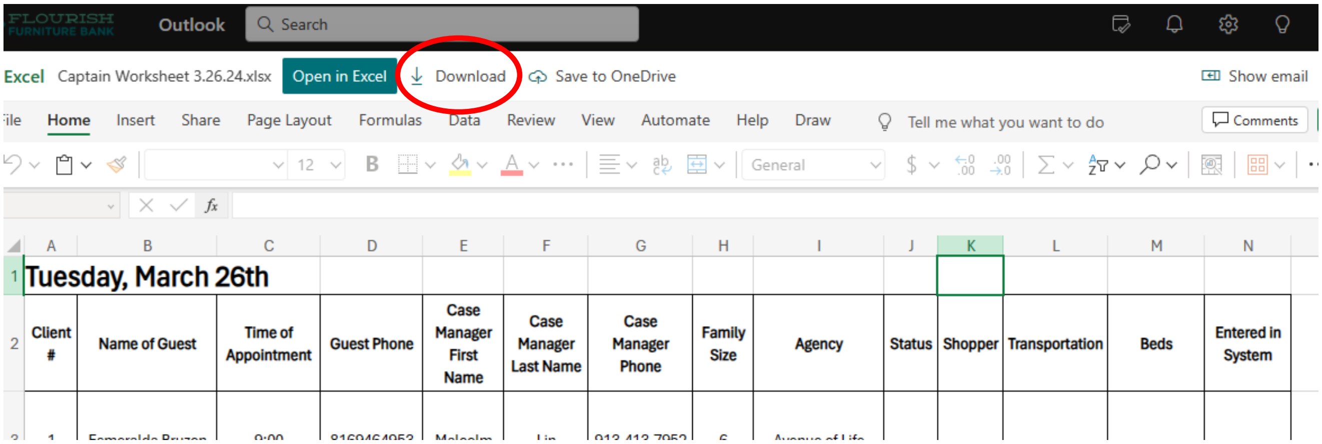
2. Another walkie-talkie needs to be given to the dock volunteer (usually Rick) when he arrives.

3. If the computer (in the cabinet under the monitors) needs to be rebooted, hold in the power button for 10 seconds, then turn it back on.

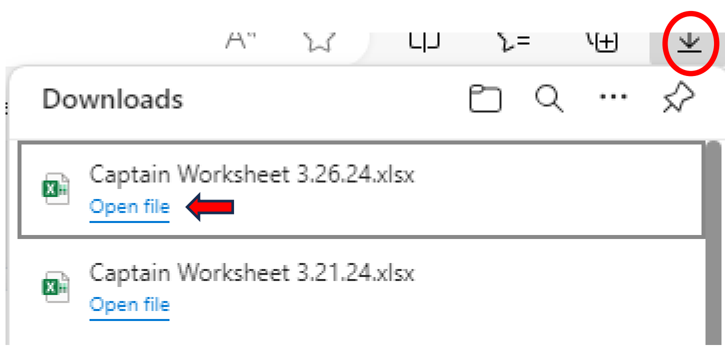
4. If there is a problem with the Volunteer Sign-In computer kiosks, let Allison know. If she is not on site, here are some troubleshooting steps.
    - swipe up to wake up the computer, or push the button on the upper right back side.
    - the password is kiosk.
    - touch the "Furniture Bank" icon, then click through everything else until the sign-in screen appears.
    - the wi-fi password is GodIsGood (no spaces).

PREPARING TO SERVE OUR GUESTS

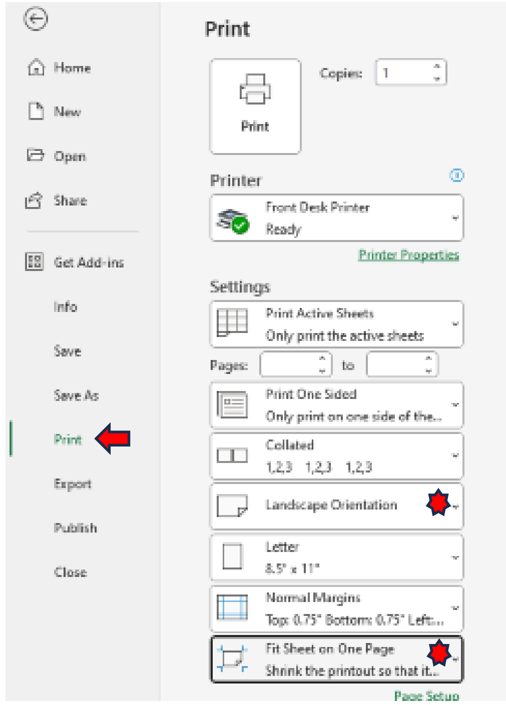
1. The Floor Captain spreadsheet is emailed to the Client Services inbox each evening for the next day by Brenda Chael.
   - open the spreadsheet attachment and download it.



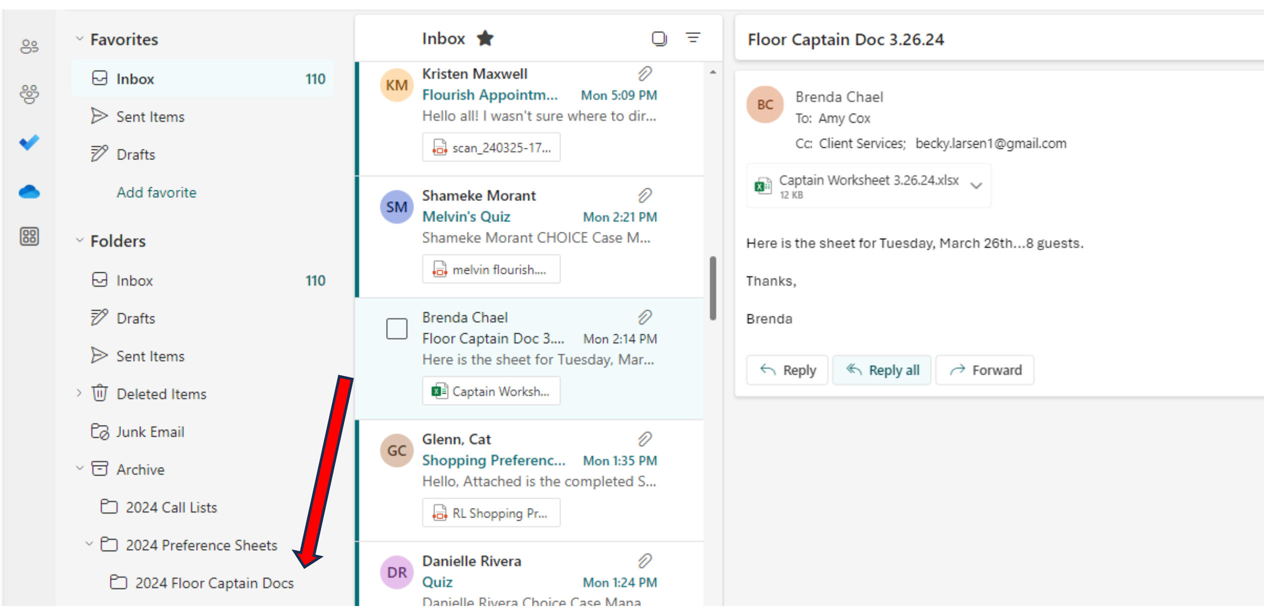
   - open the download menu by clicking on the downward arrow with the underline. Open the spreadsheet, then drag it to the monitor on the right.



   - click "Enable Editing" at the top of the page and expand the width of the columns as appropriate (usually Status, Shopper, Transportation, Beds, and Entered in System).
   - to print the spreadsheet, choose "File" in the upper left corner, then on the next screen choose "Print". The spreadsheet should be set to landscape orientation and scaled to print the sheet on one page.
   - Print 5 copies:
     - front desk
     - dock
     - hospitality
     - loaders
     - beds



- once the spreadsheet has been printed, mark the email as read and drag it to the 2024 Floor Captain Docs folder.



2. If this is not already done, pull the preference sheets for the day's guests from the accordion file and put them on the appropriate clipboard. Check to be sure the checklist was signed by each guest and put a note on any preference sheet without a signed checklist.
   - If there is not a preference sheet for a guest, check the Client Services inbox.
   - If it is not in the inbox, call the guest's case manager. The case manager's phone number is listed on the Floor Captain spreadsheet.

3. Fill in the Whiteboard with the guests' names for the day, family size, and time of appointment.

4. In the morning meeting, Allison will ask the hosts (shoppers) to sign up on the whiteboard on the door by Packing.

5. Assign a host for each guest and enter their names on the Floor Captain spreadsheet. It is helpful to also write it on the paper copy of the spreadsheet.

6. Do not fill in the guest information on the various sheets on the clipboard until the guest arrives, in case they do not keep their appointment.

WHEN GUESTS ARRIVE

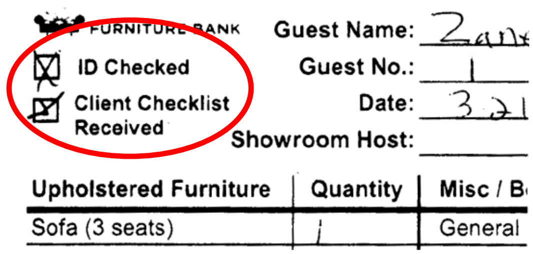
Guests are served in the order they arrive. Guests are not served until their transportation has arrived.

IMPORTANT NOTE: We can only serve guests who arrive by noon. Our volunteers plan to leave around 12:00-12:30 and should not be expected to stay for a guest who did not arrive on time.

Only 3 guests are allowed on the showroom floor at a time. This avoids congestion and allows Dennis & Co. to replenish items on the floor so each guest has an "equal" shopping experience.

1. Greet the guest and offer them coffee and a smile. 😊

2. Check the guest's ID and mark the check box in the upper left corner of the shopping sheet. Check to be sure the checklist (last page of the preference sheet package) is signed, and mark that check box in the upper left corner of the shopping sheet.



FURNITURE BANK

☒ ID Checked

☒ Client Checklist Received

Guest Name: Zan

Guest No.: 1

Date: 3.21

Showroom Host:

Upholstered Furniture	Quantity	Misc / B
Sofa (3 seats)	1	General

NOTE: Guests MUST shop for themselves, OR their case manager can shop for them. Family members CANNOT shop in place of a guest or case manager. See Amy or Joan if you have questions.

3. Ask the guest to make a name tag.

4. Review the guest's bed needs with them. Look at the beds requested on the Preference Sheet and make sure that number matches the guest's current needs and meets our guidelines.

5. Once the number and size of beds are decided, invite the guest to look through the book of photos (as available) so they can choose their bed(s).

6. Check the Bed Inventory Form (located by the book of photos) to be sure we have the mattresses and box springs that have been requested.

DAILY BEDS INVENTORY

Date: APRIL 17, 2024

Bed Size	Mattress	Box Springs	Frame	Headboard/ Footboard	Headboard Only
TWIN METAL	10+	5	4<3 10+	3 Photos are kept in Beds Binder.	7
TWIN XL	4	4	4<3		
FULL	4	1		2	1
QUEEN	10+	10+	4<3		2
KING	10+	8	4<3		4

SPECIALTY	
Day Bed	3
Futon	∅
Bunk/Multi Bed	∅
Rollaway Bed	2
Other	

NOTES:
FOLDOUTS 2 QUEENS
15 FULL

7. At this point, invite the guest to have a seat. If their transportation has not arrived, do not proceed until the vehicle is on site and confirmed by the dock person.

8. When it is the guest's turn to shop, go get the host assigned to them.

9. If necessary, wait for the previous guest to start down the wood furniture aisle on the left before allowing the next guest to shop.

10. Inform the guest that a showroom host will assist them through the shopping process. Let the guest know that while they are shopping, their beds and furniture will be loaded on their truck, and that they will be asked to take a short survey before they leave.

11. Get a shopping cart and attach a number corresponding to that guest to the cart. Numbers and rings to attach them are found on the clipboard.

12. Review with the host what beds the guest will be getting.

13. Take the bed sheet and any photos of headboards/footboards that were chosen to the Bed Department. Attach the papers to the right side of the door with a magnet.

14. On the Floor Captain spreadsheet:
    - enter "Shopping" in the Status column
    - enter the host's name under Shopper
    - enter the size of their vehicle under Transportation

- and enter the beds they have requested under Beds.

When it's extremely busy, it can be helpful to note this information on the paper copy of the Floor Captain spreadsheet, to be entered in the computer later.

When the host is finished, they will put the clipboard with the completed forms in the wire basket. The loaders and the bed folks will also place their completed forms in this basket.

COMPLETING THE PAPERWORK

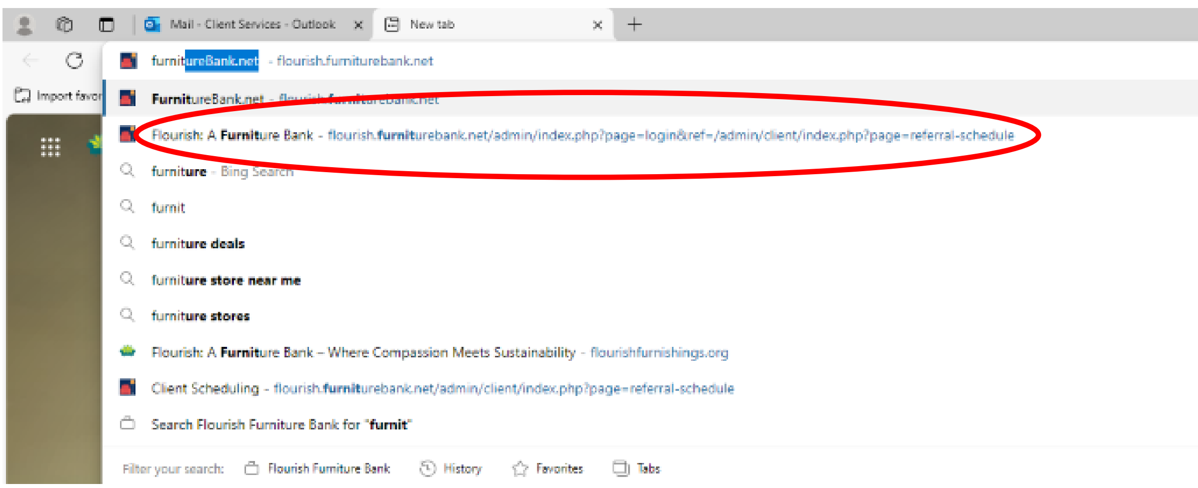
As the appointments are completed and time allows, retrieve each clipboard and associated bed sheet, shopping sheet, and yellow picker sheet from the wire basket.

1. Compare the picker sheet to the shopping sheet. Anything on the picker sheet that is not on the shopping sheet should be added to the shopping sheet.

2. Compare the bed sheet to the shopping sheet. Be sure that what was requested was provided. If it was not, update the shopping sheet and the Floor Captain spreadsheet.

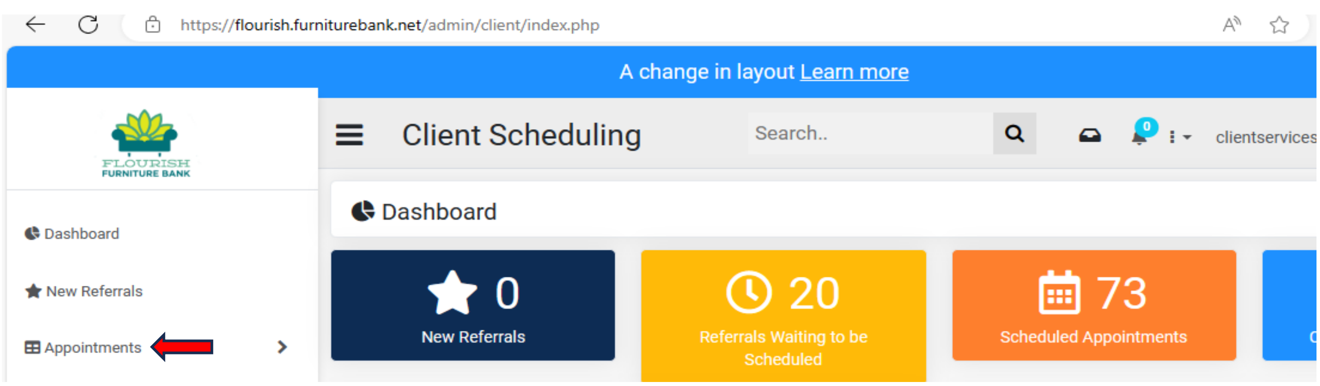
3. Remove the front page of the preference sheet and staple it to the shopping sheet (with the shopping sheet on top). Place these in the metal mesh tray for Bill Lay. All other paperwork with the guest's name should be shredded. Any pages without personal information can be recycled.

4. If a tab isn't open for Furniture Bank, click on the "+" sign and a new tab will open. Place the cursor in the URL box, start typing "furniture bank", and a list of options will appear. Choose "flourish.furniturebank.net/admin/client/index.php". The Client Scheduling page should load.

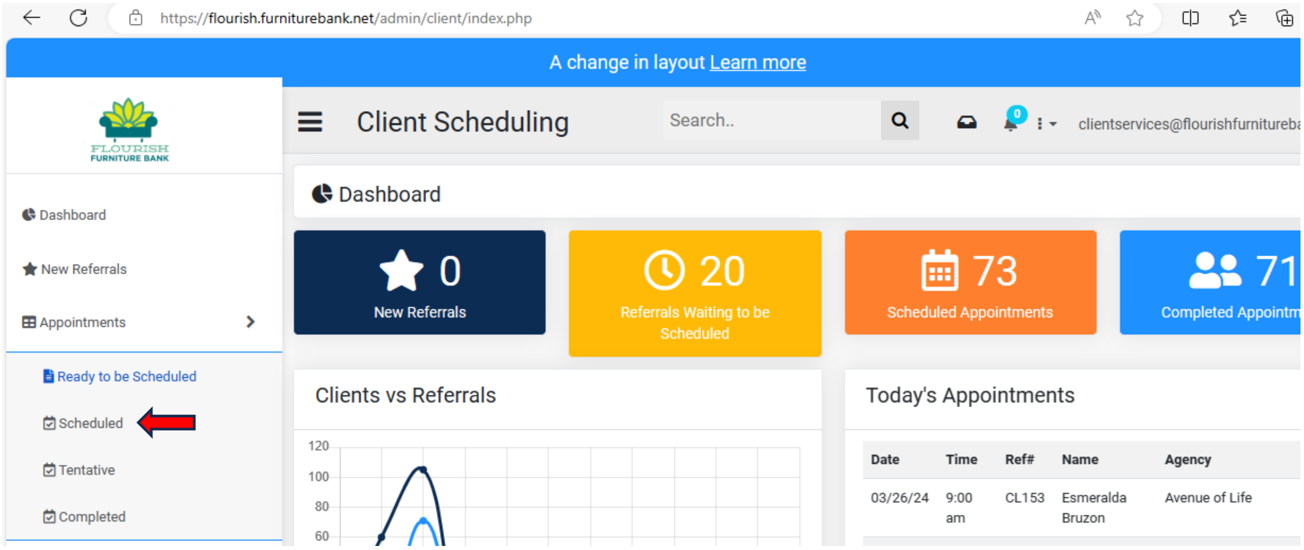


5. Mark the appointment complete in Furniture Bank and enter your initials in the Entered in System column on the Floor Captain spreadsheet.

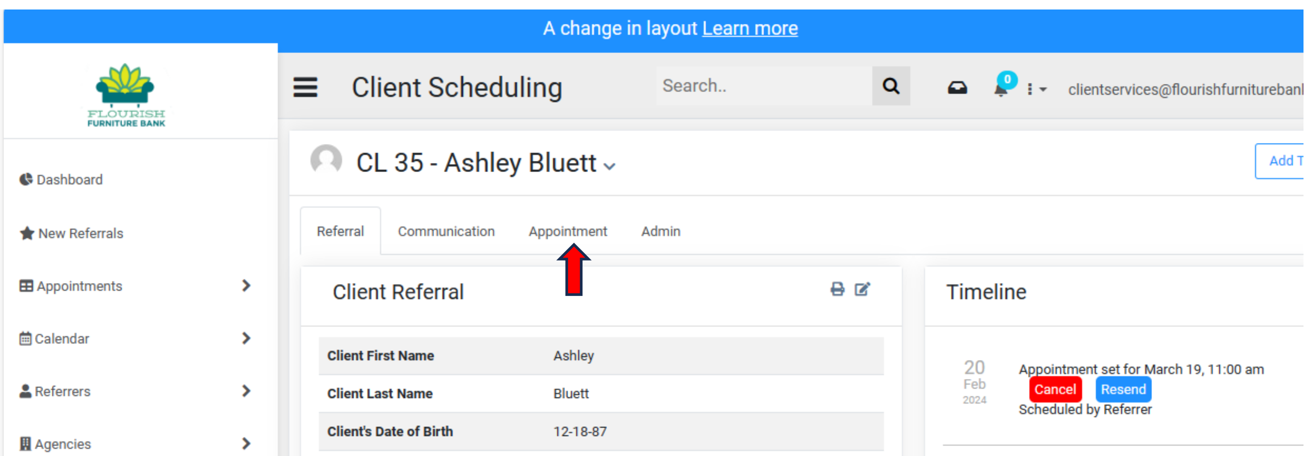
   - On the first page, click on Appointments.

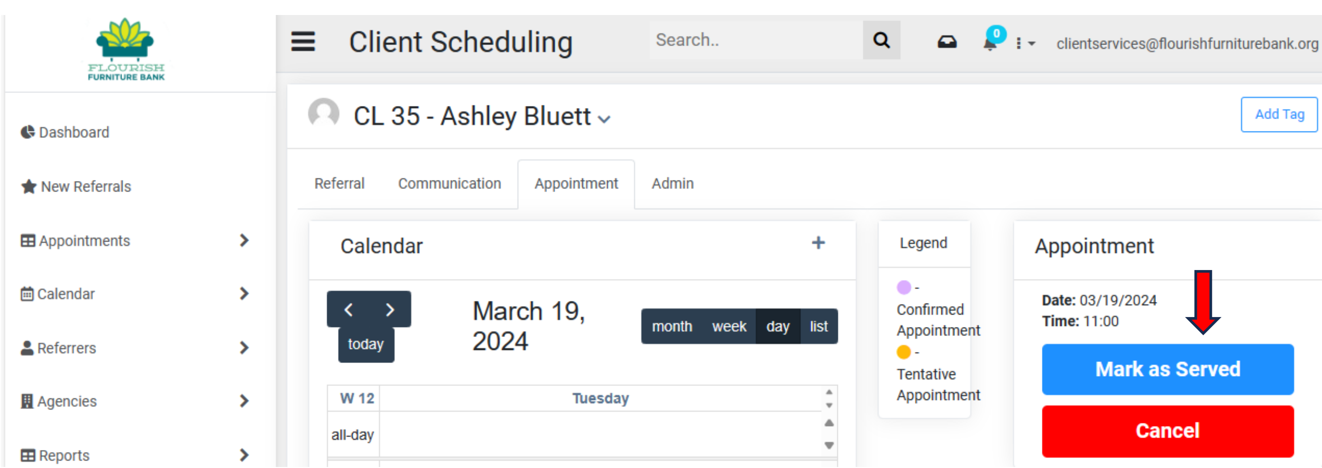


- Choose the guest’s name from the “Scheduled” list.

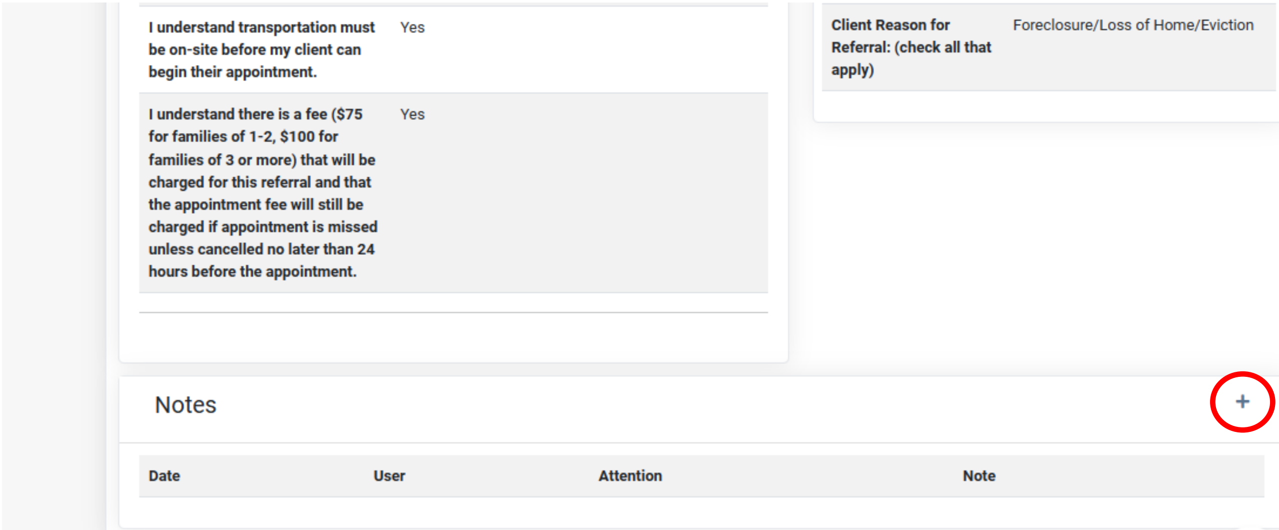


- On the next page, click on the appropriate Appointment, then click on “Mark as Served” on the left.



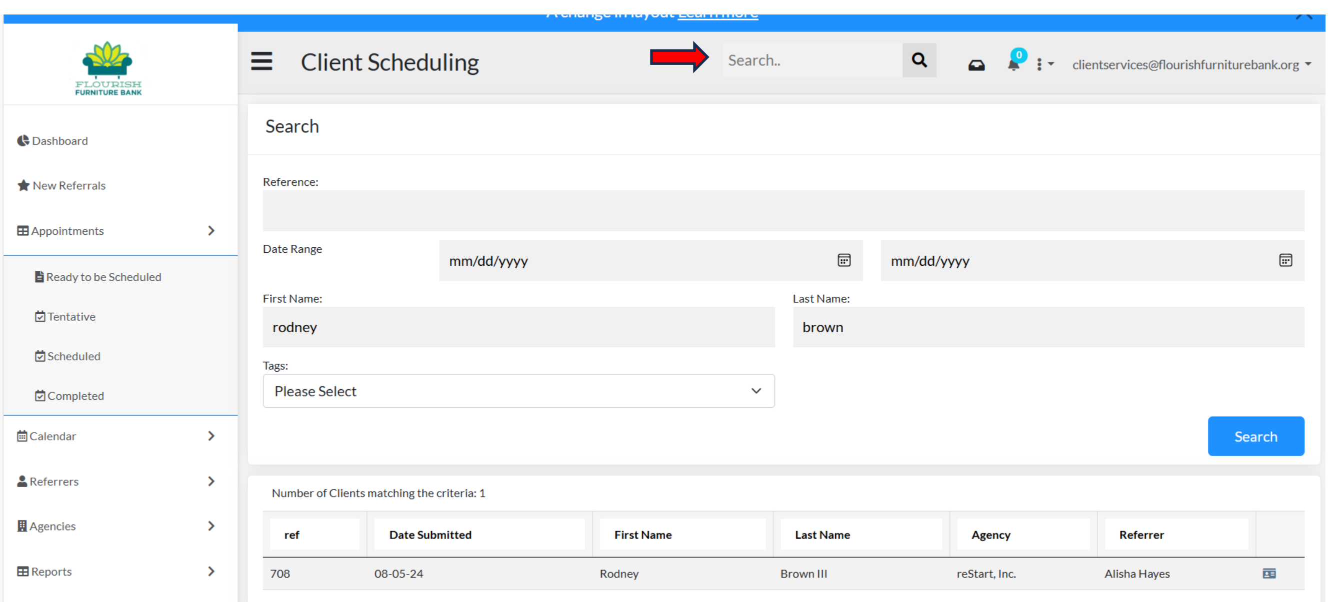


- **If a guest was a no show**, do not click on Appointments. Instead, go to Notes at the bottom of the page. Click on the + and in the box provided enter “No Show – Please Charge”.



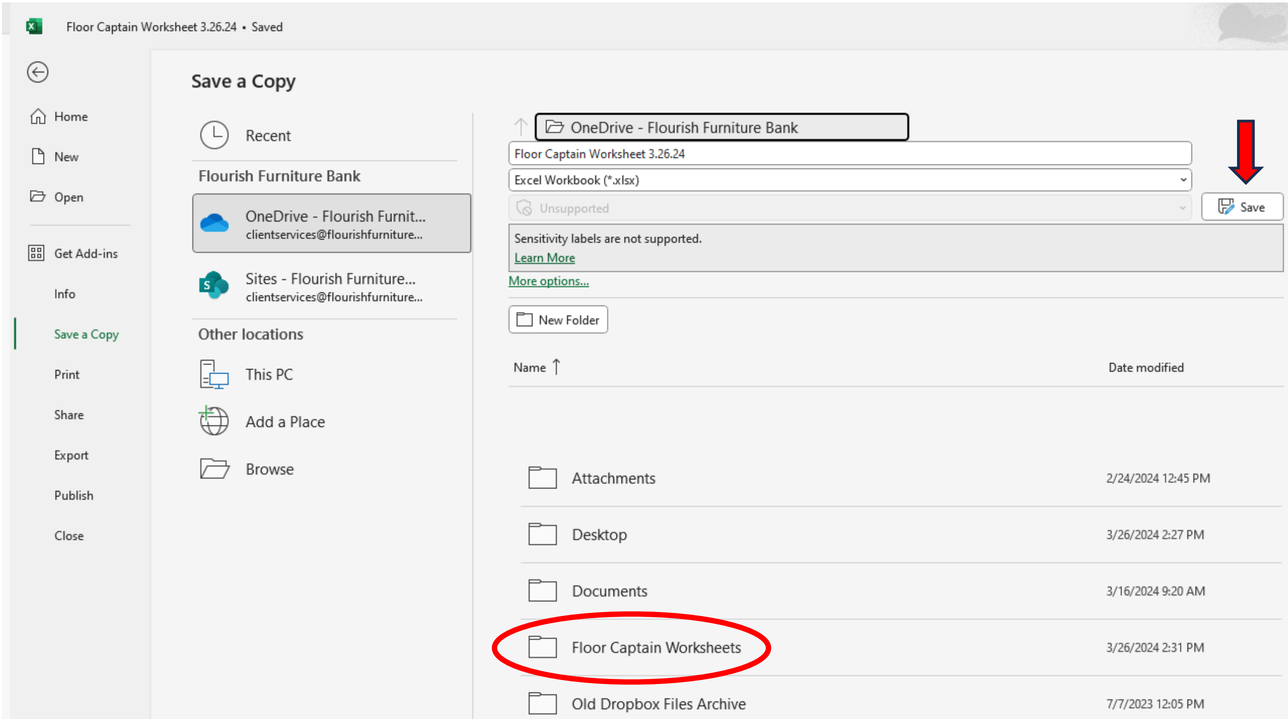
- Then go to Appointment at the top of the page and click on two buttons to be added soon to the page: either “No Show – Please Charge” or “No Show – Do Not Charge” on the left, as shown above.
- Write “No Show” and the date on the preference sheet and refile it in the accordion folder.

- If a no show guest’s name does not show up in the Appointments list, click in the Search bar. A new Search screen will come up; enter the guest’s first and last name and click on the blue “Search”button.

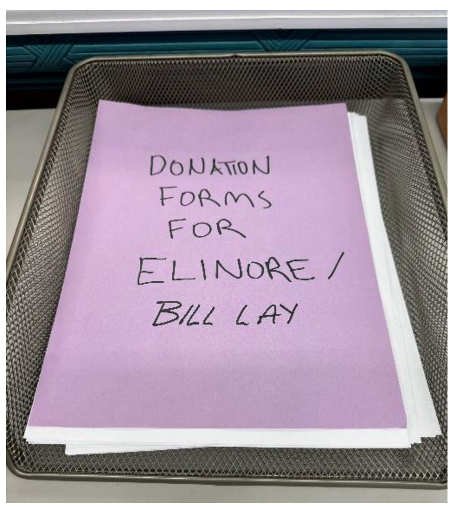


6. On the Floor Captain spreadsheet, complete all columns for each guest. When the spreadsheet is complete, save and print it.

7. Click on the File menu in the upper left corner of the spreadsheet and choose Save A Copy. Choose the Floor Captain Worksheets folder from the list shown and choose Save.

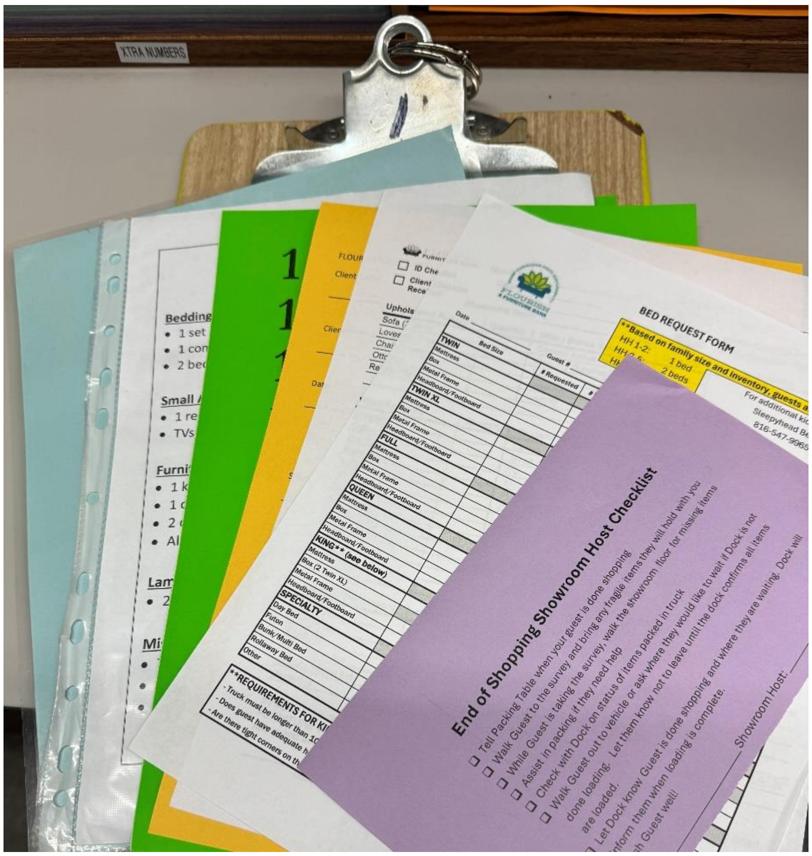


8. Gather all the shopping sheet/preference sheet pairs and paper clip them together, with the printed spreadsheet on top. Place this packet in the metal mesh tray for Bill Lay.

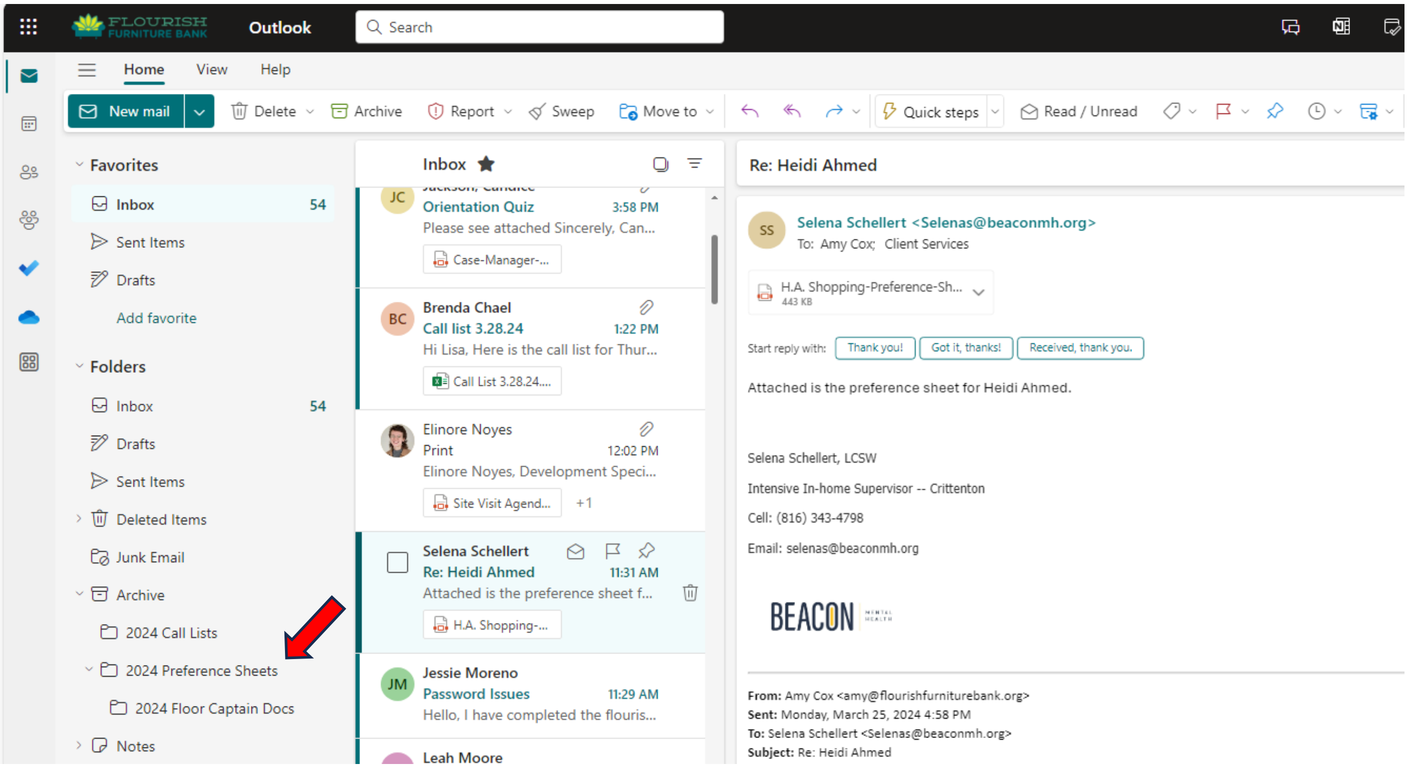


PREPARING FOR THE NEXT DAY

1. Replenish the clipboards with these forms, starting from the bottom up:
   - 2 laminated numbers corresponding to the number on the clipboard;
   - labels with the numbers corresponding to the number on the clipboard; make sure there are plenty;
   - the sheet showing limits for each item;
   - yellow picker sheet;
   - white shopper sheet;
   - purple reminder sheet; and
   - white beds sheet.
   - make sure there are 2 rings attached to the top of each clipboard.



2. Check email for any new preference sheets. Always check the accordion file before printing out a preference sheet. It's not uncommon for a case manager to send them twice. Once a preference sheet is printed, mark the email as read if necessary and drag it to the "2024 Preference Sheets" folder in the list on the left of the screen.



3. Prepare for the next day by pulling the preference sheets for the following Serve Day. These appointments can be found by referencing the "Scheduled Appointments" on FurnitureBank.net. Case Managers can be emailed the day before their guest's appointment if they have not yet sent in a preference sheet.