

Flourish Showroom Host Manual

- 1.) **Write name on showroom host board** next to the time slot(s) you are available to shop. Leave at least one hour between each sign up to give yourself enough time to shop with each guest.
- 2.) **When your guest is ready to shop, you will be called to the front desk.** Take your guest's numbered clipboard and attach the laminated sign with their number on it to a shopping cart using the metal ring.
- 3.) **Review your guest's preference sheet** to familiarize yourself with your guest and their specific needs. As you shop with your guest, please mark on the inventory sheet the number of items your guest has picked out, and the location of items that a picker will need to find on the yellow inventory "picker" sheet. Anything that does not fit in the shopping cart must have a sticker on it, and must be on that sheet, otherwise it could be left behind.
- 4.) **Greet your guest** by name and introduce yourself. Share with them that you will be supporting them as they shop today and are there to assist them. Give a brief orientation to the showroom and explain the shopping experience will last around 45 minutes. Hand them stickers to put on large items that will be picked up by our volunteers. Have them place stickers half way on furniture items so they are easy to remove later.
- 5.) **If available, begin with toilet paper and paper towels:** Single Person Family: 1 roll of paper towels and 2 rolls of toilet paper. Multi Person Family: 2 rolls of paper towels and 2 rolls of toilet paper per family member.
- 6.) **Dishes:** These are put together by family size so have your guest choose from their size of family. Dish sets for family sizes of more than 4 are kept in the back. If the correct size has not been brought up to the front, ask the front desk for the correct size to be brought up. Once your guest has picked out their dishes, take their box to the packing table and make sure it has their number on it in a highly visible area. *Note: Sets of 6 or more may be packed in two boxes. Please ensure you pick out both boxes if that is the case. The boxes will be labeled 1 of 2 and 2 of 2.* A volunteer will be at the packing table for you to bring your cart to whenever it is full, and you can exchange it for an empty one while the items are being packed.
- 7.) **Upholstered furniture:** Families of 1-2: May receive one sofa, loveseat, or recliner, 1 upholstered chair, 2 bonus chairs. Families of 3-4: 1 sofa or loveseat, 1 recliner, 2 upholstered chairs, 3 bonus chairs. Families of 5+: 1 sofa, 1 loveseat, 1 recliner, 2 upholstered chairs, 3 bonus chairs. Place a sticker on each item in a highly visible area and mark on yellow inventory "picker" sheet.
- 8.) **Wood furniture:** Families of 1-2: 1 small dresser, 1 desk with chair, 1 bookcase, and any 3 coffee tables, tv stands, end tables, and night stands, 1 kitchen table, 2 chairs. Families of 3-4: 1 large or 2 small dressers, 1 desk with chair, 1 book case, and any 4 coffee tables, tv stands, end tables, and night stands, 1 kitchen table, 4 chairs. Families of 5+: 1 large or 2 small dressers, 1 desk with chair, 1 book case, and any 4 coffee tables, tv stands, end tables, and night stands, 1 kitchen table, 1 chair per family member. Place a sticker on each item in a highly visible area and mark on yellow inventory "picker" sheet. *Be mindful of what size furniture your guest is picking out and if it will fit in their mode of transportation and/or home. Someone may prefer large pieces, but if they do not have the room for it, they may need to be shown smaller sized items.*
- 9.) **Art:** Each guest may select one large piece of art, and one mirror, if available. Small artwork is bonus. If possible, place a sticker on and move larger paintings and pictures to the wood furniture items. This helps ensure the pickers will see and load them.

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- 10.) **Rugs:** 1 rug. Guests may choose from current inventory.
- 11.) **Dining Room Tables and Chairs:** Guests may choose from current inventory. Tables are labeled with family sizes. Chairs may be exchanged. ***Once you are done with all large items, pin your yellow sheet to the bulletin board on the column at the end of the bedding aisle.***
- 12.) **Back Aisle:** Electronics: May choose between 1 microwave, tv, or computer. Show your guest the laundry soap, cleaning rag bags, laundry bags, and other household items and assist as needed.
- 13.) **Lamps:** 2 lamps. If no bulb is included, grab one lightbulb per lamp from the bookcase if available. Place a sticker on each lamp and walk the lamps up to the Packing table.
- 14.) **Bonus Items:** Allow your guest to browse this aisle on their own for around five minutes. While your guest is shopping, you can review your paperwork to make sure all items have been marked down and you have turned in your yellow “picker” sheet. Once done, take your final cart to the packing table.
- 15.) **Kitchen Items:** Offer kitchen kit, 1 large and 1 small or 3 small cookware items, and 2 bakeware items, and allow guest to browse and shop for smaller items. Guests may have 1 small appliance (coffee pot, toaster, blender, vacuum) and 1 bonus appliance. Vacuums are located in the back aisle near electronics.
- 16.) **Bedding:** Guests may choose one set of sheets and one blanket/comforter per bed given. A single person may choose 1 pillow, a family may have 2 pillows.
- 17.) **Throw Blankets, accent pillows:** All bonus
- 18.) **Bathroom Items:** Towels: 1 per person, max 4 per family. Guests may choose from the current inventory of personal items and bath accessories.
- 19.) **Review the paperwork with your guest.** Find a quiet spot to briefly go over the items chosen as noted on the inventory sheet. Ask if there is anything else you can help them find. Have your guest sign and date the form and make them a copy if they wish.
- 20.) **Walk your guest to the guest checkout desk** and assist them as needed with the guest experience survey. Once all paperwork and the survey are complete, you can walk your guest to their vehicle and wish them well!

Notes:

It is always a good idea to quickly walk the floor once your guest is done shopping and check that all large items were picked up. This is especially important for TV, microwave, pictures, and rugs.

Oftentimes, your duties as a showroom host are complete before the packing is. If you have time, you can assist in packing after you have walked your guest to their vehicle.

As a showroom host, you are often the face and presence that our guests will remember about their time at Flourish. **Thank you for your time, dedication, and love that you pour into each interaction!**