

FLOURISH FURNITURE BANK SHOWROOM HOST TRAINING

What is a Showroom Host?

A Flourish Furniture Bank Showroom Host serves as a guide and support for our guests that are coming in to shop.

Families that are referred to Flourish are often coming from circumstances where they have experienced, and could still be experiencing, a level of trauma that has both short and sometimes long lasting impact.

Certification allows our Showroom Hosts to best help our guests through the showroom, offering boundaried guidance, and encouraging choices that are best for the individual's circumstances vital to a successful, dignified shopping experience.



Flourish Guests

All Flourish Guests have been referred to us by a social service agency that we partner with. The agencies are our clients, and their clients are our guests.

Flourish has 75 different partner agencies that provide full case management for the families that are referred to us.

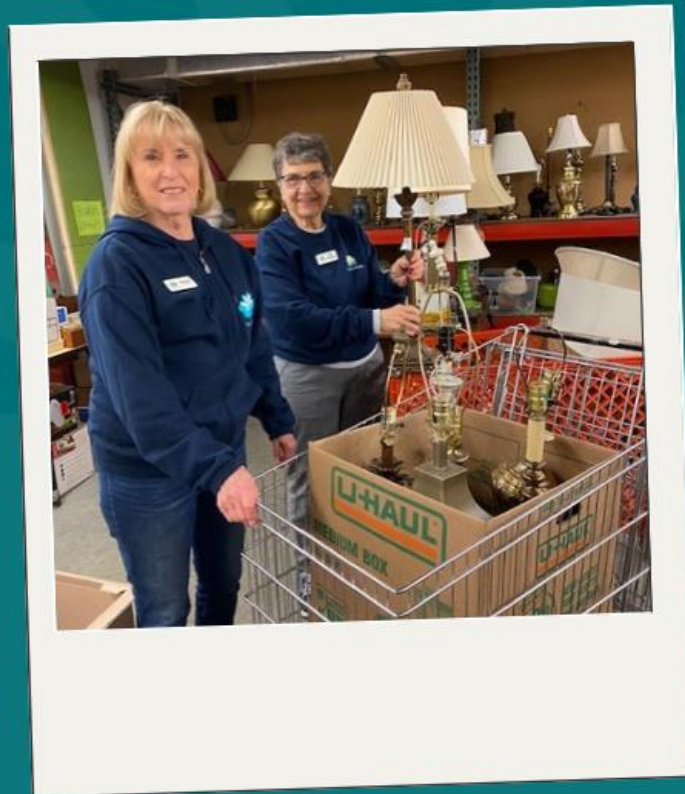
Each agency has a different demographic that it serves, including but not limited to: community integration after incarceration, mental illness and disability, addiction recovery, job loss, eviction or loss of home, unsanitary living conditions, refugees, veterans, and children aging out of foster care.

By working with these agencies, we are ensured that the guests that we serve are receiving individualized support for their specific needs, and will continue to receive support after their Flourish visit.

It is important to remember that each guest that comes in is worthy of the same respect and dignity, regardless of their reason for referral.



Walking in to Flourish can be overwhelming for any first time visitor. Offering a warm, calm presence, no matter your role, can go a long way in increasing your guest's comfort.



Understanding Trauma

Trauma is not defined by a major catastrophic or disturbing event. In fact, trauma is not an event at all, but how the mind and body interpret an event.

Trauma is anything that overloaded someone's capacity to cope at the time and continues to be emotionally challenging.

Individuals that have gone through trauma may have areas of their brain that have been physically rewired and impacted.

Trauma Can Impact:

- Behavioral Control
- Emotional Regulation
- Reaction Time
- Attachments
- Memory
- Life Skills
- Ability to Trust
- Decision Making



How Trauma Can Show Up While Shopping

Fight

A shopper may seem overly assertive or struggle with relationship dynamics between volunteers, staff, and other guests

Flight

Someone in Flight Mode may want to rush through their shopping experience or appear to be in a hurry to make decisions

Freeze

Freezing could look like a shopper having the inability or lack of desire to make a decision for themselves

Fawn

A shopper who is fawning may lean heavily on their showroom host to make decisions, or want to please them by choosing items they think the host would like.

Fight

A shopper may seem overly assertive or struggle with relationship dynamics between volunteers, staff, and other guests

Take a step back and offer both physical and mental space. Your guest may be feeling overwhelmed. Reassure your guest that decisions made in the showroom belong to them and that you are there for them as a support and guide.

Flight

Someone in Flight Mode may want to rush through their shopping experience or appear to be in a hurry to make decisions

Encourage your guest to view all of their options. Remain calm yourself and maintain deep, slow breathing. Often times, a person going through a Flight response will have elevated heart rate and shallow breathing. By regulating your own breathing, it may unconsciously help the guest synch their breaths to yours, helping to regulate their own. Offering them a break and a place to sit with some water could be beneficial as well.

Freeze

Freezing could look like a shopper having the inability or lack of desire to make a decision for themselves

A guest who is in a Freeze may just need some time to acclimate to their surroundings. Give your guest some extra time to take in the Showroom, making sure to explain the process and orient them to each area.

Fawn

A shopper who is fawning may lean heavily on their showroom host to make decisions, or want to please them by choosing items they think the host would like.

Each guest fills out a preference sheet before they arrive, which has several opportunities for a guest to describe their home and style. Use this as a guide and point out items that would correspond with what they have written. Try not to let your own style be known, and offer positive acknowledgement when they pick something out for themselves.

How Trauma Can Show Up While Shopping

One of our most important priorities at Flourish is for everyone to walk away having had an amazing, positive experience, volunteers, donors, and guests alike. If you cannot continue a positive shopping experience with your guest, have them wait in a safe place. Please see the front desk and see if there is another Showroom Host available who could finish with the guest.



PURPOSE
ATTUNED
GOAL
EMOTIONS

Showroom Host Manual

- 1.) Write name on showroom host board and list any specific details about needs for the day.
Example: Mary, need to leave by 11am
- 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 keyring.
- 3.) Review your guest's preference sheet to familiarize yourself with your guest and their specific needs. The last page on the clipboard will have a sheet with current item limits. **Current item limits will always supersede what is written out in this manual.** 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.
- 5.) Begin with toilet paper and paper towels: 2 rolls of toilet paper per family member, and one roll of paper towels for a single person family, two rolls if a multi-person family.
- 6.) Dishes: These are put together by family size so have your guest choose from their size of family. 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. A volunteer will be at the packing table for you to bring your cart to whenever it is full, and you can exchange for an empty one while the items are being packed.
- 7.) Upholstered furniture: Sofa or loveseat with at least 1 seat per family member. Love seats can be given to smaller families in lieu of a sofa. All chairs are considered bonus items except for recliners. Place a sticker on each item in a highly visible area and mark on yellow inventory "picker" sheet.
- 8.) Wood furniture: Each guest can receive a dresser and dining table, both based on family size, and two other wood items. Place a sticker on each item in a highly visible area and mark on yellow inventory "picker" sheet.
- 9.) Art: Each guest may select two smaller pieces of art, one large piece of art, and one mirror, if available.
- 10.) Rugs: Review preference sheet. **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.**
- 11.) Bedding: Guests may choose one set of bedding, along with a blanket or comforter, and mattress topper for each bed given. The typical pillow limit is two per family, but please check pillow bin for current pillow allowance.
- 12.) Bathroom Items: Review preference sheet.

Before the Showroom:

- Make sure you have read the Showroom Host Manual prior to your first shopping experience. This, along with our onsite certification program, will best equip you for the ins and outs of being a Flourish Showroom Host.

- 13.) Throw Blankets, accent pillows: Review preference sheet
- 14.) Kitchen Items: Explain kitchen kit, two cookware and two bakeware item limit, and allow guest to browse and shop for smaller items. Guests may have 1 small appliance and 1 bonus appliance. TVs, microwaves, and vacuums are considered small appliances.
- 15.) Back Aisle: Show your guest the laundry soap, cleaning rag bags, laundry bags, and other household items and assist as needed.
- 16.) Lamps: 1 small, 1 large/floor
- 17.) 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. Once done, take your final cart to the packing table.
- 18.) Walk your guest out to their truck and review items that have been picked and marked down.

Before the Showroom:

- Review the current item limits
- Review the preference sheet
- Greet your guest by name
- Introduce yourself
- Orient them to the showroom
- Explain the process
- Begin shopping with your guest!



Paperwork

FLOURISH FURNISHINGS
Client Name: _____

Client Number (omit): _____

Date: _____

Shopper: _____

Show for this pick up date: _____

pick up time: _____

Name for pickup: _____

UPHOLSTERED	Quantity	Location
Sofa/love seat		
Recliner		
Chair		
Extra Chair		
Chairman		

WOOD	Quantity	Location
Dresser		
Night Stand		
End Table		
Coffee Table		
Dining Table		
Bar Stool		
Desk Chair		
Recliner		
Bar Stool		
Other Wood		Location not needed

BONUS AREA & OTHER	Quantity	Location
TV		
Armchair		
Bag		
Carpet		
Other		

FLOURISH FURNISHINGS
FURNITURE BANK

☐ Identification Checked
☐ Client Checklist Received

Guest Name: _____
Guest No.: _____
Date: _____
Showroom Host: _____

Household Size: _____
Number of Children: _____
Arrival Time: _____
Completion Time: _____

Upholstered Furniture	Quantity	Bin/Item No.	Lisens (1 per person)	Quantity	Miscellaneous / Bonus Items	Quantity
Sofa (2 seats)			Blankets		General Bonus Household Items	
Love seat (2 seats)			Pillows		Cleaning Supplies Kit	
Chair (1 Seat)			Sheet Set		Tools	
Recliner (1 part of set)			Bath Towel Set		Seasonal	
Recliner			Kitchen Towel Set		Laundry	
			Container			
Total Items			Total Items			

Wood Furniture	Quantity	Bin/Item No.	Household Items	Quantity	Mattress	Box Springs	Frame	HS/PT Board
Dresser			Laptop		Twin			
Coffee Table			Small Appliances		Full			
End Table			TV		Queen			
Night Stand			Microwave		King			
Buffet/Hutch			Pictures/Mirrors/Art		Twin XL			
Bookcase			Rugs					
Desk			Dish Set: 2 4 6 8 10+					
Desk Chair			Cookware					
Kitchen Table			Silverware					
Kitchen Chairs (12 person)			Kitchen Essentials Pack					
Bar Stool			Hygiene Kit					
TV Stand								
Total Items			Total Items					

By signing this document as the guest, I understand and agree to indemnify and hold FLOURISH FURNITURE BANK harmless for any liability arising out of the use and transportation of any property listed above and acknowledges that I have received the items listed above.

Guest Signature: _____ Date: _____

March 2023



Picker Sheet

This sheet is to be filled out as you place stickers on larger items to be loaded by our team of furniture pickers. Please note the location and quantity of item where appropriate, and place on bulletin board on the column by the bedding aisle.

Inventory Sheet

Everything your guest picks out should be inventoried on this sheet. Please fill out quantity of items and, when needed, estimate to your best ability number of bonus items. After your guest is done shopping, walk them out to the truck and confirm that the items they shopped for are being loaded into their vehicle. Have them sign and date the sheet, then turn it in to the basket at the front desk.

Sticker Sheet

When you are reviewing your paperwork prior to shopping with your guest, please ensure that you have enough stickers for your guest to place on the larger items that they will be shopping for. Extra stickers can be found behind the front desk in the paper organizer.

In the Showroom

Follow the guidelines from the Showroom Host Manual.

All Current Item Limits will supersede what is written in the manual.



- Work the Showroom beginning with dishes, and move throughout the area in a clockwise motion, going through upholstered furniture, to wood furniture, to the household essential aisles, filling out the inventory sheet as you move along.
- As soon as you are done placing stickers on the large furniture items, place the gold picker sheet on the bulletin board.
- Once shopping is complete, have your guest review the items they picked out that are being loaded into their vehicle, and if everything looks good, have them sign the inventory sheet.
- Walk them to the checkout desk and assist as needed with the Guest Exit Survey.
- Upon completion of the survey, walk your guest to their vehicle and wish them well!

Helpful Tips

- Reinforce their choices
- Guide, but don't force
- Consider their perspective
- Don't take anything personally
- Because of available inventory and item limits, there may occasionally be a disappointing choice or selection that needs to be made by your guest. Be prepared to explain item limits and availability of certain items based on family size. Say "no" gently and rarely, and thank them for understanding.





QUESTIONS?

A blue double door is open, revealing a brightly lit interior space, likely a warehouse or a large retail store. The floor is polished and reflects the overhead lights. In the background, there are tall shelves stocked with various products, and a person can be seen walking in the distance. The text "LET'S GO SHOPPING!" is overlaid on the image in a large, bold, black font.

**LET'S GO
SHOPPING!**