

# CHURCH MERCH

*\* The purpose of this manual is to provide a clear and specific guide to guarantee the optimal operation and development of the department, in order to serve as an instrument of support and institutional improvement.*

**BASIC INFORMATION**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name: \_\_\_\_\_

E-mail: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

1. Have you completed NEXT? Yes \_\_\_\_\_ No \_\_\_\_\_

2. Marital status (Circle One) Single Engaged Married Divorce Widowed

Spouse Name: \_\_\_\_\_ Date of Marriage: \_\_\_\_\_

3. Any major life changes at this time or in the last 3 months (birth of a child, marriage, divorce, loss of job, etc.)?  
\_\_\_\_\_  
\_\_\_\_\_

4. Have you gone through the Following Jesus class? \_\_\_Yes \_\_\_No

5. Are you a born-again Christian? \_\_\_Yes \_\_\_No

6. Have you been filled with the Holy Spirit? \_\_\_Yes \_\_\_No

7. Have you joined or led a LifeGroup? \_\_\_Yes \_\_\_No

8. Have you been Water Baptized? \_\_\_Yes \_\_\_No

9. Are you comfortable using CCB to answer serving requests? \_\_\_Yes \_\_\_No

10. Six-digit register code: \_\_\_\_\_ (you will need to remember this code)  
\_\_\_\_\_

**SERVING PREFERENCES**

**Recruiter:** Recruits members to become serve team members of the Church Merch team

**Scheduler:** Handles the scheduling of volunteers during the week and ensures everyone scheduled will be there for their scheduled time. Assists on Sunday wherever they are needed.

**Merch Register:** Handles all the purchases on the registers for customers

**Merch Sales Floor | Merch Greeter:** Greeters customers as they enter Church Merch! Help assist customers in finding exactly what they are looking for.

**Merch Restock:** Restock merchandise from the closet as things are being sold.

**Availability to Serve (Mark all that apply):**

- Weekly
- Bi-Weekly
- 10AM service
- 11:30AM service

**Desired Position to Serve (Mark all that apply):**

- Recruiter
  - Scheduler
  - Merch Register
  - Merch Sales Floor | Merch Greeter
  - Merch Restock
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## PURPOSE

Serving in church merch supports our values of **SERVE** and **CONNECT** and is an extension of Word of Life.

## GOAL

Our goal is to provide valuable resources to members who want to deepen their relationship with the Lord all while being a friendly face.

## SERVE DETAILS

- **Customer Service:** Greet each person as they enter your area, making eye contact. Keep the line moving and never panic. Smile, have fun, and connect with your team and church family! You have the awesome opportunity to assist people in finding spiritual aids through bibles, books, devotions, and more to help them along their journey in following Jesus.
- **Accountability:** Whenever you leave your register, you must log out so no one will have access to your register. We are to be good stewards of what God has entrusted us with. It is important to be watchful to keep our registers accurate for inventory and financial purposes.
- **Presentation:** Let's keep our inventory neat and free from dust and unnecessary clutter at the register counter, shelves, and fixtures on the sales floor. Recover your area at the end of your service.
- **Ministry:** You are at the forefront. People are watching your expressions, how you answer their questions and requests, and how you react. Always win them over with love! Smile and show the love of God that is shed abroad in your heart.
- **Schedule:** Please arrive on time according to the times on planning center schedule requests. Service time is 30 minutes before service begins and 30 minutes after service ends. When you arrive on time, the team member serving before you is able to leave on time. Thank you for respecting others' time.
- **Communication:** Please let your Service Leader know if you are unable to serve well in advance so they can find someone to cover you. In the case of an emergency/illness, please contact your service leader so the team can pray for you.
- **Time Commitment:** Your serve is 30 minutes before service ends and 30 minutes after service ends. Please do not leave before being dismissed by someone on our leadership team.
- **Age Requirement:** 16 years or older (exception can be made for youth wanting to serve)

## TRAINING

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- Login Information: You can log in using your six-digit passcode assigned by the Service Leader. Select register app.
- Ringing up Sales: Scan the item barcode or search by item in search mode.
- Payments:
  - *Credit/Debit Card*: Select charge and send to pin pad (customer follows prompts).
  - *Cash*: Select cash and choose from options on the screen. Count back the correct change to the customer if applicable.
  - *Check*: Select check and enter the name of the customer in the notes.
- Voiding Transactions: Service Leader approval is needed to void items.
- Returns: We **do not** accept returns or exchanges at the moment
- Additional Details:
  - Close open orders after performing price checks
  - Personal purchases must be rung up by team leaders
  - Church staff receives a 30% discount and Church Merch serve team members receive a 20% discount on all items.
  - Always log off the register when not ringing up customers.
  - Refill the sales floor (dusting and straightening).
  - Refill books or merchandise sold from back stock.
  - To know when you are scheduled to serve, we use a system called CCB. You will be able to accept and decline invitations through your email. If you need more help with this let the trainer know!

**Questions or Concerns?** If you have any questions or concerns please feel free to contact Anna Kate Williams the Church Merch Manager at [awilliams@thelife.cc](mailto:awilliams@thelife.cc) We are thrilled to have you on the team!

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