

**CSMA IKEA TREE LOT 2016
THANK YOU SO MUCH
FOR BEING A PART OF OUR SUCCESS!**

All Coastal Sound Singers / Families are required to sign up for a minimum of 2 shifts as outlined at registration.

This fundraiser is an integral part of the funds needed to sustain Coastal Sound Music's music education, community outreach and bursary programs. We could not do it without your commitment and support. You are making this happen! We are so grateful!

In the following pages you will find:

- 1) GENERAL INFORMATION & IMPORTANT CONTACTS**
- 2) VOLUNTEER SHIFT TYPES**
- 3) SHIPMENT DELIVERY SCHEDULE**
- 4) "SALES" SHIFT OVERVIEW / CHECKLIST & VOLUNTEER SCHEDULE**
- 5) LOT MANAGER DUTIES OVERVIEW & OPENING and CLOSING PROCEDURES**
- 6) INFORMATION ABOUT THE TREES**





GENERAL INFORMATION & IMPORTANT CONTACTS

**Coastal Sound Tree Lot Web page for more info: http://bit.ly/IKEA_lot
 IKEA Coquitlam: 1000 Lougheed Highway, Coquitlam 1-866-866-4532**

<p style="text-align: center;">IKEA STORE HOURS</p> <p style="text-align: center;"><u>Monday to Friday:</u> 10am - 9pm</p> <p style="text-align: center;"><u>Saturday:</u> 9am - 8pm</p> <p style="text-align: center;"><u>Sunday:</u> 10am - 6pm</p>	<p style="text-align: center;">TREE LOT STAFF HOURS</p> <p style="text-align: center;"><u>Monday to Friday:</u> 9:30am - 9:30pm</p> <p style="text-align: center;"><u>Saturday:</u> 8:30am – 8:30pm</p> <p style="text-align: center;"><u>Sunday:</u> 9:30am - 6:30pm</p>
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Role	Name	Email	Phone
Schedule Coordinator	Andrea Howorth	admin@coastalsoundmusic.com	604-552-2762 604-802-2440
IKEA Liaison	Charmagne Yeung	charmagne.yeung@ikea.com	604-540-8337 ext. 2334.
Closing Lot Manager Nov 24 – Dec 8	Gordon Ball	ball@triumf.ca	604 781 4882
Closing Lot Manager Dec 12 – Dec 23	Eric Rogers	flailfish@gmail.com	778-991-5936



VOLUNTEER SHIFT TYPES

The only requirement is that volunteers must be 15 years or older. Volunteers under 19 should plan to sign up with a responsible person who is 19+. Please also note that we MUST have at least 2 people on the lot to meet our contract agreement – if you can no longer make your shift, please make every effort to find someone to cover for you.

- **UNLOADING SHIFTS:** on the days that IKEA receives their shipment of 1200 trees, we need a crew of 10 to move the trees to the lot and display the trees in their “shelves”. These shifts happen on very specific days and the process takes about 2 hours. **Currently, the dates are November 24th, December 1st, 8th, 15th and 18th from 9 am to 11 am.**
- **“SALES” SHIFTS:** require a team of 2 to 4 people depending on the date and time. Each of these shifts is about 4 hours long. A “sales” shift doesn’t actually involve any sales...our volunteers simply staff the tree lot by helping customers select their tree and marking the receipts of customers who pick up the trees they’ve purchased from IKEA cashiers in-store. Those who are physically able can also help during “sales” shifts by sweeping the lot, restocking displays and promoting Coastal Sound to interested members of the public. We ask that our volunteers become knowledgeable about the type(s) of trees and where to find them on the lot.
- **ON-CALL SHIFTS:** Are you able to be on call to pop over to IKEA in the event that a scheduled volunteer does not show up? Your help here will go a long way in ensuring we have peace of mind that this will be another successful year for this important fundraiser. Unfortunately these shifts ONLY count towards the minimum required as a part of CSMA membership if an on-call volunteer is called to and fulfills a shift, but we are as grateful for them as any other!

PLEASE VISIT: [Sign Up](#)

TO SIGN UP FOR SHIFTS OF YOUR CHOICE!



LOT MANAGER DUTIES OVERVIEW & OPENING and CLOSING PROCEDURES

LOT MANAGER SHIFTS: This very important role is needed to ensure the volunteers are arriving for their “sales” shifts so that the lot is properly staffed. The Lot Manager does not need to stay on site the whole day, but needs to be there to open the lot and then to be able to be at the lot for the shift change intervals to provide an overview of the lot status, to phone any volunteers who have not shown up, and to contact “on call” volunteers where needed. **The Lot Manager should be prepared to stay on the lot if less than 2 volunteers have shown up for the “Sales Shift”.** Please see **Important Contacts, page 2.**

We STILL need a Lot Managers for the following:
Afternoon Lot Manager – weekday & weekends
Evening Lot Manager – December 10th & 11th

If you are able to help, please contact admin@coastalsoundmusic.com or Sign Up Here: [Tree Lot Manager Sign Up](#)

Lot Managers should be aware of the following info:

- Morning Lot Managers are responsible for opening the lot at 8:30 am on the shipment unloading days **November 24th, December 1st, 8th, 15th and 18th**. They are also responsible to stay for the unloading shift and to "count" the number of trees that come off the truck and give this info to an IKEA staff member.
- Customers purchase their tree at the cash lanes inside the IKEA store. **CSMA VOLUNTEERS DO NOT SELL TREES**, they provide information about the trees and deliver them to the customer.
- Check receipt for quantity of trees purchased.
- **Under no circumstances can Volunteers accept payment or tips for trees.** IKEA has a very firm policy that no staff working on behalf of IKEA may accept tips. CSMA Volunteers fall into this guideline and must refuse any tip in any form offered by a customer.
- **IKEA generally sells three types of trees and one of each will be opened and standing by the trailer. Make sure you know the difference between the trees and where they are located on the lot as customers often will be looking for a particular kind of tree (THIS IS TBC – there may only be one kind of tree in 2015).** Please note trees are generally 5' – 8' in height. **DO NOT CUT THE TWINE AROUND ANY OTHER TREES OR ALLOW CUSTOMERS TO CUT THE TWINE.**
- All volunteers **MUST** wear the fluorescent safety vests provided by IKEA.
- The customer will pick out their own tree but will often ask about differences between the type of tree or help in locating the kind of tree they want on the lot. The customer will load the tree on a cart but sometimes will need some assistance from the Volunteers to do this. As they exit the gate, mark off the receipt – just like COSTCO!
- Ensure that each customer is offered a CSMA program information pamphlet and song sheet. Children in particular like the song sheets. IKEA also provides information pamphlets and/or places signs in the lot describing their donation to Tree Canada and a sheet about how to care for the tree.
- **KEEP THE TREE LOT TIDY**, sweep the lot and check the lot regularly to ensure trees have not been left lying in the aisles or on the ground.



- Replace any blank spaces on the trees frames with trees either lying flat against the perimeter fence or stacked more than one tree deep nearby.
- **ALL CUSTOMERS MUST SECURE/TIE THEIR TREE TO THEIR VEHICLE THEMSELVES.** We cannot assist in this process for liability reasons but we can provide twin, which is located in the tree lot. IKEA also has rope and tarps available for sale if required.
- The wireless radio is for contact with IKEA reception/loss prevention/security when necessary and should be on Channel 3.
- Washrooms are located at the entrance of the store, next to the restaurant upstairs and across from Returns and Exchanges.

OPENING AND CLOSING PROCEDURES

Opening: MORNING LOT MANAGER

- The lot opens 30 minutes before the IKEA store opens so start the opening procedures at 9:30 Monday to Friday and 8:30 Saturday and Sunday. Lot Managers are responsible for opening the lot at 8:30 am on the shipment unloading days **November 24th, December 1st 8th, 15th and 18th.** **They are also responsible to stay for the unloading shift and to "count" the number of trees that come off the truck and give this info to an IKEA staff member.**
- **Ensure first shift volunteers show up and secure a backup if needed or stay on site if less than two volunteers have reported for duty.**
- Pick up keys and radio from Administration on the upper level of parking.
- Open gates and trailer, put keys in pencil box, and place orange cones at the edge of the gates.
- Ensure there are a minimum of 15 carts for hauling trees to the cars. IKEA prefers that we use the same carts all the time because the trees make them quite dirty.
- Have volunteers sign in on the Volunteer Sheet in the IKEA Administration Office at the beginning of their shift, run through lot procedures and ensure they are wearing the safety vests provided by IKEA. Please note all Volunteers must sign in at the beginning of their shift and sign out at the end of their shift in the IKEA Administration Office.
- Remind Volunteers they are to check lot for fallen trees, straighten up the lot, including sweeping and keeping aisles clear for carts.
- Show Volunteers where the coffee coupons are (1 coupon per person per shift).
- Show each shift how to use emergency radio. Radio on Ch 3 connects to Loss Prevention in IKEA Security Office.
- Set out any information pamphlets about CSMA and ensure Volunteers know to hand them out to customers.
- **CHECK IN TO LOT at shift change times to ensure volunteers are showing up for their shift.** Secure a backup if needed or stay on site if less than two volunteers have reported for duty for their scheduled shift.



MID –DAY: AFTERNOON LOT MANAGER

- Arrive 15 minutes before mid-day shift change.
- Ensure afternoon volunteers have arrived. Phone any volunteers who have not shown up, and to contact “on call” volunteers where needed. **The Lot Manager should be prepared to stay on the lot if less than 2 volunteers have shown up for the “Sales Shift”**
- Have volunteers sign in on the Volunteer Sheet in the IKEA Administration Office at the beginning of their shift, run through lot procedures and ensure they are wearing the safety vests provided by IKEA. Please note all Volunteers must sign in at the beginning of their shift and sign out at the end of their shift in the IKEA Administration Office.
- Remind Volunteers they are to check lot for fallen trees, straighten up the lot, including sweeping and keeping aisles clear for carts.
- Show Volunteers where the coffee coupons are (1 coupon per person per shift).
- Show each shift how to use emergency radio. Radio on Ch 3 connects to Loss Prevention in IKEA Security Office.
- Set out any information pamphlets about CSMA and ensure Volunteers know to hand them out to customers.
- **CHECK IN TO LOT at shift change times to ensure volunteers are showing up for their shift.** Secure a backup if needed or stay on site if less than two volunteers have reported for duty for their scheduled shift.

EVENING: CLOSING LOT MANAGER

- Lot closes at 9:30 pm, 30 minutes after store closing
- Put chairs, vests, cd player and any CSMA pamphlets and information back in the trailer
- Put away stereo
- Check lot with volunteers to ensure all customers have left.
- Volunteers sign out on in the IKEA Administration office
- Turn out lights in trailer and on the lot
- Put orange cones inside the gates
- Place garbage cans and bins outside the gates if full.
- Lock trailer and gates
- Return keys and radio to Administration on upper level. If there is no one in the office, slide the radio and keys under the door.

Any problems contact:
Andrea Howorth @ 604-552-2762

“SALES” SHIFT OVERVIEW / CHECKLIST

Start of the Day

- Sign in at the administration entrance
- Check in with Lot Manager to review duties re: keeping lot clean, shelves stocked, etc

During the Day

- **When the customer comes to pick up a tree that has already been purchased:**
 - Check the receipt to ensure the tree has been purchased. Look for the article number (xxxxxxx) to verify the quantity.
 - IKEA generally sells three types of trees and one of each will be opened and standing by the trailer. Make sure you know the difference between the trees and where they are located on the lot as customers often will be looking for a particular kind of tree. Please note trees are generally 5' – 8' in height. **DO NOT CUT THE TWINE AROUND ANY OTHER TREES OR ALLOW CUSTOMERS TO CUT THE TWINE.**
 - Assist customer with choosing a tree and loading it on their cart.
 - Once the customer has received their tree, you **must stamp their receipt.**
- **If a customer wishes to purchase a tree:**
 - They must first purchase a tree through the cash lanes inside of the IKEA store.
 - Under no circumstances are volunteers to accept payment or tips for trees. TIPS: IKEA Canada has a clear cut policy that no staff working on behalf of IKEA Canada may accept tips. Volunteers will fall into this guideline and must refuse any tip in any form offered by the customer.

All customers must secure their purchase to their vehicles on their own. We cannot assist in this process for liability reasons, however we provide our customers with twine located on the loading dock. There is also rope and tarp available for sale in the store.

ABOUT THE TREES

- Trees are supplied by Canada Green Farms. For every tree sold, IKEA donates a sapling to the Tree Canada Foundation. IKEA continues to volunteer with Tree Canada to help plant these saplings in the community in the spring, through our “Pick a tree, plant a tree” program.
- Trees are Balsam Firs; signage will be in place on the fencing to support this information for customers.
- Every customer that purchases a tree will receive a coupon to use for a purchase on a future date.

