

Estate Sale Guidelines

I. Sort trash/donate

1. The dumpster should be loaded from back to front where the door is. Make sure all bags and debris are as close to the top of the dumpster rim as possible starting at the back. Do not drop bags and debris at the door entrance if the other end is not full. We work back to front.
2. Clear bags are for donate. Black bags are for trash.
3. Trash consists of items that are broken, stained, ripped, etc. If unsure, ask.
4. You are responsible for taking trash bags from your area to the dumpster.
5. Don't fill up any bag so it is too heavy to carry or throw over side of dumpster.
6. During dumpster week, all efforts should be on putting trash into dumpster, not pricing/organizing. If you are finished in your area with trash, move to another area to maximize the dumpster time and client's money.

II. Pricing and set-up

1. If an item uses batteries or plugs in, put in fresh batteries or plug it in and write Tested on the tag if it works. If it does not work then throw it away. For more expensive items, ask for a second opinion before discarding.
2. If you are unsure of how to price an item, take a picture of it and use Google lens to see what others are selling the item for. If using eBay, make sure you are looking at sold items and not items currently for sale. Ask if you are unsure.
3. On your price tag or sticker, write a one or two word description of the item and the price using a \$ sign.
 - Avoid blue tape shown on items if possible
 - Use larger tag on items that are larger in size
4. When organizing and pricing has started in a particular area, especially an area such as a bedroom or office, please make sure that if you take an item to

a room you tag and price it before leaving it. Or, you can leave it outside the room doorway in a box or bag.

5. Use white tags for the home client. Other colored tags will be assigned to other client items brought into the sale house.

6. All clients items from outside the sale house need to be tagged with their appropriate tag color before placing in rooms in the house.

7. All items sold need to be sellable. Not stained, broken, dirty, etc.

8. When pricing large sets of china, have a sheet of paper and pen handy. You will take inventory of how many dishes there are per china pattern. For example, you will write 8 Dinner Plates, 8 Salad Plates, 7 Cups, 1 Gravy Boat, etc on a sheet of paper. Then you will add up the total number of dishes in that pattern. Note: A sugar bowl and tea pot have lids, so they are considered 2 items each. At the top of the paper, you will write the manufacturer and pattern names along with the total number of dishes. These sheets will be typed and printed and placed with the china for a more professional look. Leave out one place setting and any odd pieces. The rest of the china will be packed in boxes with the name of manufacturer, pattern, and box ___ of ___ on the outside. If there is only 1 box, still write box 1 of 1 on the box. Pre-boxing is done to save space on the sale floor. Boxes of packed china can be kept in a closet or under a table where customers can't get access to them. On sale day, if a customer buys the china, an employee will retrieve the box(es) of china for the customer and wrap up the display china for them. Make sure you are giving the correct boxes and all of the boxes for that pattern!

9. Keep your pricing supplies tidy in your area! Make sure at the end of the day you put pricing supplies that you used back at the wrapping station for the next day's work.

10. Personal business on phones needs to be conducted off the clock.

III. Sale Days

1. Susan will ask your availability for sale weekend the weekend before the sale takes place and will let you know what days you are needed by the Sunday evening prior to the sale weekend. Depending on the size of the sale, you may not be needed each day. You can arrive early but you will only be paid for your scheduled hours that are sent to you. If a sale is slow, you may be dismissed earlier than your scheduled end time.
2. Sale day dress attire – please wear a blue or black solid shirt with black bottoms. Skorts or pants are fine as well as appropriate length shorts. Please wear your apron on sale days. Tennis shoes or closed toe shoes are a must.
3. Make sure appropriate signs are placed throughout the sale house each sale day. I.e, watch your step, thanks for shopping, restroom, % off signs, etc.
4. Please be courteous with other employees around customers. Remember, customers are listening even if you aren't talking straight to them.
5. Please be courteous to the customers. If they haven't picked up their tab sheets or haven't gone to the wrapping station, don't chastise them. Not all customers are regulars and may not understand our process. Customers tell others the 1 bad thing that happens, not the 100 good things!
6. Moves and More will provide a simple "how to start a tab and pay" sheet for customers when they arrive.
7. As items sell on the 2nd sale day and things get slow, it is ok to walk around the house and straighten up, consolidate items to areas, break down tables and shelves as long as it isn't super disruptive to the sale. Keep an eye on the wrapping station to make sure people aren't waiting to make a tab.
8. Take out your wrapping station trash at the end of each day.
9. Make sure bathroom trash has been taken out, there is TP, paper towels, and hand soap.

10. The cashier needs to give Susan all of the price sheets for each day at the end of the sale day.

11. At the end of the day, put the squares on charge for the next sale day.

12. At the very end of the sale on Sunday or Monday morning, all employees are expected to help with the breakdown of tables, shelves, and gathering and packing of Moves and More supplies.

IV. Clear Out

1. Clients decide at the end of the sale what they would like done with unsold items. If client wants items donated, you will be scheduled to help with the packing of donated items.

2. It is in our contract that we will leave the house swept and vacuumed in the rooms used before completely being finished with the sale house and turning the keys back over.

V. Tax Exempt at Checkout

1. A note will be placed at cashier table asking customers for copy of tax exemption certificate if we don't already have it – send clear and legible picture to Carlton.

2. Each tax exempt person and day – Who and how much the total bought was for the day – write down and send to Carlton. He has to report this to the State for IRS for audits.

VI. MISC

1. Nothing should be purchased for a sale with expectation of being reimbursed without prior approval from Susan. No expense will be reimbursed without prior approval. Any expense related to improving client items for sale will be expensed to the client and up to Susan to contact client to get their approval first. If an expense is approved then Susan will give her CC to make purchase. Susan will need original or legible screen shot of receipt to give to client and to keep as copy in Moves and More files.

2. The last person leaving is responsible for making sure lights are off, all doors leading outside are locked, and the thermostat is set to a reasonable value.

3. Don't leave your drink bottles and food wrappers sitting around the house! Drink them, eat the food and throw them away every day! Please!

And above all....have GRACE! Grace with each other and Grace with our clients and customers.