

GVR Artisans' Shop Rules and Regulations

Rules and Regulations for members of GVR Artisans' Shop are set forth so that all members will be aware of policies and procedures determined by the Board of Directors.

CUSTOMERS

1. Customers are to be greeted in a friendly manner.
2. Members on duty are to offer assistance to the customer but permit browsing.
3. Private conversations with other members should be held to a minimum when customers are in the shop.

MEMBER RESPONSIBILITIES

1. Members should adhere to the GVR Code of Conduct and the GVR Artisans' Shop Rules and Regulations at all times.
2. Members are to be familiar with all of the following: GVR Club Rules, Artisans' Shop Rules and Regulations, Bylaws, Display Policies, Training Guidelines and Monthly Board Meeting minutes, all of which are located in the "Handbook" under the counter in the shop.
3. Members are to use the SimpleConsign instructions notebook for instructions on using the computer to make a sale.
4. Members are required to attend at least 2 of the 4 member meetings per calendar year and participate in the shop for a minimum of 6 months between September 1 and June 30, (participation means having items in the shop and working the required hours per month). The Club Board may make exceptions for health reasons. Members who do not attend the required two member meetings per calendar year will be monitored for attendance the following year and expected to remedy the problem.
5. Subject to change and based on coverage, members are required to work 2 shifts each month when the shop is open full days and 1 shift each month when the shop is open half days.
6. Members who are unable to work the proper number of shifts each month are expected to make up the shift(s) the following month. If this becomes a practice, the member will be asked to appear before the board to determine what action should be taken.
7. Due to the limited space behind the counter, members should ask the workers for anything they need from behind the counter.
8. Name tags should be worn while working, and are the property of the shop, and are to remain in the shop after the member's shift is completed.
9. Workers on duty are to present a neat, casual appearance.
10. Members should sign up to work by the 15th of the previous month using SignUpGenius. New members should sign up as a "New Member" for 3-6 months, or until comfortable with shop procedures.
11. Changes needed in the current month but at least 5 days in advance, can be made using the Swap option in SignUpGenius. Using the Swap option requires the member to select another member to swap with, and the other member has the option to accept or deny the swap. It is best to contact the other member to get their agreement to make the swap. The list of current members with contact information is in the SimpleConsign Instructions folder behind the counter. For changes needed within 5 days of the scheduled workday, you must contact the Monthly Monitor.

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Shop Supervisor and Monthly Monitor contact information are at the top of each sign-up in SignUpGenius.

12. When a schedule change is needed in a subsequent month, using SignUpGenius, delete yourself from the date you are scheduled to work, and sign-up on a new day.
13. In the event of a medical emergency, extended illness, or family emergency requiring a long absence, members should notify the club board by email (artisansofgvr@gmail.com) who will deal with each instance on a case-by-case basis. If approved, the following conditions may apply:
 - a. Emergency absences extending beyond two months: items will have to be removed from the shop.
 - b. Extended leave lasting more than 12 months but less than 18 months: reinstatement would require payment of annual dues and retraining before items can be returned to the shop. .
 - c. Extended leave exceeding 18 months: reinstatement would require payment of the new member fee of \$40.00 and attend training before items can be returned to the shop.
14. If a member doesn't show up as scheduled, do the following: call the member, call a member on the emergency contact list, call the monthly monitor, call the shop supervisor. If no one is able to come in to work, the worker should contact a board member to inform them that they will be working alone.
15. Members are asked not to bring food or drink into the shop, with the exception of bottled water.
16. Personal telephone calls, either on the shop phone or personal cell phone, are to be kept to a minimum.
17. Merchandise placed in the shop is at the member's own risk. The club and/or GVR is not responsible for any loss due to breakage, theft, fire, or any other cause.
18. Members are only allowed access to the shop during "open" shop hours.
19. The GVR Artisans' Shop adheres to GVR's Three Strike Rule regarding non-compliance of the Artisans' Shop Rules and Regulations: See GVR Corporate Policy Manual, Section VIII GVR Programs/Clubs, K. Member Code of Conduct and 2a Three Strike Rule. If a member is terminated from the club for cause, he/she may reapply for membership after 90 days. If approved, the member must pay the regular new member fee, go through training, and will be on probation for 12 months. Any future infraction of Rules and Regulations may result in immediate termination with no possibility of rejoining the club.
20. Member complaints should be directed to the board in writing and signed or via email (artisansofgvr@gmail.com), and the issue may be addressed at a subsequent board meeting. The Board may, at its discretion, keep the complainant's name confidential.

MONTHLY PAYMENTS

1. Sale proceeds are paid 90% to the Artisan and 10% to the Shop. These percentages can change with Board and membership approval. Any sales a member makes outside the shop but based on an Artisans' Shop referral or contact, should have 10% of the sale paid to the shop.
2. The Treasurer will place checks in the cash drawer as soon as possible after the first of the succeeding month.

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MERCHANDISE

1. All items are to be made or fabricated by members not purchased as finished items for resale.
2. Members determine the price of their items and the prices are to be in whole dollar amounts. We have a \$5 minimum.
3. Members should not copy the work of other members.
4. Markdowns are not allowed. To change the price of an item, a member should notify the Display Committee so a new price tag can be made.
5. Members are discouraged from removing their items from the shop during the craft shows.
6. See Display Policy for intake procedures and display policies.

DISPLAY

1. All props, stands, racks, baskets or other furnishings used for display or to wrap an item shall be furnished by the Shop and not the member, unless previously approved by the Display Chairman. The Display Committee shall decide how best to use all display paraphernalia. Any display items provided by the member and approved by the Display Committee shall become the property of the Shop.
2. For additional display information, see the Display Policy.

SHOP HOURS

1. Winter Schedule: October - April, Monday through Friday 9-4 and Saturday 10-2. Summer Schedule: May - September, Wednesday through Saturday 10-2.
2. GVR Artisans' Shop will be closed on the following holidays: New Years Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas.

MEETINGS AND DUES

1. Subject to meeting room availability, Board meetings are held each month at 9am at the West Center.
2. Prospective and current members may present their items to the Board for approval 30 minutes before a Board meeting. New member applications for prospective members are under the counter in the Shop and should be given to anyone interested in joining the Shop.
3. Board meetings are open to all members except when legal or confidential issues are to be discussed or acted upon.
4. Member meetings are held four times per year. A notice of dates, times and location will be placed in the shop. December is the Annual Member Meeting where new Board members are announced.
5. Dues are \$40 for the first membership year, then \$25 annually thereafter, and payable to the Membership Director at the December meeting. Members who join the club in October, November or December and paid the initial \$40.00 new membership fee, will not need to pay the \$25 membership fee for the following year. Members who have not paid annual dues by March 1 will lose good standing status.

BOARD and MEMBER RESPONSIBILITIES: See Job Descriptions