

APM 2024 JOB DESCRIPTIONS AND LEADS

JOBS:

POTTER CHECK IN: (Lead: Rae)

Location at station #9 in the check out area. You will be helping to check potters in and direct new potters to locations within the market. Pick up t-shirts here.

ADMISSIONS: (Lead: Mike/John)

This is a one night job on Thursday. You will be located at or near the Mailing tables. As customers arrive you will collect the \$10 admission fee or the ticket. Each ticket admits two.

Refreshments/Candy: (Lead: Bridget)

We have cookies, treats and drinks for customers to enjoy near the bulk area (end of each row).

WRITERS [Lead: Bridget (accounting), Lead for shifts/training: Rae, Charlotte, Erin, Tori)

Those that are learning to write. You have been given a wrapper position prior to writing so you can observe a writer first. And many of you are either assisting or on-call another hour so that we can match you up with a writer to learn. Writing is absolutely our most valued position because it pays us. Good penmanship is a must, take your time when checking people out. Mistakes lead to problems and it's better to avoid them. Double check yourself, there are calculators at each station. You can run double and triple checks quickly just by re-adding if you are not sure. There will be a tax sheet at every two stations to reference. **There will be 4 cash stations this year that will do cash, check, credit cards. All others will be check or credit card only**

WRAPPERS (LeadS: Erin, Tori, Danielle, Kim)

Please take your time wrapping, all work is precious and is the life of the potter next to you. There will be 3 size bags this year. Put small work (ie: jewelry, magnets, etc) in a small bag even if you are placing it in a larger bag so that the items are not lost or broken. Please **DO NOT** over pack bags. It is better to have multiple bags than to over pack. We have plenty of wrapping so please use it! Carry out will be available throughout the show for large orders or heavier work. We will have a carry out person stationed on each side of the check out area.

CARRYOUT (Lead: Mike/John)

We will have 1-4 potters each hour depending on time of day. One potter will be stationed on each side of the check out, Carryout will go out to the front circle drive. Carts will be used, customers are to pull vehicles up to the curb for the carryout person to hold. Validate that you have the correct customer and purchases. Please do not take the carts or walk sales to customers' cars. They are to drive up for pick up.

APM 2024 JOB DESCRIPTIONS AND LEADS

SECURITY (Lead: Mike/John)

There will be 3 security staff throughout the show. One will be sitting at each of the EAST and WEST stations where there are entrances that customers should not be using unless to exit during an emergency. An additional security person will be posted at the back of the Bulk storage area. Everyone on the floor areas are to be monitoring for any possible shoplifting. If you run into a situation where you believe someone has shoplifted it is not your job to handle it. Get a good description and please bring your concern to Mike, John or lastly Rae or Bridget. We will then handle the situation.

LINE CONTROL (Lead: Mike/John)

We will have 1-3 potters working this each hour depending on time of day. One person will work the middle lane showing customers which side to take for faster check out. The other two will work at check out station 1 and 16 to direct customers to the next open station. It will be important to ask customers if they are paying with cash and direct them to the cash lanes. There will be two on each side. Please move any customer/s with disabilities to check out 8 or 10.

GREETER (Lead: Mike/John)

We will have 1-2 during the show. Greeters do just that, greet the customers, welcome them to the show and offer a shopping basket.

MAILING (Lead: Mike/John)

We are now inputting all information directing into our data base. We have ipads that will be available at each desk for customers to complete themselves.

COAT CHECK (Lead: Mike/John)

Taking customers coats, tagging and exchanging the tag for identification of their coat upon their leaving.

KITCHEN (Lead: Charlie/Juliet)

Please report to the kitchen. You will be directed as to what you need to do once there. Please remember this is run by everyone bringing something to pass. Refer to previous emails on what to bring and watch for possible future emails.

BULK/JEWELRY/MAIN/GALLERY:

(Leads: Bulk: Rachail/Diana Jewelry: Julie/Lori Rodgers Main: Pam R/Mary/Angie/Trish)

After signing in, each of these areas has information as to how work will flow. Please ask the leads in the area what is expected and complete the tasks accordingly.

MAIN HOLDING RETURN:

(Leads: Pam R/Mary/Angie/Trish)

After signing in, potters will go to the holding area to find the baskets market for each area: Jewelry (includes ornaments), Bulk (includes tiles, garden area), Mugs, Main. When returning there will be a designated spot in the storage area that the baskets are to be placed. Each area is then responsible for unloading the pottery, returning it to it's

APM 2024 JOB DESCRIPTIONS AND LEADS

proper location. Check for returns in holding every 30 minutes to make sure work is available for purchase.

GALLERY: (Lead: OPEN)

This job is new, currently you will check in at the Main Floor. When you are assigned to this area you are keeping it looking good. Restock, move items that don't belong, fill the walls when items are removed, move items so they are not in the aisle ways.

HOLDING (Lead: Pam A)

There are two jobs in this area. One is holding work for customers until they have completed their shopping. The second is to sort work that was left as un-purchased after 2 hours into baskets for Bulk, Jewelry, Main and Mugs. When there are items in the baskets they will be returned to the designated area by the Main Holding Return people. These same individuals will return the empty baskets for use again.

CUSTOMER SERVICE (Lead: Ruth)

Job specifics will be covered when you arrive for your shift. If you have business cards and can leave a few with customer service it would be very helpful. Keeping a stack on your main floor shelf and in the bulk area is great but sometimes customers don't see them. CS will help with locating work if available, answer many other questions and assist customers in finding what they are looking for when possible.

DEMO (Lead: Jan) This is a separate schedule and is not included in the master schedule. Working this must be outside of your schedule time. Jobs can not be moved to demonstrations.

Clay, wheel and bucket for water will be provided. Please make sure to bring an apron (towel or what you use) and tools. You are expected to clean up at the end of your time for the next potter. First potter of each day is to set up (get water, etc). Last potter of each evening is to clean the area for the next morning. **Final shift everyone will need to help clean the area and get it taken down. Jan will be sending out information for you all.**

PRIMARY ASSISTANT/ASSIST (Lead: Rae/Tori/Erin)

This job will vary widely. You will assist us in locating people, things! We will have you step in and cover when needed. This includes a lot of hats!

ON-CALL (Lead: Rae)

For on-call you are to be at the show, check in with us at the start of the hour and stay up front. If there is a no-show you are then assigned to that job. There are times an extra person is needed in an area and that will be you. It is important that we have this back up ready and available throughout the hour you are assigned. It is VERY important you are available and continue to remain at the front. You will be asked to do jobs as needed.

APM 2024 JOB DESCRIPTIONS AND LEADS

TEARDOWN (Lead: OPEN)

If you are assigned this spot on Sunday we will have more information for you at station 9. On Sunday we will begin the process of taking down the back stock shelves located in the Bulk, Mug and Jewelry areas. The leaders in those areas will have consolidated all the inventory they can Saturday evening so that you can begin taking the tables down and stacking them for pick up. This helps in reducing the time we are taking the show down once we are closed.

NO ONE is allowed to leave prior to the entire market being torn down and ready for transport. Everything must be appropriately labeled, placed on rolling racks, wrapped and stacked. DO NOT MOVE BOXES ONTO THE FLOOR UNTIL IT IS ANNOUNCED. ALL CUSTOMERS MUST BE OFF THE FLOOR PRIOR TO PACKING- this is a safety/liability issue.

We have a team that is assigned the Main Floor pipes/drapes/shelves and for checkout. Kitchen is torn down by the kitchen lead, accounting is by Bridget, front line by Rae.

Entire teardown by lead of teardown. Need teams for Gallery, Mugs, Bulk/Jewelry, Main floor shelves, frontline (coats/mail/demo)- this will be assigned to groups Sunday night.

At the end Bridget will present the totals and give out Potter's individual sales reports.