

## Rise Course: Branching Scenario

### LiftUp : Working the Door

Scenario Title: Donation Days at LiftUp

**Scene 1:** background image: a door. Character: woman

**Scene 1.1:** Text (Title 75 characters / Text 200 characters)

Working the door on donation day

Interested in one of the more challenging positions in the donation center?

Working the door involves communicating our donation rules (saying "no") to the public in a kind and effective manner.

**Scene 1.2:** Text (Title 75 characters / Text 200 characters)

Hi, I'm Veronica!

Working the door on donation day is my favorite task because it requires excellent judgment and customer service skills. Don't worry! I will coach you through this activity.

**Scene 1.3:** Dialogue (Text 200 characters)

Today, we'll go through some potential scenarios that you might run into when communicating with the public. What type of attitude and demeanor will you want to depict when working at the door?

**Response 1** (150 characters):

I want to act grouchy and irritated. I will be condescending and make the public feel stupid or bad for not knowing our donation rules.

Feedback:

I hope you're kidding! We do love a good sense of humor around here. Although we might feel irritated with the public, of course we always want to show compassion and kindness.

**Response 2** (150 characters):

I want to show appreciation and compassion for each person. They are choosing to donate their unwanted item(s) instead of selling or throwing it away.

Feedback:

That's right! Many of our donors may be donating items for the first time to our facility and don't know our donation policies. It's important to relay our guidelines in a friendly and gracious tone.

**Scene 1.4: Dialogue** *(Text 200 characters)*

Why do you think it's important how you act and respond while working the door?

**Response 1** *(150 characters):*

As an employee or volunteer, my actions and words reflect upon LiftUp. If I act poorly, the organization may be seen in a negative light.

**Feedback:**

That's right! Our mission is to respect the dignity of every person, LiftUp serves our community by providing resources and assistance to meet basic human needs and strengthen self-sufficiency.

**Response 2** *(150 characters):*

It shouldn't matter how I respond to the public. I'm just a lowly volunteer.

**Feedback:**

Not true! We view every single volunteer and staff member with the utmost value and respect.

**Scene 1.5: Helmets**

*We have to pass any donated helmet onto the truck because of the liability issues associated with people wearing a used helmet.*

**Scene 1.6: Donation Limits**

*At the risk of overwhelming our staff and volunteers on busy donation days, we have to stick to our donation limits of 6 bags or boxes per person per day. We have to keep our staff happy, too!*

**Scene 1.7: Keeping Calm**

*Good job staying calm, even when the customer is visibly angry. It's important to not let an angry customer upset you. Try your best to remain relaxed and neutral.*

**Scene 2:** background image: furniture; character: man

**Scene 2.1: Dialogue** *(Title 75 characters / Text 200 characters)*

Hi there! I'm moving. Is this where I drop off furniture?

**Response 1** *(150 characters):*

No, we don't take furniture here.

**Feedback:**

That's not exactly true. We take furniture on a case by case basis. Let's try that again!

**Response 2 (150 characters):**

Well, it depends on the size. For large pieces you have to talk with our Thrift Store Manager Paul to see if he has room for it in the store.

**Feedback:**

Nice job! We can take smaller items here, as long as they are in great condition. The donor can also email Paul a picture of the item to see if he will accept it at the Thrift Store before they bring it to the donation center.

**Scene 2.2: Dialogue (Text 200 characters)**

OK, thanks! Some of it is quite large. Like a big couch and dresser. Do I have to bring that all the way down here just to see if there's room?

**Response 1 (150 characters):**

Yes, I'm afraid so.

**Feedback:**

If the furniture item is too big or not available at the moment, the potential donor can send an email with a photo of the item to the Thrift Store Manager.

**Response 2 (150 characters):**

Of course not! You can send a picture of the item with its dimensions to the Thrift Store Manager at this email address: [tsmanager@LiftupRC.org](mailto:tsmanager@LiftupRC.org)

**Feedback:**

Very good! We don't want the person to have to drag the item down here if we might not be able to accept it in the Thrift Store at this time.

**Scene 3: background image: people on bikes; character: man**

**Scene 3.1: Dialogue (Title 75 characters / Text 200 characters)**

Hey, do you take bike helmets here?

**Response 1 (150 characters):**

I'm sorry we do not. It's a safety risk.

**Feedback:**

OK, I get it. Go to Scene 1.5

**Response 2 (150 characters):**

Yes, of course!

**Feedback:**

Try again.

**Scene 3.2: Dialogue** (Text 200 characters)

OK, I totally get it. How about a bunch of kids' bikes?

**Response 1** (150 characters):

If they're in good shape and work, you can bring them down.

Feedback:

That's right! As long as the bike doesn't need any serious repair or parts, we can accept them. Bikes are popular in the thrift store, especially in summer.

**Response 2** (150 characters):

Nope.

Feedback:

Let's try again!

**Scene 4:** background image: boxes; character: woman

**Scene 4.1:** Dialogue (Title 75 characters / Text 200 characters)

Hi! I have like 25 boxes of great stuff! You're gonna love all of it. Mind if I just set them all right here?

**Response 1** (150 characters):

I'm sorry we can only accept 6 boxes or bags from each person per day.

Feedback:

Although this can be hard information to deliver, it's the correct answer. Otherwise we would have more donations than we can handle.

**Response 2** (150 characters):

I'm sure that's fine.

Feedback:

Although this news would make the customer happy, it would overwhelm the LiftUp staff and volunteers on an already very busy donation day. Volunteer and staff happiness matter, too!

**Scene 4.2:** Dialogue (Title 75 characters / Text 200 characters)

Well that's ridiculous! What am I supposed to do with all of this great stuff?

**Response 1** (150 characters):

You're welcome to return on the next donation day, which is every Wednesday and Friday.

Feedback:

Good job staying calm, cool, and collected, even when the customer is visibly angry.

**Response 2** (150 characters):

I don't know. Why should I care what you do?

**Feedback:**

Let's try again. It's important to not let an angry customer upset you. Try your best to remain calm and neutral.