



# AUGUST 2003 NEWSLETTER

Melinda and Cole  
18425 N. Division Rd.  
Colbert, WA 99005

telephone (509) 467-5133  
[email:omhead@ix.netcom.com](mailto:omhead@ix.netcom.com)



## BRIGHT IDEAS:

### North Spokane, WA

Tami limits which employees have access to the store's checking account. Each employee that writes a check must initial the check (they are signed only by Tami, her mother, or her husband). The trade-in slip is left with the check stub until Tami reviews it. They write checks for trade-ins that are \$30 and above instead of \$20 and above. This reduces bookkeeping entries and bank charges for excessive checks. Using the higher \$30 amount will mean more paid outs, so keep close track of money coming out of the register. Make sure to record customer name and phone number, employee initials and what was purchased (toys, kid's clothing, furn, etc).

### Phoenix, AZ

The Phoenix store put all of their Onesies in a rope bucket instead of hanging, tagging, steaming and pricing these individually. Not only does this save labor cost, but it also saves them some room on the racks.

### Stevens Point, WI

Randy and Lauren believe in giving back to their community. They donated proceeds from quarter-sale items to the Children's Miracle Network. They are in the Hospital resource guide. They loan maternity clothes for a local fashion show benefitting low-income families, and sponsor a "car seat safety" check almost every year. They donate all shoes and toys that normally go in the 25-cent-sale directly to the Grain Train charity. Not only do they create goodwill and receive lots of "free" and low cost advertising, but they also get rid of those toy and shoe items before they have a chance to be "switched" during the quarter sale!

**This months certificate goes to Steven's Point for all the good things they do!**

**They are a wonderful example to everyone.**

## GRAPEVINE



Sorry to hear that Sharon Holte of Brentwood, CA has been having a hard time of it. A combination of Fibromyalgia and allergies to dust have made things very difficult for her.

## SHOP NEWS:



Randy and Lauren have negotiated a lease for a bigger store. They'll move in January.

## TIME TICKLERS:



Everyone is extremely busy this time of year, but try to handle trade-ins without long drop-off times. There are numerous advantages to this: it keeps the customers happy, it keeps the employees working at top speed (VERY Important), it gets the "take-home" items out of the store quickly, and the customers almost always find things to buy while they are waiting for their trade-in to be finished. Processing can be done off-site or at night "work parties" for this busiest time of year. Yellow tags begin in September. Orange tags mid- October.

## OPPORTUNITIES:



The nationwide check collection company mentioned in our phone calls is: A&S Collection Associated, Inc. For details call 802 443-2100 Ask for Jessic Wheeler ext 155 or 1 800 660 6642. See enclosed brochure.

**We love this time of year! Happy fall sales!!**