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Supporting arts and crafts in Appalachia through education, sales, and community involvement.

Appalachian Arts Craft Center Handbook for Deskworkers & Selling Members

Updated December 2021

Thank you for being a selling member of the Appalachian Arts Craft Center (AACC) a 501(c)(3) non-profit organization. The AACC depends on member volunteers and supporters of the AACC to fulfill our mission of *supporting arts and crafts in Appalachia through education, sales, and community involvement.*

The AACC offers juried artists a unique place to sell their art. The AACC uses selling artists and volunteers to staff and manage the gift shop, to help raise funds, to promote arts in the community, and maintain the overall appearance and functions of the building. The more our volunteers do to keep the AACC running efficiently and looking it's best, the lower our operating expenses.

If you have questions or concerns that aren't answered by this handbook, if something is out of date or confusing, or if you have any other general questions, please fill out a message form and leave at the Executive Director's desk.

Thank you for continuing to make the Appalachian Arts Craft Center a wonderful place!

Obligations, Guidelines, and Procedures for Selling Members

Membership

Selling items through the AACC requires an active annual membership to the AACC.

Selling members are asked to complete and sign a juried artist membership card. The juried artist membership card records the date of membership and explains the requirements and conditions for selling items through the AACC. The seller's signature verifies that they have read, understood, and agree to the requirements of participating and selling in the AACC's shop.

Selling members are required to read the monthly newsletter, monitor their inventory, and maintain high quality workmanship in their craft. All selling members are required to read this handbook at least once a year. All artist's work must be their own work, handcrafted, and not the products of kits. Any parts that are purchased pre-made may not be acceptable.

Artistic Integrity – Remember to create your own version! Please note that AACC recognizes that techniques, materials, and shapes used by artists will inadvertently be similar on occasion, and therefore, are not to be considered sole intellectual property.

Sales

The Center receives 40% commission on all sales. Sales tax is collected and paid on sales, and sales records are maintained for each vendor. Selling artists are required to complete a W-9 Form before they can sell at the AACC. If the AACC pays a selling member more than \$600 during the calendar year (through sales and/or teacher fees), the Administrative Assistant will file a form with the IRS.

If the selling member has a change of address or phone number, please let the Administrative Assistant know by leaving a detailed note and/or sending an email.

Commission checks are mailed and typically arrive after the 15th of the following month.

Displaying Your Work

The Shop Committee is responsible for all shop policies and determines where all merchandise is displayed within the store. The Shop Committee will find a display for selling member's merchandise. The Shop Committee will consider displays not owned by the Center under special and limited circumstances. If a selling member has a special display for their merchandise, please send a picture and a written description of it to the Shop Committee in advance via email shopcommittee@appalachianarts.net. Displays are not allowed to be put into the shop without prior approval by the Shop Committee.

The Shop Committee works to ensure that all artists items are equally and attractively displayed. Due to the limited amount of space, the Shop Committee may request that an artist remove some items from the selling floor to limit or reduce excess inventory to in order maintain attractive displays.

If any of your work is seasonal, please remove it when it is no longer timely. It is good marketing practice to change out your inventory on a regular basis.

The shared display for jewelry items is evolving. Please email Shop Committee for the most current guidelines shopcommittee@appalachianarts.net.

Bringing in New Items

New selling members of the AACC are required to attend training before selling work at the AACC. Training is coordinated through the Executive Director. New selling members can bring their inventory on the day of their scheduled training. The Shop Committee is responsible for putting out new selling member inventory.

If a selling member brings in a small amount of inventory to replace existing inventory, the selling member can put their items on the shelf where the previous items were located. Otherwise, leave new inventory in the office with a note for the Shop Committee to display.

Creating Price Tags

Items needing a price tag should be placed in the office at the designated table with the designated form completed. Once the item has a price tag created, the price tag will be added to the item and placed on the sales floor.

Selling members are responsible for setting their prices.

Pulled Items

The Shop Committee, Standards Committee, and/or Executive Director may pull items from the sales floor if they are broken, if the quality is not up to the standards under which the person joined in, or if the item has been in the shop too long.

Others may pull an item that is broken or damaged after completing the Shop Notice form and contacting the artist directly. If someone has questions and/or concerns about a selling member's item(s), please address the questions and/or concerns to the Shop Committee, Standards Committee, or Executive Director.

It's never easy for an artist to have an item pulled. Please remember items are not pulled for personal reasons. The AACC volunteer run committees work hard to make sure the public sees and experiences the AACC shop as a place where they can consistently find high quality, reliable crafts for sale. This benefits everyone's sales.

Unsold Items

If an artist has unsold items that have been in the shop for one year, they will be asked to rotate those items out of the shop. Items valued at over \$200 may remain in the shop for up to 18 months.

Removing Stock for Shows

If a selling member needs to remove stock from the shop for a show, they should notify the Executive Director that they will be picking up merchandise along with a timeframe. Selling members should leave enough merchandise in space to avoid leaving large blank spots. Return unsold merchandise to the shop as soon as possible after the show.

Porch Sale

The AACC usually has a Spring and Fall Porch Sale. If a selling member has items they want to mark down and move, the Porch Sale is a great sale to participate in. Artists can sell “seconds” and non-juried items at the Porch Sale. They should be marked down items (not sold in the porch sale at regular price). Center members who are not juried in to sell at the Center can also sell items at the Porch Sale, if they are handcrafted by the member selling them. There are instruction sheets for the Porch Sale in the Porch Sale notebook. These items should be removed after the Porch Sale.

Hiatus from Selling in Shop

A selling member can take a hiatus from selling in the shop and working the desk for up to one year without having to repeat the jury process. After one year, that member would be expected to jury in again.

If a selling member takes a hiatus or decides to permanently remove their items from the shop, they need to notify staff and/or a member of the Shop Committee. They also need to update and sign their membership card stating that they’re removing items.

Requirements by Category

Refer to the Jury notebook to see the requirements for each category. Please give a copy to the person inquiring but make sure that you do not give the last copy out. If needed, please make another copy.

Basic Information for Working the Desk

Desk Time

Desk workers are required to work 4 hours per month for a total of 48 hours a year at the sales desk, and one additional shift per additional juried craft. If a desk worker has a special circumstance and would like to schedule more than 2 shifts in any given month (ex. illness, extended trip, work schedule), they must first have it approved by the Executive Director and/or Administrative Assistant before signing up for excess shifts. Excess work hours for the year are appreciated and considered as volunteer time. Desk workers are encouraged to fill out additional volunteer hours in the volunteer time notebook as volunteer hours help in applications for grant funding.

If a Desk worker lives in a remote area that makes it hard for them to get out when it snows or in an area more than 30 minutes away from the AACC that usually receives more snow accumulations than the Norris area, please try to not sign up for shifts in January and February. If the Desk worker signs up for a shift in January and/or February, they should be prepared to call and find a replacement if the AACC is open on the day of their scheduled shift.

Desk workers should arrive at least 10 minutes before their scheduled shift to perform the opening and/or afternoon routine found in the “What to do When You Work Your Shift” section of this handbook.

Please do not cancel/call out of your scheduled shift at the last minute, except in an emergency! Periodically, make a copy of the current Desk worker list found at the checkout desk. In case of an extreme emergency, please call the AACC, Executive Director or Administrative Assistant to assist you. If a Desk worker calls during your shift saying they need to cancel their scheduled shift

due to an emergency, please immediately assist by calling other artists to help find a replacement for them.

It is the Desk worker's responsibility to keep track of the dates and times they've signed up for. Reminder calls are just a courtesy. Not getting a reminder call doesn't justify missing a shift! Once the Desk worker has committed to a shift, the shift is the responsibility of the Desk worker. If a Desk worker needs to cancel a shift, the Desk worker is responsible for finding someone to cover the shift or pay the AACC a \$30 fee for each missed shift.

If a selling member has missed 3 months of desk time, they will be contacted and given the option of immediately signing up for and working their missed desk time or paying the \$30 fee for each missed shift.

Desk Worker Shifts

Desk worker shifts are 10:00 AM to 2:00 PM and 2 PM to 6 PM Monday-Saturday and 1:00 PM to 5:00 PM on Sundays. In January and February, the AACC is closed on Sundays and Mondays. In January and February, the AACC closes at 5:00 PM. The desk worker shifts are 10:00 AM to 1:30 PM and 1:30 PM to 5:00 PM.

Desk workers should record their worked shifts for each year in the designated notebook. For the first year a desk worker is juried in, they are required to work shifts beginning the month after they are trained.

All desk workers are required to be at least 18 years of age.

Name Tags

Desk worker should wear their name tag while working their shift. If a desk worker doesn't have one, please leave a note for the Administrative Assistant.

Notes and Updates from AACC Employees

The AACC may have new information for desk workers when they work the desk. Please read notes at the desk from the AACC employees to stay informed.

Greeting Customers and Answering the Phone

Be courteous, helpful, and friendly. Greet all customers and members as they come in. (Example "Welcome, let me know if I can help.") As they are checking out, you can ask them to sign our guest book.

When answering the phone, say "Hello, Appalachian Arts. This is _____."

Refrain from talking about personal issues especially health, religion, or political views. A quick comment related to what the customer is discussing is fine but remember you need to be interested in the customer and what they are saying. Please keep the conversation about the customer, their travels, the weather, or the arts.

What to Do When You Work Your Shift

There's a to-do list located in the Desk worker manual. Please refer to the manual every time you work your shift, as it may be updated.

Signing Someone Up for a Class

Please refer to the Square manual on how to sign someone up for a class. Typically, if the class teacher will allow minors to register for the class it is written in the class description. Otherwise, minors are not allowed in the class.

If somebody wants to sign up for a class after the deadline or would like to register a minor, leave a detailed note and/or call/email the Executive Director.

Canceling a Class Registration

If someone who is already signed up for a class wants to withdraw their class registration, please leave a detailed note for the Executive Director. Inform the student if it is two weeks or more from the date of the class, the AACC will refund their registration via the original method of payment. If it is two weeks or less before the class, the AACC's policy is to not issue a refund. It is up to the Executive Director to make exceptions to this policy.

Class Requests

If someone requests a class that is not scheduled take a detailed note of the type of class the student is interested in and leave it on the Executive Director's desk.

Membership Levels and Fees

All membership fees are due in January of each year. If a *new* person wants to join the AACC between January – June the Individual and Family membership fee is full price. Individual and Family memberships purchased in July – December is half of the yearly membership fee. Friends of the Center and Lifetime memberships are NOT discounted at any time. Please refer to the Membership form for current Membership rates and levels.

New Artists joining after jury in October are required to pay a \$60 fee. \$10 for remainder of year and \$50 for the next year.

If you are signing up someone for a new membership, they must fill out a new membership card (manila color for members, blue for juried artists) located in the designated notebook at the checkout desk. If someone is renewing their membership, please have them review the contact information for accuracy. Please put the membership cards on the Administrative Assistant's desk.

A membership is considered expired if it remains unpaid three (3) months after the January 31 renewal deadline. A reminder will be sent out to give the member an opportunity to renew. If the membership does not renew by the end of March, the membership is expired. If the person is a selling member, their items will be removed from the retail shop at that time.

Individuals do not have to be a member of the Center to enjoy shopping or taking classes.

Committees

There are several volunteer committees that help with running the AACC: Shop, Education, Finance, Membership, Building & Grounds, Public Relations, Nominating, Standards, and ad-hoc committees. The AACC welcomes and encourages members to be a part of these committees! If someone is interested in being on one, don't wait to be asked. Please reach out to the Executive Director and/or Administrative Assistant.

Checks

Checks should be made payable to “Appalachian Arts” or AACC. We do not accept checks for more than the amount of sale, Payroll Checks, or 3rd Party Checks. To limit receiving a bad check, if the desk worker does not know the person writing the check, they are encouraged look at the customer’s ID to confirm that the address and phone number on the check are correct.

Cash Sales

Do not put the customer’s money in the drawer until after giving the customer their change. Count the change as you give it back to them. Make sure the money is in the drawer and that the drawer is closed when wrapping and preparing the customer’s items. There have been cases where customers have taken money from the drawer and/or money left out while the desk worker was preparing the items.

Donations for Center

When items are donated to the Center, please make sure they are craft related items. Please DO NOT place the items in the office unless there is room for them on the designated shelves. If there is not room on the designated shelves in the office, put the items in the annex and leave a completed donation form with what the items are, where they have been left and the donor information on the Executive Director’s desk.

If the items go to a certain group i.e., weavers or potters, place the items neatly in their area and leave a note for them with the donation.

If the items are empty boxes, please do not put them in the office without organizing and placing them on the designated shelves. If there is not any room, for the boxes please break them down. The AACC typically does not need large boxes. Unless there has been a request made, always tell anyone who has called asking if the AACC needs boxes that the AACC can only use the smaller boxes.

If the person making the donation wishes to receive a receipt/thank you, please fill out a Certificate of Donation form. This form serves as an acknowledgement of the donation and thanks them for the donation. The AACC only sends thank you letters by mail for monetary donations.

Accepted Credit Cards

We accept all major credit cards: Master Card, Visa, Discover, and American Express.

Customer Requests

When a customer requests an item not in the shop, please get name, phone number, address, description of item, and date of request. If you know who makes that type of item, let the individual crafter know of the request. Otherwise, post the note on the bulletin board at the information center just inside the office door. Please do not give out artist’s personal contact information.

Return Policy

All returns must be made in the same month that the item is purchased with a valid receipt. Any exceptions must be approved by the Executive Director. The customer will receive the refund via the original form of payment. Follow the directions in the Square Manual for returns and/or leave a detailed note for the Executive Director.

Gift Cards

Please follow the directions found in the Square Manual to process a gift card and/or look up a gift card balance.

Wrapping Items

The AACC carries a limited number of boxes. The bags with handles are for larger, heavier items or larger monetary purchases. Due to the expense, please try to fit less expensive purchases in the flat bags. Look for newspaper, tissue, or bubble wrap to wrap most items. Fragile items like pottery take a lot of paper or bubble wrap. Use jewelry boxes sparingly. If the jewelry is for the customer's personal use, put it in one of the small jewelry bags.

Artists' Business Cards & Information Cards

Some of the selling artists will leave business cards in their area that can be taken by the customer when one of their items are purchased.

Additionally, the AACC creates Information Cards about each selling member with info about the AACC a paragraph about the artist, and a photo. If a selling member would like an Information Card and/or to make changes and updates to their current Information Card, please email one paragraph of info and a photo to the Executive Director and/or Administrative Assistant. It is the artist's responsibility to let the Executive Director and/or Administrative Assistant know they need more.

Downstairs Phone

If the desk worker answers the phone and the call is for someone downstairs, push the buzzer on the wall by the bathroom and stay on the phone until someone answers, then hang up. The caller can't hear the person until the desk worker hang up.

Use of AACC's Phone by Customers

The AACC is required to have a phone and water accessible to customers as a part of the rules for having the blue interstate sign. Customers are allowed to use the phone. There are cups in the upstairs bathroom for water and/or the customer can purchase a bottled water found in the refrigerator downstairs.

Hanging and Retrieving High Items

A hook for high hanging items (like quilts) can be found at the foot of the stairs. There is a step stool standing between the office shelves.

Supplies

Paper towels, toilet paper, and cleaning supplies are kept in the upstairs and downstairs bathrooms. If a desk worker notices that the AACC is running low on something, please consider donating the item running low and/or leave a note for the Executive Director.

First Aid Kit

A First Aid Kit is in each bathroom.

Jury Notebook

Jury forms are in the Jury notebook and online at the AACC's website. Desk workers can give anyone interested in jurying in a copy of the general packet and the information pertaining to their

craft and/or direct them to the AACC website. PLEASE DO NOT GIVE AWAY THE ORIGINAL OR LAST COPY. Please make a copy. Jurying is typically held in February, June, and October of each year. Exact dates for when the items are due are on the front of the notebook.

Volunteer Time Notebook

If a desk worker or member conducts any volunteer work for the AACC, please fill out the volunteer time form located in the designated notebook. Working the desk as a part of being a selling member of the AACC does not count towards volunteer hours. A desk worker can record volunteer time for working extra shifts outside of their required shifts for the year, participation on committees, cleaning, working in the yard, meetings, etc. Keeping track of volunteer hours is very important for the AACC to use when applying for grant funding.

Inventory Book

The Inventory Notebook has selling member's inventory sheets in numerical order by crafter number. This system not only helps selling members keep track of their inventory, but it helps the desk worker identify an item which may have lost its price tag. It is not required for selling members to keep an inventory sheet.

Keeping Busy and Cleaning

Deskworkers help keep the shop clean. If the waste basket is full, please take it home or to the dump because the AACC does not have trash pick-up. The bathroom can be cleaned, the shelves in the shop can be dusted, the carpet can be vacuumed (kept in the office).

The Executive Director and/or Administrative Assistant may ask desk workers to help with a variety of tasks.

This is the selling member's shop. Help make it a shopping venue to be proud of!

Demonstrating During Desk Time

Desk workers are encouraged to demonstrate and/or work on their craft while working their shift (if the craft permits). Demonstrations often increase sales.

Closure Policy

The Center will be closed the first day Anderson County Schools are closed for inclement weather. After the first day of closure, the desk worker will be notified by 8:30 AM from the Executive Director to discuss whether the AACC will be closed. Safety is the AACC's number one priority.

If a desk worker is unable to safely get to the AACC, the desk worker is not expected to open but, must notify the Executive Director of their decision not to work their shift. Due to inclement weather, on occasion the parking lot is not safe. Desk workers will not be given credit for desk time if the AACC is closed due to inclement weather and/or if the desk worker decides not to work their shift due to inclement weather. The desk worker's missed desk time will need to be rescheduled.

Classes: If the Center is closed due to inclement weather, the Executive Director will consult with the teacher and/or students to determine the status of the class.

Maintaining a Safe & Welcoming Work Environment

The AACC is committed to providing a work environment that maintains employee equality, dignity, and respect. Members are expected to conduct themselves in a professional manner and to show respect for fellow members, AACC visitors, customers, instructors, workshop participants, and AACC employees.

In keeping with this commitment, any conduct that creates an intimidating, hostile, or offensive environment for any member, visitor or AACC employee is strictly prohibited. While the AACC values its role as a forum for artists to share freely their creative ideas and talents, they should be mindful that statements or conduct that seem harmless to them might create an unwelcoming environment for those that do not share their individual views.

Desk workers are required complete Title VI training each year and will be notified when the training is available.

Sexual Harassment Prohibited

Sexual harassment in any form is strictly prohibited. Any member who becomes aware of any past or ongoing sexual harassment must bring such occurrence(s) to the attention of the Executive Director. Consider how members and other Center participants might perceive certain behaviors: While such behaviors may not seem harassing or inappropriate to the desk worker, others' perceptions are what matters in determining what constitutes sexual harassment.

This policy applies to all AACC related settings and activities, whether inside or outside the AACC and includes travel and AACC related social events. AACC property (e.g. telephones, copy machines, fax machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy. This policy covers members and other individuals who have a relationship with the AACC that enables the AACC to exercise some control over their conduct in places and activities that relate to the AACC's work.

Sexual harassment is illegal under federal, state, and local laws. It is defined by the Equal Employment Opportunity Commission as any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature when: (1) Submission to the conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or (3) The conduct has the purpose or effect of unreasonably interfering with the individual's performance or of creating an intimidating, hostile, or offensive working environment.

Though it is not possible to list all of the circumstances which would constitute sexual harassment, the following are some examples: (1) unwelcome sexual flirtations, advances, or propositions; (2) derogatory, vulgar, or graphic written or oral statements regarding one's sexuality, gender, or sexual experience; (3) unnecessary touching, patting, pinching, or attention to an individual's body; (4) unwanted sexual compliments, innuendoes, suggestions, or jokes; or (5) the display of sexually suggestive pictures or objects.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make fellow members and other AACC participants uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful.

Basic Contact Information

Physical address: 2716 Andersonville Hwy, Clinton, TN 37716

Phone Number: 865-494-9854.

Email address: info@appalachianarts.net

Website: www.appalachianarts.net

People

A current list of employees and board members is located at the back of this handbook and on the AACC website. If a nonmember wants a member's contact information, take the person's name and phone number, and contact the member directly yourself. Do not give out personal information without the consent of the member.

Emergency Numbers –

NOTE: (For weekend shop opening call Nellie first, then Judy, then Liz, then Ashley. For other emergencies call in order)

Nancy Sickau: 865-494-9234 (cell)

Ashley Pegram: 423-431-8084 (cell)

Liz McGeachy: 865-494-0420

Judy Bocknek: 865-659-5603 (cell)

Nellie Harshbarger: 865-494-7599 (weekend opener)

You can also call 911 if the circumstances call for it.

Physical address: 2716 Andersonville Hwy, Clinton, TN 37828

Advocacy Information

The AACC is a member of the Tennessee Arts Commission and receives grant funding from the Tennessee Arts Commission. Because of this, the AACC must promote the arts and programs involving arts advocacy. Even if the AACC was not obligated to participate as artists and supporters of the arts, the AACC would still promote the arts at every opportunity to fulfill the AACC's mission. The AACC has displays that are a required part of grant funding. Do not remove any displays.

Extra tourism pamphlets and sheets are in the office. Please keep them full.

Learn the history of the Center!

Wheelchair Accessibility

The AACC must be wheelchair accessible maintaining clear areas coming into the building and aisles inside. Please help make sure these paths are always clear.

Frequently Asked Questions

What happens if a shopper arrives at close?

If customers arrive at closing, the desk worker may remain and help the customer or may kindly explain that it is closing time and they cannot stay due to a commitment. It is in the best interest for all juried artists to help the customers, if possible, but it is not required to remain open after hours. If a desk worker stays after hours, the additional time can be recorded in the volunteer time notebook.

What happens if I must miss the shift I'm signed up for?

If you cancel within two weeks of a shift you have signed up for, you are responsible for finding a replacement or paying a \$30 fee to the AACC to cover the expense to pay for someone to work your shift.

If you are working the desk when a desk worker calls to get their shift covered, and you are not able to find a replacement for their shift, please inform the Administrative Assistant. If the desk worker is unable to work their shift on the day they call and are scheduled to work that day, please immediately notify the Administrative Assistant and/or Executive Director.

Weekend Opening

We have volunteers come to open the AACC and give desk workers their opening cash. Please do not leave the volunteers waiting, be on time.

What if an Opener Doesn't Arrive at Opening Time?

If the AACC opener has not arrived by the AACC opening time, call the numbers (in the order listed) on the "in case of emergency" call list posted on the front door. If no one answers the phone please leave a message that includes: your name, what has occurred and your return cell number. Next, check to see if anybody is in the pottery studio or classroom space downstairs to provide access into the building.

If you have gained access to the AACC, open the AACC as usual with the exception of the starting cash. Next call the numbers, found on the front door so you can retrieve a starting cash bag. If you are unable to reach someone, check for money in the building donation box at the front desk. Carefully count any money used so the appropriate amount may be returned to the box at the end of the shift. If you cannot locate any change, then explain to customers what has occurred and ask that they use a credit card.

If you were unable to contact someone and cannot get into the AACC, wait in the front parking lot in case the opener is running late. If no opener has arrived to open 45 minutes after the scheduled opening time, leave a note on the front door saying, "Due to emergency the AACC is closed at this time and will open as soon as possible". Call the numbers on the emergency call list again explaining that you are leaving the AACC unopened. This will be a rare event but may happen occasionally for various reasons. **This is the desk worker's responsibility ONLY. Other members, visitors, etc. should not be involved in calling the emergency call list!**

What do I do if a price sticker is missing?

Try figuring out who the crafter is by where the item was located. Then look to see if they keep an inventory sheet in the Inventory Notebook. There may be a description of the items. If there is no way to figure it out, it will not be possible to sell the item.

Where are the bubble wrap and boxes?

Bubble wrap and boxes for wrapping pottery and other fragile items are located in the basket by the desk or on the shelves in the office.

Can someone sign up for a class without paying?

No. Students must pay for classes at time of registration.

What if I get a call from Yellow Pages, Yelp, or some other solicitor?

Tell them you're not authorized to make business decisions and hang up. Most legitimate callers will identify themselves and let you know what their call is regarding. If in doubt, leave a message for the Executive Director.

What do I do if the customer breaks something or an item is found broken?

In most cases, it will be an accident and the loss is just accepted (artists are aware of this risk when selling at the center).

If there are rambunctious children making you nervous, feel free to say *“Please ask your children to be careful or wait outside since many of our items are fragile. If something gets broken, you’ll need to pay for it.”* You can also direct the children to the Craft Cottage outside on the porch. The Craft Cottage has free crafts children can take home.

If an item is found broken notify the artist and then use a shop notice form and put the item in the office.

What do I do if I think someone might be shoplifting?

If you have direct evidence of shoplifting, you *may* confront the person *but only if you feel comfortable doing so*. Your safety is most important, so please do not confront the person if you have any concern that he or she might react with violence. After the person leaves (or before if you feel comfortable doing so), notify the Executive Director immediately and make a judgment call about whether to call the police.

If you suspect someone but you are not sure, you *may, if you feel comfortable doing so*, walk over to where they are standing, ask if you can help them, and stay close to them as they move about the store. You may not accuse a person before they walk off the porch but you may ask if you may take the hidden item to the register and keep for them while they are still looking. Please keep alert at all times when shoppers are in the store. Again, do not approach anyone if you have any concern that the person might react with violence, and, if you later find that shoplifting did occur, notify the Executive Director (artists are aware of this risk when selling at the center).

What if I can't find one of my items and I haven't been paid for it?

Look through the sales sheets for the current month to see if it's been sold or check around the shop to see if the Shop Committee has moved it. If you still can't find it, leave a note for the Administrative Assistant. Artists are aware of the shoplifting risk when selling at the Center.

What if someone comes in and wants to use the phone?

As a part of the Blue Interstate Sign program, we are required to have a phone accessible to customers. If someone is abusing the privilege by making long personal phone calls, please ask them to limit their call to three minutes since it is a business line.

What if someone is interested in jurying?

Give them a jury packet located in the Jury Notebook and inform them of when the next jury date is.

What if it starts snowing or there is inclement weather?

For inclement weather, use your judgment and call the Executive Director. If you can't get in touch with the Executive Director and need to leave due to inclement weather, please put a dated sign on the door that reads "Closed Early Due to Inclement Weather" and leave a message for the Executive Director.

Can I move my items in the shop around?

No. The Shop Committee is responsible for how items are displayed throughout the shop. See "Displaying Your Work" under Obligations, Guidelines, and Procedures for Selling Members. Consider joining the Shop Committee.

Can I mark my items "For Sale"?

No. If you want to charge less for an item, request a new tag at the new price or consider saving your sale items for the Porch Sales.

What if the safe accidentally locks open as I'm closing up?

Call the Executive Director. If you can't get in touch with the Executive Director, shut the safe cabinet door, and as always, ensure all building doors and windows are locked when you leave.

Is the pottery food safe, oven safe, dishwasher safe and microwave safe?

Yes. All pottery is food safe, oven safe, dishwasher safe, and microwave safe unless otherwise noted on the label.

What do I do if there is an emergency?

Please see our incident response procedures section at the end of this handbook.

Call the Executive Director and/or Administrative Assistant.

You can call 911 if the circumstances call for it. Our physical address is 2716 Andersonville Hwy, Clinton, TN 37716.

First aid kits are in the bathrooms.

What do I do if I need to change the temperature on the thermostat?

Push the arrow buttons to achieve the temperature you need if you are too cold or hot. Pushing the arrows to the preferred temperature will not interfere with the programmed temperatures.

DO NOT PUSH THE HOLD BUTTON. Pushing the hold button will not allow the preprogrammed settings to work.

Be conservative if you need to change the temperature because we do try to keep the electric bill as low as possible. If for some reason you need to change from Cool to Heat or vice versa, please change it back when you leave or ask the afternoon desk worker to change it back. This happens on occasion in the spring or fall when the a.m. temperature varies from the p.m. temperatures.

Is there a LOST AND FOUND?

Yes, it is located on one of the shelves in the office in a tub clearly marked Lost and Found. First try to locate who it was that lost the item. Please mark it with as much detail as possible ie, you think it may be a member, but you don't know their name or a traveler, where you found it along with a date. If we have details, sometimes we can figure out who may have left it.

Where can I find forms that I may need?

Most forms can be found at the sales desk. The deskworker information notebook has forms like the Certificate of Donation, resell forms, etc. The jury notebook has jury packets to hand out. The deskworker calendar book has the deskworker sign-up sheet and a list of members and current juried artist contact information.

What if somebody wants to buy an item tax exempt or wants to resell an item?

If a customer has a tax-exempt form, check to see the form is current and have them fill out the bottom portion of the form ensuring the correct contact information for their business. Run the transaction under the *AACC Payments* options in Square. Put detailed notes in the notes section i.e.: Crafter Number, Item Number, Description, tax exempt purchase. Put the tax-exempt form on the Executive Director's desk.

Information for Customers with Questions about the Center

History

The Appalachian Arts Craft Center (AACC) began as the Community Craft Center in 1970 in the back room of an old grocery store. The AACC was founded by Grace Foster and Sara Shepard Starr, who had been hired by the federally funded Anderson County Community Action Commission to “enrich the souls and pocketbooks of low-income people in Anderson County” as stated in our original charter. In addition to the support received from this branch of Lyndon Johnson's War on Poverty, we received early assistance from Good Neighbors of Norris, the Tennessee Arts Commission, and John Rice Irwin of the Museum of Appalachia. Non-profit 501(c)3 status was obtained; weaving, quilting, and pottery classes were begun; and a shop was opened in 1972. Eventually looms, potters' wheels, a kiln, quilting frames, and other equipment were obtained. A jury process was developed to ensure high standards of quality. The original shop was located across the street in an old country store and had a wheelchair-accessible outhouse and no running water. Potters carted in their own water for their work.

The AACC has grown to become a highly recognized educational facility. In 1987 the AACC built a new building across the street from the original country store. The AACC has a shop upstairs and studio space downstairs. The AACC changed its name from Community Craft Center to the Appalachian Arts Craft Center.

Throughout the years the language of the AACC's mission has evolved. The AACC's language may have changed, but the vision of the AACC's founders has remained intact. Today, local people and visitors still gather to share creative ideas and talents, keeping the traditional crafts alive as well as pursuing more contemporary work

Members

The AACC has about 200 members with 65 of those members selling their arts and crafts in the shop.

Trails

The AACC is part of the Appalachian Quilt Trail, a series of businesses that have large quilt squares painted on the building, featuring the quilt design: *Roses and Plumes*. The Museum of Appalachia is also part of the trail. Currently, the trail is only available online.

The AACC is also part of the Top-**Secret** Trail and the White Lightning Trail.

Area Restaurants

Advise visitors to visit the Anderson County Tourism Council.

Directions: Turn left out of the AACC's parking lot, go past the interstate and it is located on the right just before the Golden Girls restaurant.

AACC Board of Directors

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AACC Employees

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