

# Troop 622 Woodsale FAQ

This document is intended to answer some of the common questions you may have about Troop 622's Woodsale fundraiser. The following questions are answered further down in this document.

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## What is Woodsale?

### Q. What is the Woodsale thing all about?

A. Every year, Troop 622 sells firewood in the local community area as a fundraiser. Profits from the sale go to the boys to use on scout related activities.

### Q. When does Woodsale happen?

A. Planning typically starts in August, but for the boys, Woodsale is on the agenda throughout September and October and in to the first part of November.

### Q. So how does woodsale work? How do boys participate?

A. Active scouts are expected to participate in the woodsale event. Boys will be given a list of customers that are on our database, and they must call these customers to ask if they wish to buy more wood this year, and if not whether they wish to remain on, or be removed from, the list to call for next year. Once the phone calls are made (after the 'grace period'), boys are free to generate new orders from leaflets, cold calling, friends etc. The boys also sign up to help deliver and stack the wood at the customers premises.

## Selling Wood

### Q. How long do we get to call our customer list before anyone can distribute leaflets?

A. In general you will have two [to three](#) weeks from the first day the lists are passed out before anyone can use leaflets or other means to gain new customers. This 'grace period' gives everyone an opportunity to pick up their own new customers [from the lists](#). [You may not contact anyone other than family members if they are not on your list in case they are already someone else's customer.](#)

### Q. What if I contact a customer on somebody else's list?

A. This problem crops up maybe two or three times each year. In the past, the issue has been dealt with based upon the individual circumstances. If the Scout who the customer is assigned to has made a good faith effort to contact them, but has been unsuccessful, they have still been credited with the sale. This has led to hard feelings on the part of the Scout who believes they have earned the custom. Starting in 2008, the Committee posted the basic customer database on the Troop website so that you can check to see if a 'new' customer is truly new.

### Q. Where do we get the leaflets?

A. A suggested leaflet design is sent out by email. This contains all the key information required, but should be personalised with the Scouts own information (name and phone number). Printing these leaflets on coloured paper makes them much more noticeable.

**Q. How many customers does each boy have to call?**

**A.** Existing customers are associated with the Scout that last sold wood to them. In this way, each boy builds up a growing customer base each year. Customers of Scouts who are no longer participating are divided up equally between those boys who *are* as unassigned customers. If a sale is made to an *unassigned* customer, that customer is then *assigned* to that boy for future years.

**Q. What area do we try and sell wood in to?**

**A.** We need to try and limit the sales and delivery area to within something like a 10 mile radius of the wood lot (which is next to the church). The further away our customers are, the longer it takes in travelling time, and the less deliveries (and hence less profit) we make. Practically, we cover all of Penasquitos, the northernmost part of Mira Mesa, North Western Scripps Ranch, Southern Rancho Bernardo, much of Poway, and now some of the newer communities to the North. If an order is on the fringe of our area, it needs to be large to be considered (full cords rather than quarters!). [Please see the PDF map that outlines our current delivery area \(available on the Troop website\).](#)

**Q. My brother left last year. Who gets his customer list?**

**A.** Lists are passed down from older to younger brothers. [If there is more than one brother in the Troop, the passed down list is shared between them.](#)

**Q. What if a boy leaves and doesn't have a younger brother?**

**A.** That boys list becomes unassigned and is divided up amongst all the participating scouts the following year. Customers remain unassigned until they place a new order [with a scout, at which time they are assigned to them.](#)

**Q. Must the boys make the calls?**

**A.** Please encourage the boys to call the customers themselves. For some of the younger ones this can be daunting and parental assistance is required. However, we **MUST** make every effort to contact all the customers on the contact list. Every year we have some customers who call *us* and ask why nobody has contacted them. **USE THE CALLING LIST FORMS PROVIDED** as a checklist of customer calling progress.

**Q. What does the Call List look like?**

**A.** This list format was introduced in 2008 and provides the Scout with an easy way to keep track of his efforts. Pay attention to EACH BOX! Indicate clearly a ‘No Answer’ or ‘Left Message’. Contacting a customer means SPEAKING TO THEM!

Scout name: Nick Nolty																			
						Assigned? (Y/N)	No answer (1)	No answer (2)	Left message (1)	Left message (2)	Number not in service	Leave on List	Remove from List	Order this year	Emailed Order				
<b>Customers Name</b>		<b>Phone #</b>	<b>Last Wood Purchase</b>																
Gary	A	858-123-4567	2006	Hardwood	0.25	Y													
Mark	B	619-345-6789	2004	Hardwood	0.25	Y													
Darrell	W	760-357-9753				N													

**Q. What do I do with my Call List?**

**A.** This list is mainly for your own reference, to help you keep track of who you called, when, and what the result was. You will be asked to turn in your lists when they are completed. If you are asked to turn in your list, and you have NOT finished making calls, please try and turn in a copy. The lists are checked to see which customers need to be removed from the database, and to follow up on sample calls if it looks like a large list has suspiciously few sales. Every year we seem to have some boys check of ‘Leave on list’ even though they haven’t spoken to the customer, presumably because this seems like an easy way out.

**Q. What do we say to customers?**

**A.** There is no fixed speech, but it is worth planning out in advance what you need to tell the customer, and what you need to find out from them. First, you need to identify yourself; “Hello, my name is Johnny from Scout Troop 622”. Then you need to tell them why you are calling; “I’m calling to see if you would be interested in buying firewood from us this year”. If they say no, you need to ask if they want to stay on the calling list for next year, or if they want to be removed. If they don’t say no, you need to tell them what type of wood is available (usually Mixed or Hard), and how much it costs. The prices can be found on the woodsale flyer and are set by the woodsale committee each year. You might even ask if they know of anybody else that might want to buy firewood (neighbours?)!

**Q. What if the customer doesn’t answer?**

**A.** This is a VERY important question. Calling the customers number and getting no answer DOES NOT COUNT as completing a call! One of the problems we have had in the past is that boys will indicate that they have called a customer and not made a sale, only for the customer to call us later and say they were never contacted. AT A MINIMUM you should leave at least one message and then follow that up with a reminder call. The best contact is to speak to a person and get a definite answer. Even if you leave a message, they can get deleted, ignored, garbled etc. Customers may not return your call for any number of reasons (maybe they didn’t get your call back number – maybe you didn’t leave one!). **USE YOUR CALLING LIST – see above. Also, if you**

are not having any luck making contact, try at a different time of day. Some peoples schedules not match with the time you try to call them, so mix it up a bit.

**Q. What are the different sorts of wood?**

**A.** We usually describe our wood as ‘mixed’ or ‘hard’. ‘Mixed’ is a mixture of soft and hard wood, but we do not know in advance what proportions the mix is in, nor what types of wood are going to be in the deliveries. DO NOT tell customers something about the wood that you are not certain of. Some people have allergic reactions to certain types of wood.

**Q. If they want to buy wood, what do I do next?**

**A.** You need to find out some basic facts;

What type of wood do they want to buy (Hard or Mixed)?

How much wood do they want (1, ½ or ¼ cord)? (Confirm what this costs them)

Confirm their address – they may have moved and kept the same phone number.

Do they have another phone number (like a cell phone or work number)?

Can you get an email address for them? (Easy for next year!)

USE THE CALLING LIST FORM as a checklist and to record these details.

**Q. How much IS a cord of wood exactly?**

**A.** A cord of wood is a stack which is 8’ long, 4’ wide, and 4’ high. That’s 128 cubic feet.

**Q. They bought wood and I got all the information. What do I do with it?**

**A.** You need to write all the information down and then submit the order using the form on the website at <http://troop622.com/community/WoodSaleInfo/default.aspx>

Please do NOT use email or hand in orders at Troop meetings!

**You should receive an email reply that your order was received. If you do NOT get a confirmation email, follow up – please!**

**Q. What happens after I submit my order?**

**A.** Your order is credited to you and added to the list of orders for scheduling. Each order is then checked, and the customer is called to arrange a date when it can be delivered by the schedulers. At this time, we only (usually) narrow the time down to AM or PM. If the customer is brand new, or was on your calling list as being *unassigned*, that customer now becomes yours for future years.

**Q. If the customer asks me when the wood will be delivered, what do I tell them?**

**A.** You must NOT commit to any specific delivery schedule since there is NOTHING you can do to make it happen. You must tell the customer that somebody will call them to arrange delivery. AT BEST you can make a note of their specific request and include it in your submitted order. The schedulers will try their best to accommodate the request.

## **Q. So I have sold wood. So what?**

**A.** Boys will earn credit for any orders they are able to secure. In fact, each boy participating in woodsale is **expected** to sell at least one half cord of wood to avoid **risk of** a small penalty (a forfeit of 5 points, equivalent to 5 hours of work). This is to encourage all boys to help in the generation of orders. The next step is to deliver and stack the wood to the customer. Once a sale has been secured, that customer becomes attached to that boy in successive years. NOTE: There is a commission on every sale a boy makes! **For 2009 this sales commission is 7%.**

## **Working**

### **Q. How do I help deliver wood?**

**A.** Starting at the beginning of the woodsale season, and at almost every Troop meeting throughout, there will be an opportunity for the boys and parents to sign up to help deliver firewood. Select a date that you would like to work, and get your name down on the list. You may choose to work in the morning, in the afternoon, or both. You must, however, work a complete shift – no flexitime is allowed! A shift is half a day.

### **Q. How much time can I sign up for?**

**A.** During the first two sign up sessions, parents are **(typically)** limited to 3 shifts and boys are **(typically)** limited to 6 shifts. This gives everyone an opportunity to find some time that will work well for them. Once everyone has had a chance to stake a claim, times are opened up further to get the slots filled.

### **Q. Parents have to work too? What's up with that?**

**A.** We need adults to help make this work. We will need somebody to be in charge of the wood lot at all times it is open, we need drivers to tow the trailers with the firewood in, and we need drivers to help transport boys who will carry and stack wood on site.

### **Q. How much time do parents have to put in to this?**

**A.** Parents need to sign up to work for approximately half as many **shifts** as their boys – so if a boy signs up to work a total of **6 shifts**, the parents must sign up for **3 shifts**. This ensures that we have enough parental participation to make it work. Without drivers and a Lot Boss, nothing else can happen. Please note that the exact ratio required may vary from year to year depending on the number of boys participating. Please speak to the workforce coordinator to ask about ratios. **Woodsale Committee members are also required to work like any other parents.**

### **Q. Do parents and boys have to work the same **shifts**?**

**A.** No, parents and boys can work at different times and/or different days if that is more convenient, as long as the required ratio is maintained.

**Q. How strictly is this ratio going to be enforced?**

**A.** The workforce coordinator will keep an eye on the ratio of boys shifts to parent shifts to maintain it at the correct level, but may change it at his discretion. People will be advised if their work ratio needs to be adjusted.

**Q. What does a Lot Boss do?**

**A.** The job of Lot Boss requires somebody with prior woodsale experience that has an idea of how to arrange work crews and plan the order of the sessions deliveries based upon quantity and distance. The Lot Boss will also handle discipline issues at the wood lot, and dealing with drive-up sales. There are a set of instructions for the Lot Boss available separately. The workforce coordinator will approve/deny requests for Lot Boss. The Lot Boss should expect to be the first person to arrive at the Wood Lot, and the last to leave. Plan to arrive at least 10 minutes before the shift is due to start to set things up or handle the transition from the morning crew. The Lot Boss is also expected to help load the trailers when the crews return for wood, and help customers load their vehicles (call it 'customer service')

**Q. What if parents work more than they need to?**

**A.** Whilst this may sometimes be helpful, it can also make it difficult for other parents to maintain the correct ratio of hours, so please bear this in mind. Do not sign up for more shifts than necessary unless you are asked to do so.

**Q. What if parents are unable to work enough?**

**A.** This depends upon the reason and will be handled by the Workforce Coordinator. Accommodation will be made for illness or disability, but parents who avoid working may incur consequences.

**Q. How many people are we talking of per day then?**

**A.** Typically we will need 5 adults and 10-12 boys for each shift. Each crew will have 5-6 boys, an adult towing, and an adult driving the chase car. On rare occasions we will move to three crews and staff up accordingly, but this is not common.

**Q. What is a working day considered to be?**

**A.** The morning shift is from 7.30am to typically 12.00pm. The afternoon shift is typically from 12.30pm to 5.00pm. Times are approximate because delivery times can not be estimated more accurately.

**Q. What if I am late getting to work?**

**A.** Tardiness will not be taken lightly. Boys who are more than an hour late may lose the opportunity to work on that shift at the discretion of the Lot Boss. At a minimum, their credited hours will be reduced to reflect the late start.

### **Q. What should I wear to work woodsale?**

**A.** Handling and carrying wood is not completely risk free. Boys (and adults) should wear decent quality gardening gloves to protect their hands, long sleeved shirts to protect their arms, closed toed shoes to help protect their feet, and shade hats. Shirts and jeans or shorts are appropriate as long as they do not have offensive artwork on them (i.e must be Boy Scout appropriate). Sunscreen is often required.

### **Q. When do we have lunch?**

**A.** Lunch is a half hour, typically between 12.00 and 12.30pm. Boys (and parents) working a full day must bring a packed lunch with them. They will NOT be allowed to leave the wood lot to buy fast-food. [If you realise that you forgot lunch, call home and someone bring it to you.](#)

### **Q. What should I bring to woodsale?**

**A.** Water, or something else to keep hydrated. A packed lunch if working all day. Suitable clothing and footwear. Water. Wet weather gear if it might rain. A shade/rain hat. Sunscreen maybe. A good attitude. More water. For the parents, cell phones are very handy because customers can be called ahead of time, if they are not in [when you get there](#), or the lot boss can be contacted if it is necessary to deliver the wood elsewhere.

### **Q. What if I sign up and then I can't make it?**

**A.** This will depend on why you cannot make it. If you know well in advance, simply change your name on the sign-up list at a Troop meeting, or call the workforce coordinator. You MUST give at least 24 hours notice or you may be penalised (a forfeit of 2.5 points per [shift](#) day is usual). Any less than 24 hours and there is almost no chance of finding somebody to replace you. If you are ill, or something serious arises, exceptions will be made. If you have a sport to go to, or band camp, or Aunty Flo's tea party, DON'T SIGN UP or CHANGE EARLY!

### **Q. How much should I sign up for?**

**A.** This is a matter of personal preference. For those with little woodsale experience, it may be worth starting off with [single shift](#) amounts until you know what to expect. Initially, sign-ups are limited in order to give everyone an equal chance to schedule convenient times. The more [shifts](#) you work, the more points you earn, and a larger amount of the profits are credited to your woodsale account.

### **Q. I signed up as 'HITCH'. What does that mean exactly?**

**A.** If you sign up as a hitch, you are agreeing to tow a trailer filled with wood throughout your [shift](#). Clearly, you must turn up for work with a vehicle capable of towing a trailer with a 2 inch ball and appropriate electrical hookups. If you have the first shift on a Saturday morning, you should plan on collecting the trailer *from the rental company* and being back at the lot and ready to start work at 7.30am. If you have the last shift on a Sunday afternoon, you should plan on returning the trailer *to the rental company* at the end of the day after it has been cleaned out. [We use the U-Haul at 13210 Poway Road, \(858\) 486-3660.](#) Note that if your vehicle has the square receptacle for a towing hitch, the

Troop can usually lend you the hitch itself. ARRIVE WITH A FULL GAS TANK. Extra money is paid to 'hitches' (\$30/full day to offset the cost of gas and wear and tear).

**Q. Any new information for 'HITCHES'?**

A. Starting in 2009 the Woodsale Committee decided to purchase a towing hitch that will fit in to most receptacles. This is available to be borrowed as required. Also, to avoid unfortunate and costly delays at the U-Haul facility, people planning to drive as HITCHES are requested to bring their car to a Troop meeting PRIOR to their first day on the job to check that they have all the required electrical hook-ups. Alternatively, U-Haul kindly agreed last year to help people during the week to make sure their car is ready to tow at no charge. HOWEVER – DO NOT wait until Saturday. They are very busy, you will have to wait for fee paying customers, and then everyone else will have to wait for YOU!

**Q. I signed up as a 'DRIVER'. What does that mean exactly?**

A. If you sign up as a driver you are offering to transport several of the boys in the work crew to and from each delivery site. You will need to provide a vehicle with sufficient seats for 5 or more boys. Some boys can travel with the 'Hitch', but for a full crew of 6 boys and 2 adults, there have to be enough seats somewhere! ARRIVE WITH A FULL GAS TANK. On some occasions you may not need to drive (if the car towing has enough seats).

**Q. Our delivery crew received a tip. Who gets it?**

A. Monetary tips should be handed in to the Lot Boss and are considered as tips for the Troop. Tips in the form of drinks or snacks may be consumed by the lucky crew receiving them.

**Q. What do we do if we turn up to deliver wood and nobody answers the door?**

A. If possible, the Lot Boss should call ahead to confirm that somebody will be there to meet the delivery crew, but if that doesn't happen, look for some kind of note. Often there will be a note with payment and instructions as to where the wood is to go. If there is no note, and no payment, call the Lot Boss for an alternative delivery address, or return to the Lot with the wood. DO NOT risk delivering the wood to the wrong address, or stacking it in the wrong place.

**Q. Our customer wasn't happy about something. What do we do?**

A. From time to time there may be issues that arise for various reasons. If possible, one of the adults in the crew should handle the situation to resolve it on site and as quickly as possible. If this is not possible, the situation should be passed over to the Troop Customer Relations volunteer who is a member of the woodsale committee each year.

**Q. It is raining now, or looks like it will start soon. What do I do?**

A. Woodsale schedules are usually very tight, so even if it is raining it is important that you turn up ready to participate. We will be delivering come rain or shine, so if it looks

like rain, WEAR APPROPRIATE CLOTHES! If conditions really are too bad to continue, the Lot Boss will make the decision to cancel the deliveries for that session, or suspend them for some period. All missed deliveries need to be rescheduled which makes subsequent sessions VERY BUSY.

**Q. How much wood do we deliver a day?**

**A.** Usually something like 12 cords a day, or 3 cords per crew per [shift](#).

**Q. If we make a sale during a delivery, what do we do? Who gets the credit?**

**A.** Sales made during a delivery are considered to be Troop sales, and are not credited to an individual. Take the details and pass them on to the Lot Boss who will pass them back to the [Chief Scheduler](#).

## Earnings

**Q. Woodsale account! What's that?**

**A.** At the end of all the woodsale efforts, when the costs have been tallied and the profits have been determined, the money will be divided between the boys based on the amount of wood they sold and the number of hours they worked. [The boys earn 'points' for their sales and work efforts which can be swapped for money for scouting activities.](#) This money is held by the Troop for each boy in a woodsale account. This 'account' may be used to pay for meeting dues, camping fees, in fact any *approved* scout-related expense.

**Q. How much will I get?**

**A.** There is no way to know ahead of time how much each boy will earn, since it depends on costs and profits. In the past it has worked out to be something like \$10 per hour worked, but this is only a guide. Also, significant money can be earned through sales commissions! [Make those calls!](#)

**Q. How can I maximise my earnings?**

**A.** Sales generate income [points](#), even if the boys do not deliver much wood. Boys who have parents on the woodsale committee also receive an increase in credits, and parents who drive a hitch earn an additional \$15 per [shift](#) for their boys to offset gas prices. The top three sellers will be recognised at a Troop meeting [by name. They will already have the largest commissions.](#)

**Q. What is the sales commission?**

**A.** Sales are essential, so to incentivise the boys to call their customers and make sales, a commission is paid on each order. [The amount of commission has been set at 7% by the Woodsale Committee for 2009.](#)

## Other Information

### **Q. If people see the wood lot, can they drive up and buy wood directly from the lot?**

**A.** Yes they can. In fact, this option is open to all customers. If they collect their own wood, there is a 10% discount from the list price. Note, however, that part of the selling point of the woodsale is the fact that the wood is stacked for the customer when delivered..

### **Q. If people drive up and buy a small amount of wood, how much should the Lot Boss charge?**

**A.** This is always a difficult question to answer, as it can be somewhat subjective. If possible, there should be a stack, or set of stacks, representing different quantities of wood and the relative prices. This could be used as an estimator. If the amount is less than a quarter cord, it should be costed as a fraction of a quarter cord. A reasonable guide based on Store prices is something like \$1 per piece.

### **Q. What is the woodsale committee?**

**A.** The Woodsale Committee are the adults who volunteer to organise and run the Wood Sale fund raising event for a given year. There are several positions available and these are open to any parents within the Troop. Interest in a Woodsale Committee position should usually be entered when completing the Recharter Information. The positions for the 2009 season are filled as follows;

Chairman	- Mike Williams
Workforce	- Keith Sherwood
Purchasing/Facilities	- Kathy Martin
Finances	- Kim Bianco
Trailers	- Hariharan
Orders	- Chris Brindle
Chief Scheduler	- Aaron Barish
Scheduler 1	- Sandy Campbell
Scheduler 2	- Peggy Bozym
Scheduler 3	- Tina Potter
Customer Liaison	- Roger Sodergren

### **Q. What does the woodsale committee do?**

**A.** Apart from meeting to discuss the timing of the event, setting the pricing and new policies, resolving issues, and running the event through the wood sale season....

#### **Chairman**

The Chairman calls the woodsale committee meetings, sets the agenda and takes meeting minutes. He/She is also responsible for the FAQ's (this document), and the Woodsale Kickoff presentation, as well as overseeing the general working of the committee and resolving any internal disputes. Determines the allocation of points earned based on sales,

hours worked, committee bonus, hitch credits and other expenses. Provides regular updates during the season, and a final presentation of the overall event.

### **Workforce Coordinator**

Puts out the sign up sheets and tracks the work force throughout the season. Determines the Parent/Boy working hour ratio. Informs boys and parents of the work crews signed up for the weekends work. Calls around to find additional help if the crews are short. Checks for correct working ratio, and suitability/readiness for the positions of Lot Boss and Hitch.

### **Purchasing/Facilities**

Arranges for the rental of the fence and portable toilets. Orders the wood from the suppliers as required. Keeps track of wood delivered, wood sold, and invoices from the suppliers. Sends payments to the wood suppliers.

### **Finances**

Collects the money at the end of each working day (either directly or indirectly). Logs all payments in the database and deposits the money in to the bank. Coordinates finances with the Troop Treasurer.

### **Trailer Hire**

Arranges for the trailer rental from U-Haul each weekend as required. Meets the parents who will be taking the Saturday morning hitch shift AT U-HAUL to make sure that they collect their trailers in a timely fashion. Pays for the trailer hire and is reimbursed by the committee through expenses.

### **Orders**

Receives the orders entered by boys in to the database. Adds new customers to the database if required.

### **Schedulers**

The Chief Scheduler will open up the delivery days based upon the number of cords to be delivered and the amount of time required. They also police the lot sales and advise the other schedulers, and print out each weekends delivery slips for the Lot Bosses to pass out.

Schedulers access the database to find customers who have bought wood, and then call those customers to arrange a delivery date picked from the open slots available. Once a delivery slot has been assigned, this information is added to the database.

### **Customer Liaison (PR)**

Checks the customers who are on the schedule to receive wood during the coming weekend, and calls them during the week prior to remind them of their impending delivery. Confirms deliveries and advises the schedulers of any requests for rescheduling. Is the first point of contact for customer complaints. If sales are not going as well as expected, or if boys are suspected of NOT contacting the names on their calling lists (and

this DOES happen every year!), makes selective calls to potential customers as a form of 'Quality Control'.