



MUST Ministries

Toy Shop Program

Volunteer Manual

With the help of the community, MUST makes Christmas a cherished event for those in need. Thanks to hundreds of volunteers and donations of in-kind gifts from individuals, companies and churches, over 4000 children benefit from the MUST Ministries Toy Shop program in Cobb and Cherokee Counties each year.

The Toy Shop program assists parents who may not otherwise be able to provide Christmas gifts for their children. Parents can shop at no cost in a department store-style environment for what their children want. All of the toys and clothing items available in the shops are donated.

Thank you for your interest in volunteering with the MUST Ministries Toy Shop program! The purpose of this manual is to provide you with all of the information you will need to take part in the program this year.

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A. TOY SHOP REGISTRATION

Cobb and Cherokee County residents must register with MUST Ministries to participate in the Toy Shop program. As part of the registration process, clients provide documentation to ensure they meet the program requirements. Once their documents are verified, clients sign up for appointment times to shop. Several volunteers are needed to assist with the registration process.

Dates	Times	In Cobb County
November 7 - 10 November 14 - 17	5:00pm – 8:00pm	MUST Ministries - Marietta Office 1407 Cobb Parkway NW Marietta, GA 30060
		In Cherokee County
October 16 – November 17 Mon-Fri	10:00am – 2:00pm	MUST Ministries - Canton Office 111 Brown Industrial Pkwy Canton, GA 30114

Volunteer tasks include:

Greeters: Greet clients and collect paperwork.

Document Verification: Review and validate required paperwork.

Appointment Scheduling: Schedule shopping appointments for clients.

Data Entry: Enter client data into an online spreadsheet application.

B. TOY SHOP LOCATIONS, DATES, AND HOURS OF OPERATION

This year there will be two Toy Shop locations – one in Cobb and one in Cherokee Counties:

In Cobb County	Dates	Times
MUST Donation Center 1280 Field Parkway Marietta, GA 30066	December 1 – 21 Mon-Sat	9:30am-7:30pm
In Cherokee County		
New Life Church 154 Lakeside Drive Canton, GA 30114	December 1 – 21 Mon-Wed, Sat	9:30am-3:00pm
	Thurs-Fri	2:00pm-8:00pm

C. TOY SHOP VOLUNTEER SHIFTS & RESPONSIBILITIES

The Toy Shop locations will be open for 17 days during the month of December. We are scheduling volunteer shifts in 3-hour increments. There will be four shifts/day in Cobb and two shifts/day in Cherokee. All shifts are on a first-come, first-serve basis - please have a backup date and time in mind when selecting a shift.

We encourage children ages 10-17 to volunteer. However, we ask that there be at least 1 adult for every 4 children present at all times. Please ensure when scheduling a youth group that you have the appropriate number of adults.

In Cobb County	Days	Shift Times
MUST Donation Center 1280 Field Parkway Marietta, GA 30066	Mon-Sat	9:00am – 12:00pm 11:30am – 2:30pm 2:00pm – 5:00pm 4:30pm – 7:30pm
In Cherokee County		
New Life Church 154 Lakeside Drive Canton, GA 30114	Mon-Wed, Sat	9:00am – 12:00pm 12:00pm – 3:00pm
	Thurs-Fri	2:00pm – 5:00pm 5:00pm – 8:00pm

Volunteer tasks include:

Check-in Attendants: Greet our clients and collect appointment paperwork. Cross-reference client names against other agency lists. **(2 volunteers per shift)**

Personal Shoppers: Escort clients through the Toy Shop, be available for questions and assist in picking out gifts. Please note: this task is not recommended for youth volunteers. **(6-8 volunteers per shift)**

Check-out Attendants: Verify that the clients have gone to each section and received the correct number of items. **(2 volunteers per shift)**

Stockers and Sorters: Sort incoming donations and restock shelves with new items. Please note: this is a great task for youth volunteers. **(2-4 volunteers per shift)**

Runners: Assist clients in taking gifts to their vehicles. Please note: this is a great task for youth volunteers. **(2 volunteers per shift)**

D. SECRET SANTA EVENT

Children who benefit from the Toy Shop can give back to their families through our “Secret Santa” event. One day in December is reserved for children to play Santa by selecting gifts for their families. Due to the large number of children that attend this event, several volunteers are needed.

Date	Time	Locations	
		In Cobb County	In Cherokee County
December 16	10am – 2pm	MUST Ministries Marietta Office 1407 Cobb Parkway NW Marietta, GA 30060	MUST Ministries Canton Office 111 Brown Industrial Pkwy Canton, GA 30114

Volunteer tasks include:

Check-in Attendants: Greet the clients and track the number of children shopping.

Personal Shoppers: Escort children through the shop and assist in selecting gifts.

Gift Wrappers: Wrap gifts and help children create gift tags.

E. OTHER VOLUNTEER OPPORTUNITIES

MUST is seeking volunteers to assist in setting up the Cherokee Toy Shop located in Canton. This is a great opportunity for volunteers who like to work with their hands!

Dates	Times	Location
November 27 - 28	9am - 12pm 1pm - 4pm	New Life Church 154 Lakeside Drive Canton, GA 30114

Volunteer tasks include:

Assembly: Assemble shelves, tables and display units.

Sorters/Stockers: Sort donations and stock shelves.

F. VOLUNTEER EXPECTATIONS

Thank you again for being a part of the Toy Shop program. MUST cannot do the things we do without volunteers like you! Please follow the guidelines below to ensure a successful volunteer experience:

- Please be on time for your shift.
- Please stay for the full duration of your shift.
- Please either wear a **RED** shirt or a shirt with your company/group's logo.
- Please smile and have the love of Jesus in your heart!
- Please complete the volunteer waiver (details to follow).

If you have to cancel your shift for any reason, please notify MUST Ministries as soon as possible. Given that clients are pre-registered for each shopping day, we need as much time as possible to find other volunteers to fill the shift.

G. HOLIDAY GIFT DRIVE SUGGESTIONS

Unlike stores that can order merchandise as needed, MUST relies entirely on donations to restock the Toy Shop shelves. Therefore, we are asking several groups and individuals to host gift drives to serve as many children as possible. Here is a list of gift drive suggestions from which to choose. Gifts are grouped in the Toy Shop by age range, so please try to collect items for children in each of the following ranges: **Ages 0-4, 5-8, 9-12, 13-18.**

Toy Drive: Help brighten the holiday season for thousands of children by hosting a toy drive. Please collect new, unwrapped toys for kids of all ages. Toy suggestions include:

- | | | |
|----------------------|-------------------|--|
| ▪ Bikes | ▪ Action Figures | ▪ Dolls/Barbies (All Ethnicities) |
| ▪ Board Games | ▪ Art Sets | ▪ Remote Controlled Cars |
| ▪ Puzzles | ▪ Blocks | ▪ Ride-On Toys (Big Wheels) |
| ▪ Skateboards/Razors | ▪ Stuffed Animals | ▪ Video Games (for Wii, Xbox, Nintendo DS) |
| ▪ Hot Wheels | ▪ Digital Cameras | ▪ DVDs & CDs |
| ▪ Sports Equipment | ▪ Perfume/Cologne | ▪ Purses/Wallets |
| ▪ LEGOs | ▪ Watches | ▪ Headphones |

Book Drive: What better way to ring in the holiday season than celebrating with a new book! Please consider hosting a book drive to collect new books that will be distributed at the Toy Shop.

Blanket Drive: Give the gift of warmth this winter by hosting a blanket drive. Please collect new blankets of any size during your drive. MUST's goal is to provide one blanket to every child, so all donations are much appreciated!

Clothing Drive: Please help give gifts of new clothing to children this holiday season. MUST would like to provide every child with a pair of socks, underwear, hats and gloves. Please consider hosting a drive for those specific clothing items. We request that items are new and that donations come in various sizes.

Baby Items Drive: Shower brand new members of a family with gifts by hosting a drive specifically for baby items (newborns & toddlers). Suggested items include:

- Diapers
- Bottles
- Bibs
- Washcloths/Bath Towels
- Sleepers
- Pacifiers
- Baby Soap
- Rattles/Other Toys
- Onesies
- Socks
- Hats
- Diaper Bags

Gift Card Drive: Collecting gifts for Teens and Tweens can be difficult, so please consider hosting a gift card drive specifically for these age groups. Gift Cards in any denomination are welcome! Please consider providing cards from one of the following retailers:

- iTunes
- Amazon
- Movie Theaters
- Barnes & Noble
- GameStop
- Target
- Local Restaurants
- Starbucks

Christmas “Stocking” Drive: This is a creative way to give gifts that are practical and fun! Here's how it works – first, purchase one pair of socks (long socks are recommended). Then, roll up one sock and tuck it inside the other. Finally, fill the rest of the sock with goodies (small toys, nail polish, playing cards, etc). Please do not include candy or hazardous items like razors in the sock. Please tie the top of the sock with a ribbon – **red** for girls and **green** for boys – and list the age range.

Family Gift Drive: Children who benefit from the Toy Shop can give back to their families through our “Secret Santa” event. One day in December is set aside for children to play Santa by selecting gifts for their families. We need new items that family members might enjoy, so please host a drive specifically for these types of gifts (i.e. candles, travel mugs, picture frames, tool kits, wallets, key chains, perfume/cologne, etc).

Please contact MUST Ministries if you or someone you know is interested in hosting a holiday gift drive!

H. DONATION DROP-OFF LOCATIONS

For your convenience, Toy Shop donations may be dropped off at any of the three locations listed below:

Locations	Days/Times	Donations Accepted
MUST Donation Center 1280 Field Parkway Marietta, GA 30066	Mon-Sat 9am-5pm	Nov 7 – Dec 21
MUST Cherokee Office 111 Brown Industrial Parkway Canton, GA 30114	Mon-Fri 9am-2pm	Oct 16 – Dec 21
New Life Church 154 Lakeside Drive Canton, GA 30114	Mon-Wed, Sat 10am-2pm Thurs-Fri 3pm-8pm	Dec 1 - 21 (excluding Dec 14 th)

I. MUST CONTACT INFORMATION

Cobb Toy Shop Location

Email: ToyShop@mustministries.org

Phone: 404-536-3430

Cherokee Toy Shop Location

Email: CherokeeHoliday@mustministries.org

Phone: 770-576-0359

MUST Ministries

Website: www.MustMinistries.org

Marietta Office Phone: 770-427-9862

Canton Office Phone: 770-479-5397

We cannot thank you enough for your generosity and continued support of the MUST Toy Shop program!