

Gift Shop Survey

June 2008

The following is a summary of the results of the CCRC Survey of Convenience Store/Gift Shops or Nooks conducted by Fellowship Village in June 2008. Nineteen CCRCs responded.

Does your institution have a Convenience Store or Gift shop?

Yes 17, No 2

Is your store a function of Management, Resident Council, or Mixture?

Management 3, Resident Council 8, Mixture 6

Does the store receive subsidies from management?

Yes 2, No 15

Who prepares financial reports?

Volunteers 10, Staff Manager 7

What overhead is the store responsible for?

All 1, None 16

Do you normally make a "Profit"?

Yes 12, No 3, N/A 2

Where does the "profit" go?

Resident Council 4, Entertainment Fund 2, Benevolent Fund 3, Reduce Residents' Fees 1, Employee Appreciation Fund 1, N/A or miscellaneous 5

What is the number of resident volunteers and management employees on the staff of the gift shop?

10 CCRCs: Only Volunteers 5-64

3 CCRCs: Only Management 1- 5

4 CCRCs: Mixed

Is there compensation for staff?

No or N/A 16, Mileage 1

Who recruits staff?

All by residents

Who trains volunteers?

All done by experienced volunteers

Who works out schedules?

All done by volunteer managers

Who is in charge of ordering?

Resident volunteers 5, Staff 8, Miscellaneous 4

Does the store use bar codes?

Yes 1, No 16

Additional Comments:

Finding volunteers is an on-going problem. Our finding is that people enter CCRCs at an older age each year.

We are so few in residence that we have reduced our hours from 1 hour every day to 1 hour 3 times a week and it is more than adequate.

No resident volunteers. Store is run by the Dining Services Department.

We have 44 volunteers who fill the 30 regular spots in the store. Two cashiers and one helper serve on each shift. The rest are substitutes.

Total of 64 work in the Gift Shop. They give a folder to each new resident in which are listed store items, hours, contact names, and solicitation of volunteers, plus other pertinent information.