

SAA Retail and Gallery Staff FAQ

Where do I keep the sales book, operations binder, and inventory binder?

Please keep these items under the counter when not in use so they do not block the view of the display case contents. There should be ‘nothing’ on top of the display case except perhaps a small item or 2 in the back corner.

Can I rearrange things?

The items in the monthly gallery show cannot be rearranged; they have been placed specifically by the show juror / committee. These are items with a “show tag”, e.g. WIP-ID-###.

Items in the retail area may be rearranged to keep things “fresh” and displayed in the best possible light. Keep the tops of the display cases clear – maybe one or 2 things on the outside back corner – but essentially clear in order to showcase what is IN the case

Please do not put things into the back room or take them out of the back room.

My shift is over and the next person hasn't shown up

Please stay if you can. They may just be a bit delayed. Our only alternative is to close the store. If you must do that, please leave a note on the door “Emergency closing today <day, Date>. Sorry. We will be open later in the day or tomorrow”; follow the “last shift” instructions.

CONTACT ONE OF THE PEOPLE listed in the “Emergency Contacts” below. Please leave messages for all of us if you can’t reach one of us “live”

I've arrived for my shift and can't get in

Call the Art Corner 978-745-9524 and ask for Wendy. If she's not there, call any of the people listed in the “Emergency Contacts” below

I need to leave for a couple of minutes to feed a meter or go to the bathroom

If possible have one of the other vendors or a friend watch the door for a couple of minutes. Otherwise put a sign on the door, e.g. “back at 1:15”, lock both doors, and be quick about it!

Mamadou and/or Debra Crosby want to borrow the tent

If it's not being used for music that day, they may borrow it

Someone wants to post flyers or leave cards for display

Members may have their cards out and donors may display brochures. Other materials are at the discretion of the gallery and retail committee. Guidelines: art-related information may be posted in windows where it does not detract from the gallery and retail displays; non art-related information is not appropriate.

Customer wants to return a previous purchase

For the **retail gallery**, purchases may be returned within 10 days for a full refund or exchange if accompanied by an original receipt. Credit card purchases must be refunded to the same credit card.

For the **monthly shows**, all sales are final.

Customer is buying an item from the monthly show

All sales are final.

Ask them to leave it until the end of the show if possible. But take the payment now! Put a “SOLD” sign on the item (there should be red labels in the supply drawer). Arrange for them to pick it up during one of the artist pickup times.

If they cannot come back, they may take the piece. Don’t lose a sale!!!!

I need to make some copies

There’s a copier in the back room

A light bulb is burned out, supplies are needed, etc

Send email to gallery@salemartsassociation.org or leave a note in the cash box

Someone wants to join

Printouts of the web pages that describes membership levels are in the “Policies and Procedures” binder. If they’d like a copy, please MAKE A COPY and leave the original in the binder. The copier is in the back room.

Fill out a sales slip and get the payment from them. Make sure it includes all their contact information (name, address, phone, email), and leave it in the cash box. Ask them to go online and “join” so all their info is entered into the system and they choose a password, etc. They’ll receive confirmation within a week.

Another member wants to leave items for the retail store

They should come at one of the scheduled “take-in” times or arrange to meet one of the retail committee members. But in an “emergency” follow the “Take-in” procedures

Another member wants to retrieve items from the retail store

They should come at one of the scheduled “pick-up” times or arrange to meet one of the retail committee members. But in an “emergency” follow the “Pick Up” procedures

I have suggestions

Send email to gallery@salemartsassociation.org or leave a note in the cash box

Another member wants to sign up to “Gallery sit”

Ask them to go online, pick a shift, and send email to “gallery@salemartsassociation.org”. If they can’t get to that page (e.g. forgot their login) just send email and we’ll walk them through it. If they’re still reluctant, leave their contact info in the cash box and we’ll get back to them.

Customer wants to know what we do with the email addresses

The artist will be given this info and may send you a “thank you” note.

We may start a mailing list and send out information about upcoming shows. They’ll have the option to opt-out. We will only use their contact info for SAA communications; it’s not visible to members other than SAA administrators.

Customer does not want to give their name/contact info.

For original art, state law requires that we ask for this information so the artist can A) maintain and protect the copyright on the work and B) contact collectors should there be an opportunity for the artist to borrow work for a retrospective or exhibit.

For all other pieces it's not absolutely necessary to collect the info.

'EMERGENCY' CONTACTS

- Wendy Snow: 978-745-9524(w), 508-397-4391(c), 978-741-0029(h)
- Ellen Garvey: 781-595-4978(h), 978-979-2015(c)
- Laura Dandaneau: 617-448-2087(c)
- Jan Condon: 978-744-4809(h), 978-406-7201(c)
- Ellen Hardy: 508-783-6591
- Jack Walsh: 978-289-0372
- Henry Z: 978-317-3818
- Monique L: 978-744-7447(h), 781-259-1353©