



St. Vincent de Paul **Thrift Store**



Volunteer Handbook

Revised 1/6/22

St. Vincent De Paul Thrift Store

1300 Benner Pike, Suite B, State College, PA 16801 (814) 867-3131 Volunteer line (814) 954-4828

Welcome to the St. Vincent de Paul Family of Volunteers! Thank you for donating your time and talent to our organization. This packet will provide you with information on our mission and operations.

Thrift Store Hours

Monday-Saturday 10:00 AM - 4:00 PM

The Thrift Store is closed for major holidays, the week covering Christmas and New Year's Day, and when the State College School District closes due to inclement weather.

Customer Service and the Golden Rule

While we are a non-profit run by volunteers, we are also a commercial enterprise that depends on our reputation to stay in business. **Always** be friendly and helpful with customers and with those donating items.

The Thrift Store is more than a way to make money to help the poor. It also helps to spread the good news that we are all loved by God. The way we treat our customers, donors, and each other is a way of spreading that message.

General Information for Volunteers

- At the start of your shift, check the Volunteer Information Board in the Meeting Room to see if anything is on sale, if certain items are being saved for specific ministries, and other pertinent information. The tag/sticker color to be used for pricing that week is also posted on this board.
- **Student/community service volunteers** must report to the Day Manager at the start of their shifts and sign in and out with the Day Manager for each time they work.
- Candy, crackers, and soda are available in the kitchen, and water in the Meeting Room—please help yourself.
- Please park in the far end of the lot—if possible, leave the spaces closest to the store front door open for customers.
- The **Resource Notebook** in the Sorting and Donations Rooms include up-to-date listings of Thrift Store prices, how to hang clothes, sizes (including conversions to international sizes), bedding measurements, safety procedures and other information to assist you in your work.
- **Purchasing Merchandise:** Volunteers may purchase store merchandise. Please pay during your shift—**don't wait until the end** when the cashier may be busy with last minute customers. If you want an item that doesn't have a set value, have another sorter price it for you. If you would like to purchase unpriced artwork, jewelry, or items for Rosalie's Boutique, put a note with your name and phone number on the piece asking that you be notified when it is priced.

Who We Are

The Society of St. Vincent de Paul (SVdP) is a Catholic organization of lay persons joining together to grow spiritually by following the example of helping others set by St. Vincent de Paul and the founder of the Society, Blessed Frederic Ozanam. An international organization established in 1833, SVdP now has more than 875,000 members in 131 countries. The SVdP Conference of Our Lady of Victory Catholic Church was established in State College in 1996. Its Thrift Store opened in April, 1998.

What We Do

Through person-to-person involvement, members of the Society provide discreet assistance, both spiritually and materially, to needy families and individuals regardless of their religion, race, or ethnicity. Financial assistance may be provided for a wide range of needs including medical care, housing, utilities, food, clothing, transportation, and much more. Assistance is intended primarily for situations precipitated by unforeseen events or extraordinary personal crisis and may be provided directly or in cooperation with other area human service agencies. In general, it is not provided on a continuing basis. When warranted by circumstances or financial need, members of the Society arrange to meet with individuals or families in their homes. These "home visits" are considered to be the very essence and foundation of the Society.

Source of Income

The Thrift Store is a primary source of income for the work of the Society. The Society is supported solely by the generous monetary and material donations of parish and community members who are aware of the Society's mission and wish to contribute to its work. The SVdP Thrift Store is staffed and managed by volunteers from the Society, the OLV parish, and the State College community.

Donation Greeters

- When accepting donations, always thank the contributor and offer a receipt.
- **Donation Greeters should routinely do a presort of all incoming items.** Politely ask the donor what is in the bags or boxes—this will help you determine where to distribute the items.
 - » **Clothing with new tags** should immediately be placed on sorting tables.
- **Receipts:** Have the donor fill out the receipt—according to the IRS, the donor must complete or attach an itemized list—and sign at the bottom. You must also sign as accepting the item(s).
- Keep the white top copy and give the yellow copy to the donor. If the donor provides a separate list and would like to retain a copy, you can make a copy of the list on the copier in the office.
- Explain that we cannot accept furniture, large appliances, computers, or hazardous materials (check the list posted in the Donations Room for more information).
- Due to space limitations, we cannot accept all of the leftovers from yard sales. Take all bags of clothing and some of the housewares, then give the donor one of the cards listing other places that accept donations (such as Goodwill).
- **Fiberfill:** According to the Pennsylvania Department of Labor & Industry, we cannot sell the following items because we do not have the ability to sanitize them: quilts, comforters, and similar items with fiberfill stuffing, even if they are new and in the original packaging. These items may be given away; however, they must not be put out for sale in the store. The item may be put in the volunteer free box in the Meeting Room. If a Pennsylvania Licensing Inspector finds violations of these rules, we could be fined \$100 or even \$500 per item!
 - » Goodwill accepts some of these items; good customer service includes helping donors find other options for disposing of items
- Immediately dispose of bags/items that are moldy or in unusable condition.

Resident Experts

Some items should be set aside to be priced by our resident experts:

- **Artwork** is placed in the artwork racks for Beverly.
- **Books, CDs and DVDs** are placed in the books area of the Sorting Room to be priced by Diane and Sandy.
- **Collectibles and antiques** should be placed in the white cabinet in the Sorting Room for Betty.
- **Crafts and fabric** should be placed in the bin on the large pallet rack in the Sorting Room for Janet to price.
- **Designer high quality clothing, handbags, and shoes** should be placed on the “Rosalie’s Boutique Rack” in the Sorting Room for Arlene to price. Arlene has expertise in fashion and knows which pieces will sell for more; she will price, place and date these items using purple tags.
- **Domestics** (sheets, towels, etc.) should be placed in the bins on the large pallet rack in the Sorting Room for Laurie to price.
- **Electronics** such as CD and DVD players, etc. go in the Coat Room for Ike to price.
- **Jewelry** should be placed in the third drawer of the file cabinet by the Day Managers’ desk. Margaret cleans and prices costume jewelry; Janet does fine and vintage jewelry.
- **Greeting cards and gift wrap** should be placed in the bin on the shelf behind the white cabinet in the Sorting Room for Janet to price.
- **Music and instruments** should be placed on the shelf in the Meeting Room for Janet to price.
- **Prom and bridal dresses** should be placed on the racks in the back hallway for Beth to price.
- **Scarves** should be placed in the white cabinet in the Sorting Room for Betty to price.
- **Specialty or bulk pricing** will be handled by Janet; place the items in an area where they will be out of the way and let Janet know what and where they are.
- **Vintage clothing** should be placed on the rack behind the white cabinet in the Sorting Room for Arlene to price.

Sorting Donations *“Sell the Best, Recycle the Rest”*

- At the start of each shift, Sorters should check racks and shelves in the store to ensure that clothing is hung correctly, housewares placed neatly, and that there are no broken items or hangers on the floor.
- When opening bags, be cautious of sharp or broken objects. Rubber gloves are available if needed.
- Items of value found in purses or other donations, such as money, keys, ID or credit cards, jewelry, etc., should be given to your Day Manager.
- We receive many, many donations, so we can afford to be picky—only put out items that are in excellent condition.

- Please refer to the **Resident Experts** list above for placement of many items; we also have places for these items:
 - » **Eyeglasses and Healthcare Items** go in the Lions Club box in the Sorting Room (large items may be placed in the Back Sorting Room). Bob will arrange for a pick-up as needed.
 - » **Free Box:** The minimum price for any item in our store is 25¢. Any item worth less may be placed in the Free Box by the front door. Please limit this to usable items: no hangers, paper products, or messy items.
 - » **Paper Plates/Cups/Napkins:** May be placed in our kitchen for volunteer use, but please check to see if we need more (we usually have more than we will use!) and put them in the Volunteer Free Box, or unopened packages may be priced and sold.
 - » **Religious Items:** Religious figurines and similar items should be placed in the corner shelf behind the cashier. We offer these items at no charge but encourage customers to give a donation if they wish. Put **rosaries** in the bin in the Sorting Room behind the white cabinet.
 - » **Toys:** The Thrift Store does not sell toys, so we collect them for the Catholic Daughters to sell at the OLV bazaar or yard sales. Place them in the bins on the bottom of the pallet rack next to the large canvas bin for cardboard.
 - » **Volunteer Free Box:** Items that we can't sell in the store, such as stuffed animals or quilts, may be placed in the Volunteer Free Box in the Meeting Room.
- **Seasonal Items: VERY GOOD** out-of-season clothing is saved in marked boxes. Throughout the year, good quality Christmas or other holiday items may be saved—place in marked boxes.
- Occasionally you may find an item you want to take home to clean or repair. Please inform your Day Manager of your intentions and bring the cleaned/repaired item back the next time you volunteer.
- **Bag Recycling:** Put bags in the bin under the sorting counter; at the end of each shift, a volunteer should sort out the good bags for re-use at the cashier and take the others to a grocery store for recycling.

Pricing and Placing Items

- The price list in the Resource Notebook includes normal prices, and prices for new items with tags (usually at least twice our normal price).
- Occasionally, items may be priced higher according to their quality and/or desirability.
- If you are unsure as to how to price or place an item, ask your Day Manager or an experienced volunteer.
- If you find an item on the sale floor that is incorrectly priced, bring it back to the sorting room for re-pricing.
- **Store Layout:** A current store layout is included in the Resource Notebook (this changes with seasons and as needed).
- When putting out housewares, please place items in areas with similar pieces.
- Clothing should always be carefully placed according to size.
- Sheets, blankets and tablecloths should be labeled with their size or measurements.

Inventory Control System

The Thrift Store has an inventory control system for all merchandise. All items must be labeled with colored tags and stickers based on a Tag Color Schedule posted on the Volunteer Information Board in the Meeting Room. The system runs on a six-week schedule: items with tags or stickers that have been in the Store for five weeks will be sold as clearance at 50% off; signs at the cash register and posted throughout the store inform customers of the tag/sticker color that is on sale that week. At the end of the sixth week, clothing with those color tags/stickers will be removed and placed in surplus. The Catholic Daughters remove housewares items that are out of date.

Clothing Sorters

- Put out only current season clothing that is clean, spot-free, attractive, in good condition, and in fashion.
- Carefully inspect each piece! Ask yourself, would I wear this, or would I give it to my family to wear?
- Place clothing that is worn or that has spots, stains, rips, tears, or pilling in the large containers for surplus. (These items are picked up by a group of Mennonites who clean or repair them and put them to use in other projects or send them to countries in need.)
- Surplus bags should only be filled 3/4 full (overfilling them makes them too heavy to lift).
- **Tags should be placed in a label if possible:** in the middle of the back waistband for pants, skirts, and shorts; and at the back of the neck for tops, shirts, dresses, coats, etc. Put the fastener through a label or on a seam. **Do not put the tag where it can pull out and leave a hole in the item!**
- Label each piece with a color of the week tag (shown on the Volunteer Information Board in the Meeting Room). Put the size on the tag, but only list the price if it is different from the normal price for the item.

- Men's pants sizes on the tag should include both waist and inseam numbers.
- A list with both regular and "new item with tag" prices is included in the Resource Notebook.
- If you determine the value is greater than the usual price, write the increased price on the tag.
- Women's blouses and coats have buttons on the left side, men's shirts and coats have buttons on the right.
- **Hangers:** Hang items on proper hangers: We never use wire or all-plastic hangers. A chart is included in the Resource Book as guidance. (Tubular plastic hangers may be bundled and sold.)
- **Designer or high-quality** current season items should be placed on the "Rosalie's Boutique Rack" in the Sorting Room for Arlene to evaluate and price. The Resource Notebook in the Sorting Room includes a list of designer brand names.
- **New items:** Anything that is new—with tags! (but not special enough for Rosalie's Boutique)—should be priced according to the pricelist (generally twice our normal price) and placed in the "New with Tags" area in the store. Cross out the bar code on the item tag(s).
- Very good out-of-season items should be placed in boxes marked "Good Summer" or "Good Winter."
- Any piece of clothing that is soiled or badly worn should be put in the trash.
- Only new undergarments and socks or like new will be put out for sale.
- Secure sock pairs with a gun tag, unrolled so the entire length can be seen.
- Hang only the best t-shirts (vacation destinations, sports teams, Penn State, etc). T-shirts, polo shirts, and jackets with company logos go into surplus.
- Discard shirts or other items with inappropriate messages.
- **Shoes:** Put out only clean, gently used, or new in season footwear. Badly marked/dirty shoes should be thrown away.
- Shoes placed in surplus should be usable with heels less than 2"—bear in mind that these shoes will most likely be shipped to Africa or other global needy areas and select surplus shoes accordingly.
- Color dots must be placed on the soles of shoes (or inside the heel if they won't stick to the sole), not on the outside of shoes as they will pull off the material when removed and ruin the shoes.
- Shoe sizes or higher prices may be written on the bottom with the silver markers provided.
- Please place shoes side-by-side in the Store so they are clearly displayed.
- Very good out-of-season footwear should be placed in surplus boxes designated in the sorting area.
- **Handbags** may be priced according to quality and condition. Use only hang tags to price, never masking tape as it may damage the material.

Housewares Sorting

- For housewares, use color-of-the-week stickers and clearly print the price.
- Items are priced according to value—ask Margaret or an experienced volunteer for help. You may also check for prices of similar items on line or in the Store.
- All houseware items, except glasses, mugs, and stemware that will sell for fifty cents, must be priced—even pieces such as small plates and bowls, salt and pepper shakers, or similar items.
- Cross off the bar codes on new items with pen or marker.
- Wipe dirt and dust off items—no one is going to buy glasses or dishes with dead bugs in them!
- Do not put broken frames or used candles out for sale; throw them away or add them to the Free Box.
- Watch for vintage, antique or collectible items that should be passed to our Resident Experts for pricing.
- **Electrical items** such as toasters, curling irons, hair dryers, lamps, etc., must be tested before being put out for sale. Mark "works" on the tag.
- Items that can't be tested, such as bread and coffee makers, should be marked "As Is" on the tag.
- Electric cords should be neatly folded and bound with rubber bands or cord (masking tape breaks too easily).
- Single glasses, mugs and water bottles with business logos may be put in the Free Box.
- **Knives** are not put out for sale; save good ones in the designated box in the Sorting Room. Very good knives in a rack may be placed for sale on the shelves behind the cashier.

Cashiers

- Cashiers will be trained to use the cash register.
- Test all \$50 and \$100 bills with the counterfeit pen provided in the register drawer.
- **Taxable vs. Nontaxable:** Our cash register automatically charges tax when required. In general, clothes are nontaxable and housewares are taxed.
- Ring the bell if you need extra help or a price check. **If an item does not have a price tag, always ask the Day Manager to price the item.**

- When clothing on mannequins or other display items are sold, do not replace with cheaper merchandise—replace with a piece of similar value—as soon as possible (no naked mannequins, please!).
- If a customer would like to shop in the store after choosing a jewelry item, hold the item at the cash register counter until the customer is ready to check out.
- Our watches have new batteries and have been checked to ensure they are in working order. We have no guarantees, but do our best to provide affordable, usable watches. Occasionally, a watch will be sold “as is” with no new battery because the battery would cost more than our price for the watch.
- Give broken jewelry to Day Manager.
- Ask to inspect backpacks if you suspect the customer may have filled it with store merchandise,
- **Do not resist a robber**—simply give him/her all of the money in the cash drawer and any jewelry or merchandise. After the perpetrator leaves, lock the door and immediately inform the Day Manager, who will call 911.

Store Maintenance

- Volunteers are expected to help with keeping the store clean and minor maintenance issues.
- A cleaning service vacuums and dusts the retail space in the store and cleans our restrooms every week.
- Spot vacuuming may be needed at the end of a shift if there are soiled areas or leaves inside the entrance areas.
- Cashiers should wash the front door and dust the shelves behind the cashier counter as needed.
- Sorting volunteers should vacuum the Sorting Room as needed.
- Community service volunteers should be put to work vacuuming the Meeting Room and offices.
- Donations volunteers empty the trash and recycling bins and move full surplus bags to the shed at the end of each shift.
- Corrugated cardboard boxes should be flattened and placed in the large recycling bin behind the building.
- We also recycle paper and paperboard, cans, and plastic bottles in bins outside the back door.
- Plastic bags should be sorted at the end of each shift: paper shopping bags should be neatly folded and placed under the cashier’s counter; collect smaller bags and leave in the Meeting Room for Bobbie to fold; and bags that have holes should be taken to a grocery store for recycling. Volunteers may take home garbage bags from the recycled bags.

End of Shift

- At the end of your shift, complete the items you are working on and clean up your area. Please do not leave clothes on racks or housewares on counters in the sorting room.
- Record the number of hours you worked on the clipboard below the Volunteer Information Board.
- **Community Service Volunteers** must have the Day Manager enter their hours in the notebook on the Day Manager’s desk.
- If you volunteer regularly and expect to be away, please inform your Day Manager.

Store Safety/Evacuation

Store Safety/Evacuation

- Unruly customer: If you experience verbal or other abuse from a customer or client in the store, notify your Day Manager immediately. Do not attempt to handle the situation yourself.
- In the event of robbery: Do not resist—simply give a robber all of the money in the cash drawer and any jewelry or merchandise. After the perpetrator leaves, lock the door and immediately inform the Day Manager, who will call 911.
- The designated “Safe Place” in the store is the Society Office with both doors closed and locked.
- **State College Police non-emergency phone number: 234-7150.**
- Should an evacuation of the store be needed, all personnel should immediately leave the building by the nearest exit and meet in the parking lot of the building on the Bellefonte side of our building. Location map is posted on bulletin boards and included in Resource Books in the sorting room.
- In the event of a tornado warning, all volunteers and customers should shelter in the Men’s Room located next to the retail area.

First Aid

- The first aid kit is located in the Meeting Room on the low cabinet near the outside door.
- **When in doubt if someone falls or is hurt, call 911 for an ambulance.**
- Detailed first aid information is posted in the Sorting Room and included in the Resource Notebooks.
- Day Managers will complete accident/injury reports for all incidents in the Store.

Fire Prevention and Protection

- Location of fire extinguishers
 - » Store: near the front door on the right and near the door in the Housewares area.
 - » Sorting Room: near the back door.
 - » Meeting Room: on the right side of the exit door.
 - » Donations Room: near the donations door.
- Operation of fire extinguishers: For a good video on how to use a fire extinguisher, go to <https://www.youtube.com/watch?v=epGGwjjoISM>.
- Procedures to follow in case of fire
 - » If the fire is very small, try to put it out with a fire extinguisher.
 - » If you cannot control the fire, warn people to immediately evacuate the area.
 - » DO NOT attempt to save equipment or objects—you are putting yourself at risk.
 - » Close the door of the area where the fire is located so as to contain it but **do not lock the door**.
 - » Use the nearest exit, as long as it is free from smoke; otherwise, seek another evacuation route.
 - » If there is smoke, crawl out of the building and/or cover your mouth with a clothing item.
 - » Do NOT stop at or near the exit. Leave the way free for other people evacuating the building.
 - » Go directly to the assembly point.
 - » Do NOT reenter the evacuated building under any circumstances until you receive specific instructions to do so from the Day Manager or fire professional.
- **Emergency assembly point:** parking lot of building next door—location map is posted on bulletin boards and included in Resource Books in the sorting room.
- Smoking is not allowed in our building.

Facility Safety

- Facility maintenance:
 - » Please keep walkways clear. Items should be carefully placed in the store so that aisles are able to accommodate shopping carts.
 - » Sorters should go through the Store at the beginning of their shifts to ensure there are no items, broken hangers or debris on the floor.
 - » The Sorting and Donation Rooms should be vacuumed, and counters cleaned on a regular basis (we have a cleaning person who vacuums the retail area and cleans the restrooms every weekend).
 - » We monitor items in surplus, storage and the cage on a regular basis to ensure they are kept at safe levels.
 - » Equipment must be kept in working order—if something is not working properly, inform your Day Manager.
- Disposal of hazardous materials:
 - » Don't accept donations of paint, chemicals, fluorescent bulbs and other hazardous materials. If these items are inadvertently accepted, save them for proper disposal by Bill.
 - » Items of concern include batteries and electronic devices such as cell phones, computers, and televisions.
 - » Moldy or damaged donations should be immediately placed in the dumpster.
 - » Detailed information about disposal of these items is posted in the Donations Room and is included in the Resource Notebooks.

Volunteer Well Being

- Sufficient lighting: Please let us know if the lighting in work areas is insufficient.
- Anti-fatigue mats: Mats are provided in work areas for your comfort and to relieve stress on your feet.
- Instructions for proper lifting of heavy items: Detailed information is posted in the Sorting Room and included in Resource Notebooks.
- Use of ladders: If you are older, please ask a (young) Community Service volunteer to do tasks requiring a ladder (your job is to hold the ladder). Detailed information on the proper use of ladders is posted in the Sorting Room and included in Resource Book. **The rolling stairs provide a much safer option for these tasks.**

Store Leadership

The Thrift Store is currently managed by a Store Leadership Team.

Each three-hour shift has a Day Manager (or Day Managers) as shown in the chart on the next page. Our store leadership and staff are entirely volunteer; we have no paid employees.

Day Managers are all Vincentians (members of the Society of St. Vincent de Paul). Because of the work we do with those in need in our community, we don't share our last names or contact information with customers or clients; please help us to retain this anonymity.

We also have managers/coordinators for certain areas and procedures:

- **Facility:** Needed store repairs should be reported to Bill, who will arrange for our landlord's maintenance team to take care of these tasks.
- **Housewares:** Margaret is our housewares area manager and gives more hours than any other volunteer to ensure these items are priced and displayed appropriately.
- **Merchandise/store layout:** Lori is our store layout/sales/inventory control coordinator. Please do not relocate items in the store without checking with her.
- **Mission Partners:** Bill monitors the accumulation of goods in the Sorting Room cage and arranges for pick-ups as needed.
- **Safety and Security:** We are fortunate to have retired state trooper Mike as our coordinator in this area.
- **Seasonal Displays and Store Mannequins:** Amy handles seasonal store decorations and dresses the store mannequins. (However, if an item is sold off a mannequin, replace it with a similar item—please no naked mannequins in the store!)
- **Surplus:** Mike tracks the accumulation of and arranges for pick-up of bags and boxes of surplus items.

We also have helpers in these areas:

- **Centre Safe deliveries:** Lesa takes unopened toiletries and the like to Centre Safe for use by their clients.
- **Lions Club pick-ups:** Bob arranges (as needed) for the Lions Club to pick up medical equipment.
- **Office supplies buyer:** Julie purchases office supplies for both the store and the SVdP office. Please note needed items on the clipboard in the SVdP office.
- **Internet:** Our Facebook page is managed by Arlene, our website by Janet, and our Google presence by Bill.
- **Soda/candy buyer:** Bob purchases soda, candy, coffee and snacks located in the kitchen for volunteers.
- **Store promotions:** Fred and June are our coordinators to promote events and sales in the store.
- **Volunteer Handbook:** Berni updates our Volunteer Handbook, based on input from our Store Leadership Team members.

St. Vincent de Paul Thrift Store

Store Leadership Team			Volunteers		Resident Experts/Area Managers	
Policies & Procedures Coordinator			Volunteer Handbook Coordinator		Artwork	
Safety & Security Coordinator			<i>Berni</i>		<i>Bev</i>	
Facility Coordinator & Key Control			Volunteer Records Coordinator		Books	
<i>Mike</i>			<i>Sally</i>		<i>Diane, Sandy</i>	
Merchandise Coordinator			Volunteer Training Coordinators		Collectibles, antiques	
<i>Bill</i>			<i>Day Managers</i>		<i>Betty, Margaret</i>	
Day Managers Coordinators			Cashiers		Crafts, fabric	
<i>Lori M.</i>			<i>Bill</i>		<i>Janet</i>	
Volunteer Recruitment Coordinator			Housewares Sorters		Designer clothing	
<i>Mary, Roberta</i>			<i>Margaret</i>		<i>Arlene</i>	
Volunteer Recognition Coordinator					Domestics	
<i>Carol</i>					<i>Laurie J.</i>	
Store Promotions					Electronics	
<i>Janet</i>					<i>Ike</i>	
Store Promotions					Jewelry, costume	
<i>Fred & June</i>					<i>Margaret</i>	
					Jewelry, fine & vintage	
					<i>Janet</i>	
					Greeting cards, gift wrap	
					<i>Janet</i>	
					Housewares	
					<i>Margaret</i>	
					Mannequins	
					<i>Amy</i>	
					Music, instruments	
					<i>Janet</i>	
					Prom/bridal dresses	
					<i>Beth</i>	
					Scarves	
					<i>Betty</i>	
					Shoes	
					<i>Bill Kl.</i>	
					Specialty or bulk pricing	
					<i>Janet</i>	
					Vintage clothing	
					<i>Arlene</i>	

Heartfelt thanks for the hours you put in as a volunteer—the Thrift Store could not operate without its dedicated staff! We hope you will enjoy working with us for years to come.