

Cultural Assessment Of Habitat for Humanity MetroWest/Greater Worcester ReStores

Supplementary Materials

This is the *Supplementary Material* for our Interactive Qualifying Project and was completed through the Worcester Polytechnic Institute Worcester Community Project Center. This project was completed in collaboration with Habitat for Humanity MetroWest/Greater Worcester

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INTERVIEW QUESTIONS:

Habitat For Humanity ReStore

Notes:

- Guarantee anonymity
- State objective: Obtain further information about the donations process.
- Open-ended questions
- Ask if it is okay to record interview for clarity

Volunteers

Please fill out these two sheets: Likert Scale and Rank 1-11

When you look at those 11 things, is there anything you want to tell me about those?

1. What training did you receive before you started volunteering here?
 - Have you received job specific training?
 - How do you feel about the time you volunteer?
2. What do you do when a donation comes in?
 - How do you know where to put donations?
 - How do you register and price donations?
3. How could the handling of donations improve?

ReStore Management

Please fill out these two sheets: Likert Scale and Rank 1-11

When you look at those 11 things, is there anything you want to tell me about those?

1. Who do you report to? Who writes your performance appraisal?
 - What're your training/qualifications?
2. What do you do when a donation comes in?
 - How do you know where to put donations?
 - How do you register and price donations?
3. How could the handling of donations improve?
4. Could we get a copy of your safety standards?
5. What is the ReStore's purpose/mission statement?
6. Why does Worcester open more days than Ashland?

Volunteer Coordinator

Please fill out these two sheets: Likert Scale and Rank 1-11

When you look at those 11 things, is there anything you want to tell me about those?

1. Record of volunteers a month/year
2. On average, how long do volunteers stay?

3. Do volunteers have customer/donor service training?
4. Do volunteers know where items go?
5. What do the volunteers that come in usually do?
6. Can you tell us what your training is?

ReStore Cashiers

Please fill out these two sheets: Likert Scale and Rank 1-11

When you look at those 11 things, is there anything you want to tell me about those?

1. Do you price items?
2. Do customers complain to you?
3. How could the handling of donations improve?

PRIORITIZATION SCALE:

Definitions

Profit: The revenue ReStore generates each year

Pricing: Determining the correct price of donations

Donor Satisfaction: Donors feel appreciated and want to donate more times

Product Quality: Products are in good working condition (new or gently-used) and would be fit to gift someone

Organization: Donations are organized and placed in an orderly fashion in the receiving room

Comradery: A friendly environment, where there is mutual trust.

Empowerment: Employees and/or volunteers are entrusted with the power to make decisions and find solutions to potential problems.

Volunteer/Employee Safety: The safety of volunteers and employees.

Volunteer/Employee Training: The training of volunteers and employees.

Expediency of Items: How fast an item moves from being donated to being sold.

Communication: clarity of information (on job activities, training, etc) between employees and volunteers

Position title: _____ Years of Experience at ReStore: _____

Rank the Most Important Aspects of ReStore in your opinion.

(1 being most important - 11 being least important)

Aspects	Actual	Desired
Volunteer/Employee Safety		
Profit		
Pricing		
Donor Satisfaction		
Volunteer/Employee Training		
Product Quality		
Organization of Donations		
Comradery		
Empowerment		
Expediency of Items		
Communication		

SURVEY:

Position title: _____ Years of Experience at ReStore: _____

Survey Scale:

1= Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree

1. From unloading the truck to sales on the floor, the donations process is efficient

1 2 3 4 5 N/A

2. The items that we accept are adhering to company guidelines

1 2 3 4 5 N/A

3. Donors clearly understand what we accept

1 2 3 4 5 N/A

4. We accept every donation that comes in

1 2 3 4 5 N/A

5. The donations are well organized

1 2 3 4 5 N/A

6. A sound pricing process is in place

1 2 3 4 5 N/A

7. Employees are trained in pricing

1 2 3 4 5 N/A

8. Volunteers are trained in pricing

1 2 3 4 5 N/A

9. Employees are empowered to price donations

1 2 3 4 5 N/A

10. Volunteers are empowered to price donations

1 2 3 4 5 N/A

11. All items allowed on the sales floor are priced

1 2 3 4 5 N/A

12. All employees understand the safety standards and regulations

1 2 3 4 5 N/A

1= Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree

13. All safety standards and regulations are followed

1 2 3 4 5 N/A

14. All safety standards and regulations are enforced

1 2 3 4 5 N/A

15. All employees are trained in safety regulations

1 2 3 4 5 N/A

16. I feel safe working here

1 2 3 4 5 N/A

17. Profit is emphasized

1 2 3 4 5 N/A

18. I know my role in sustaining the profit goal

1 2 3 4 5 N/A

19. I feel a sense of comradery here

1 2 3 4 5 N/A

20. Volunteers receive training in safety

1 2 3 4 5 N/A

21. Volunteers receive training in job performance

1 2 3 4 5 N/A

22. Volunteers receive training in donor and customer interaction

1 2 3 4 5 N/A

23. Volunteers act according to their training

1 2 3 4 5 N/A

24. I know my job description and adhere to it

1 2 3 4 5 N/A

25. I receive ongoing training

1 2 3 4 5 N/A

26. I am encouraged to do my job as trained

1 2 3 4 5 N/A

1= Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree

27. I am motivated to do my job well
1 2 3 4 5 N/A

28. I enjoy coming to work/volunteer
1 2 3 4 5 N/A

29. I feel that I am cared for
1 2 3 4 5 N/A

30. I feel that I am rewarded for my work
1 2 3 4 5 N/A

31. I feel respected by my managers
1 2 3 4 5 N/A

32. People work their entire shift
1 2 3 4 5 N/A

33. People respect one another
1 2 3 4 5 N/A

34. People dress appropriately for work
1 2 3 4 5 N/A

35. People have good hygiene
1 2 3 4 5 N/A

36. Employees stay on task
1 2 3 4 5 N/A

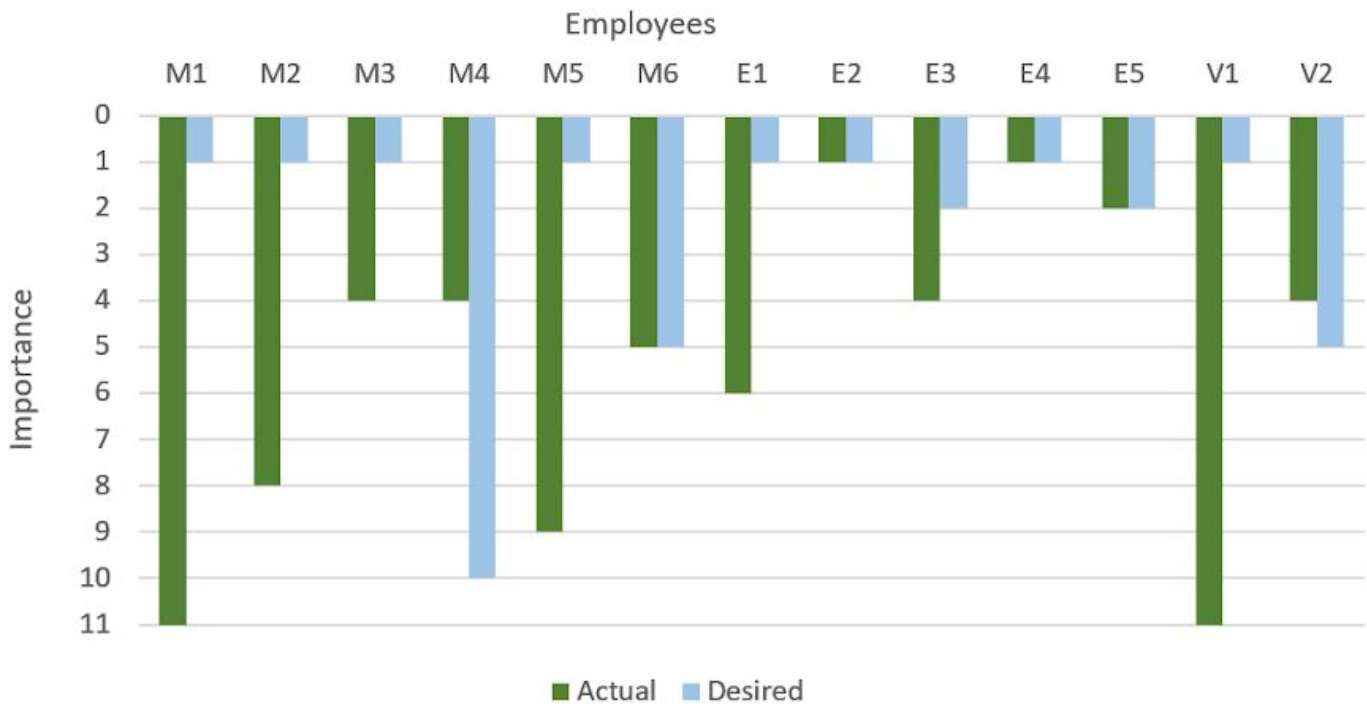
37. It is more important to get items on the sales floor than pricing correctly
1 2 3 4 5 N/A

GRAPHS: BY ASPECT

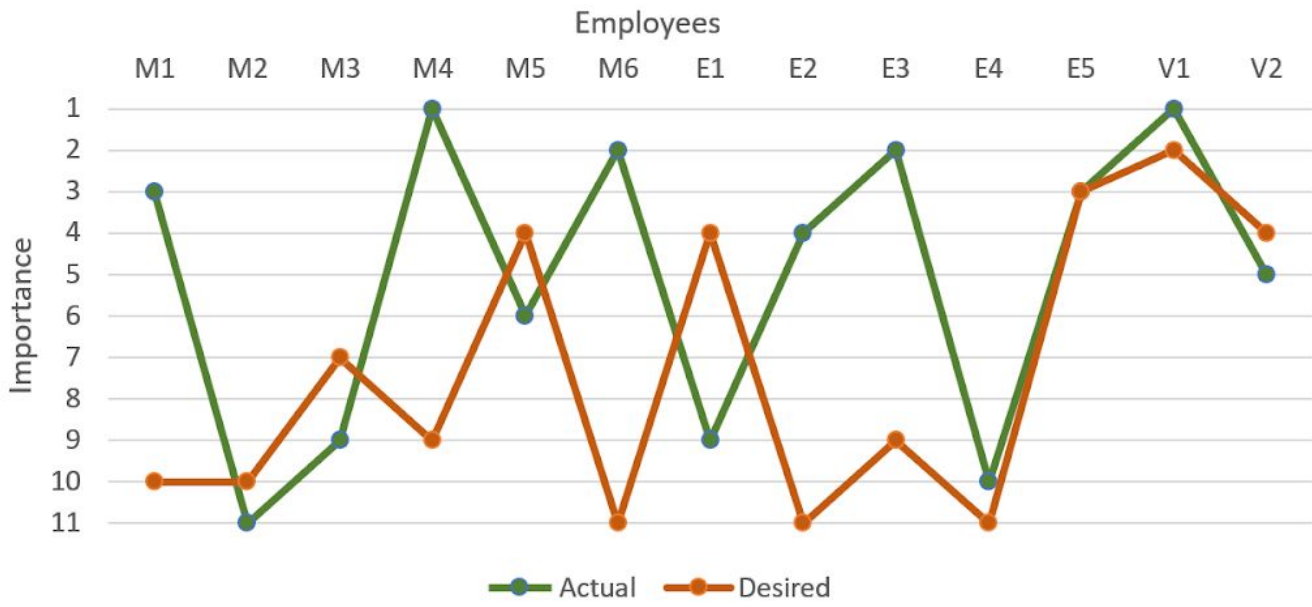
Volunteer/Employee Safety



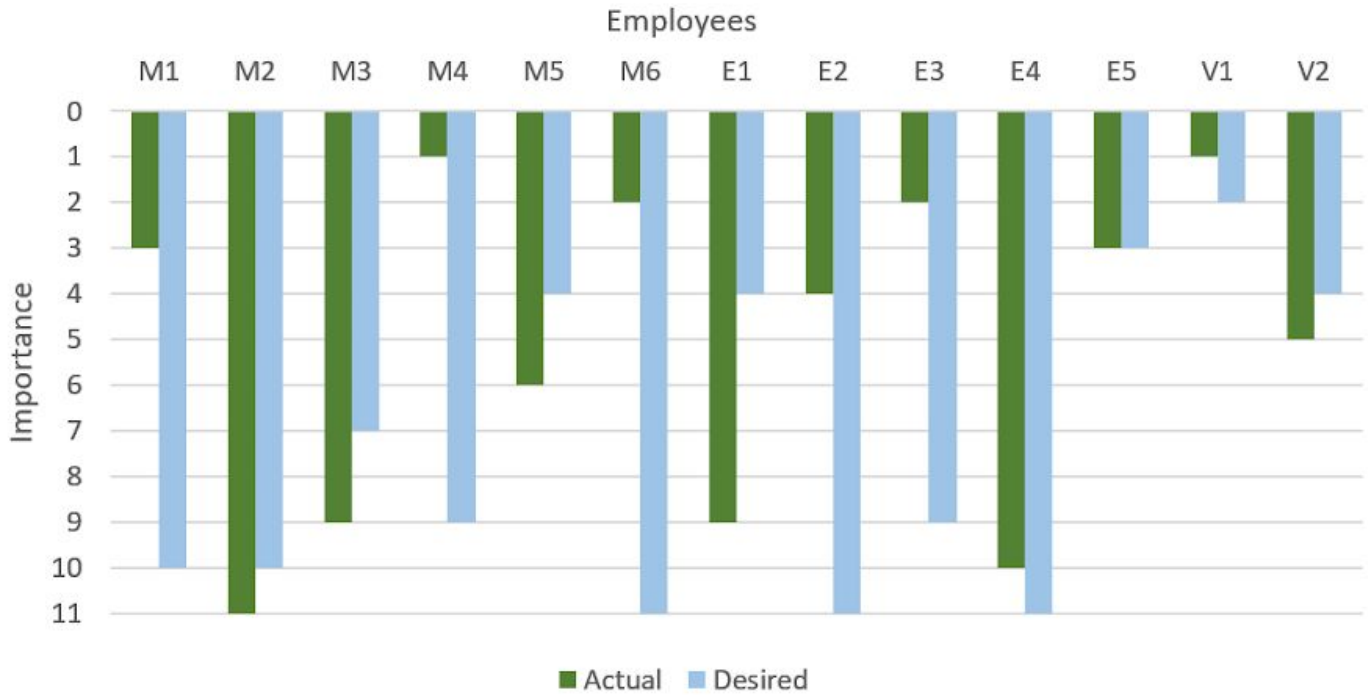
Volunteer/Employee Safety



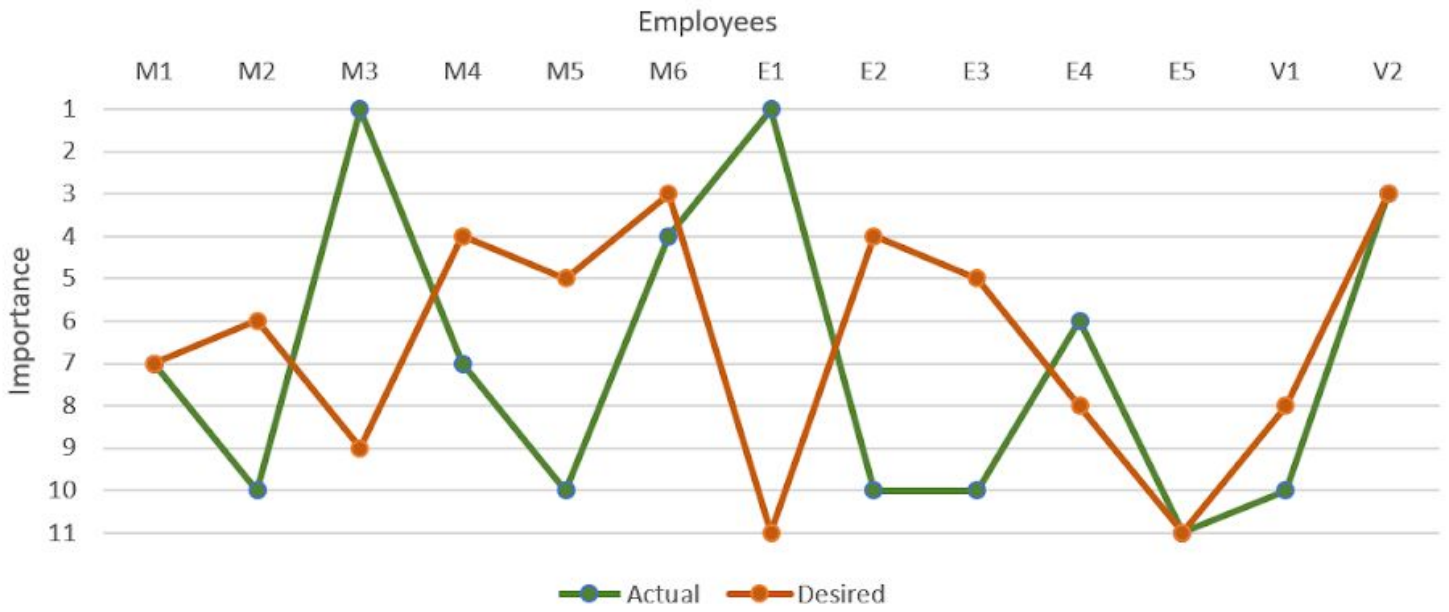
Comradery



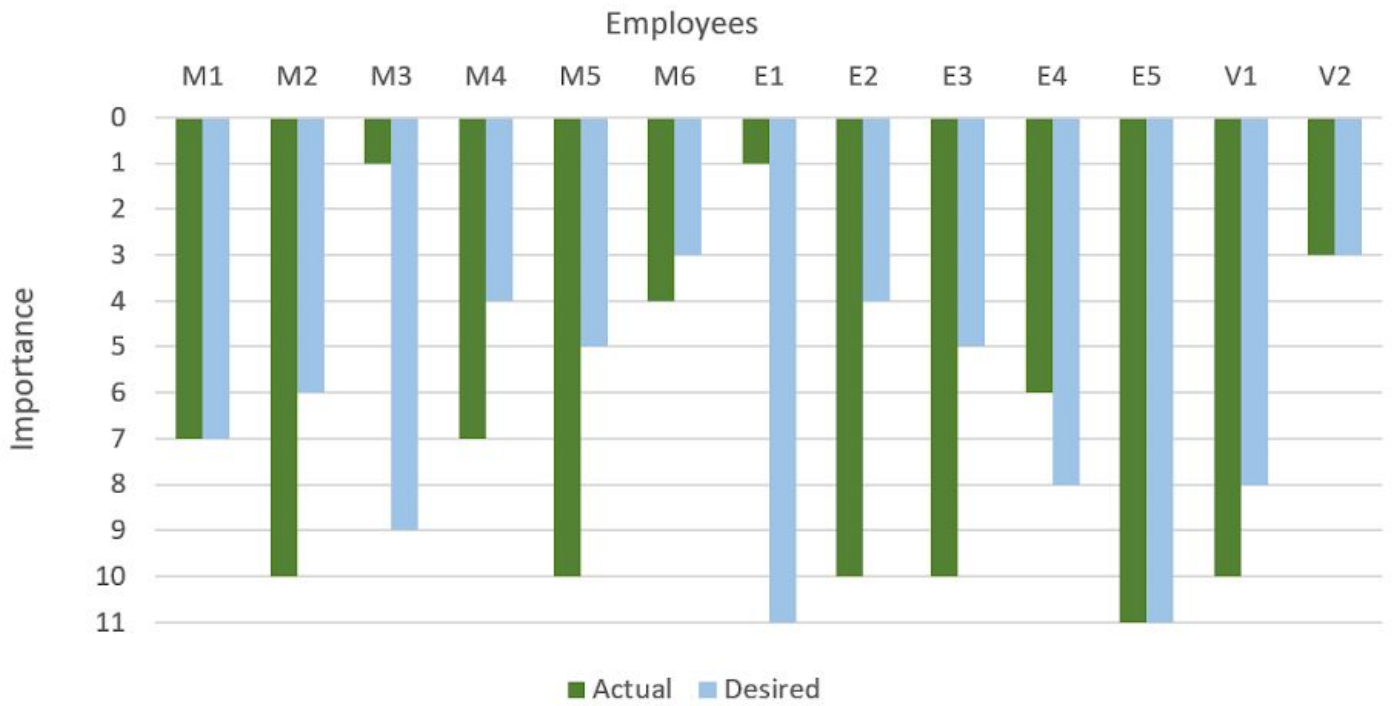
Comradery



Expediency of Items



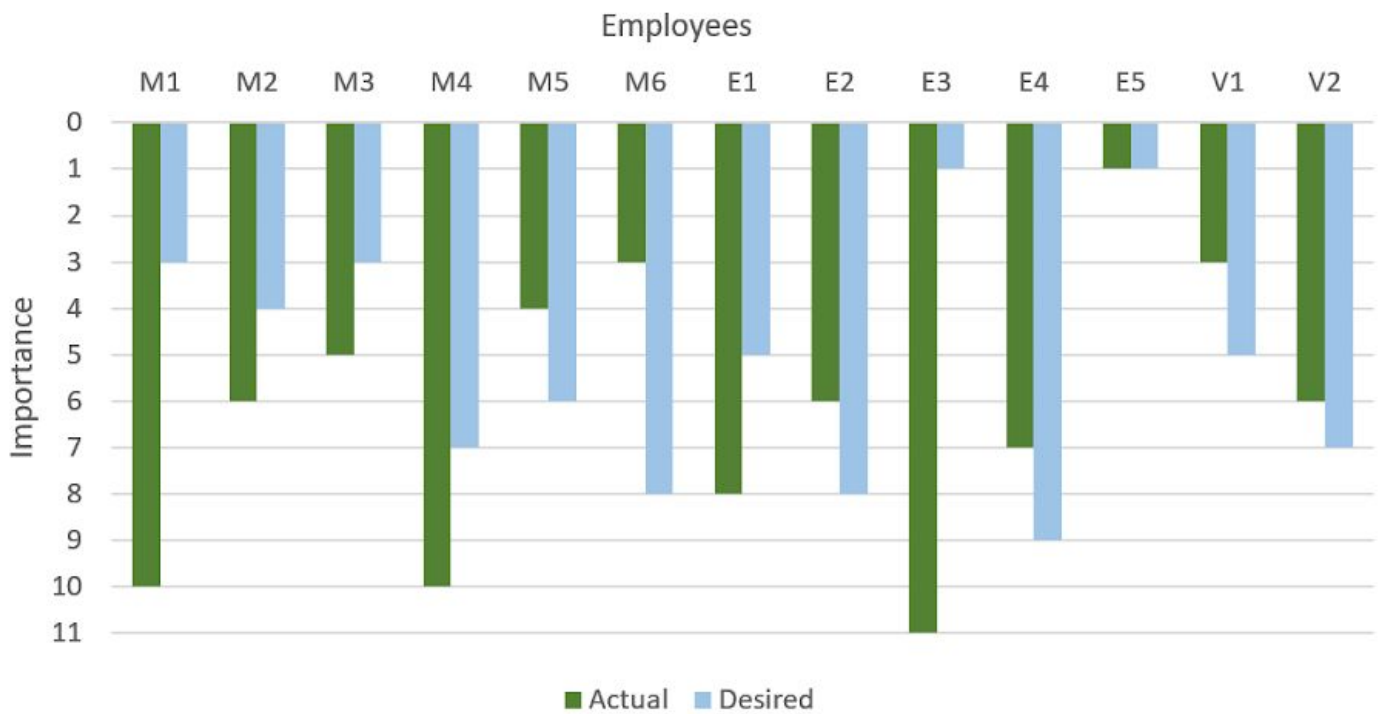
Expediency of Items

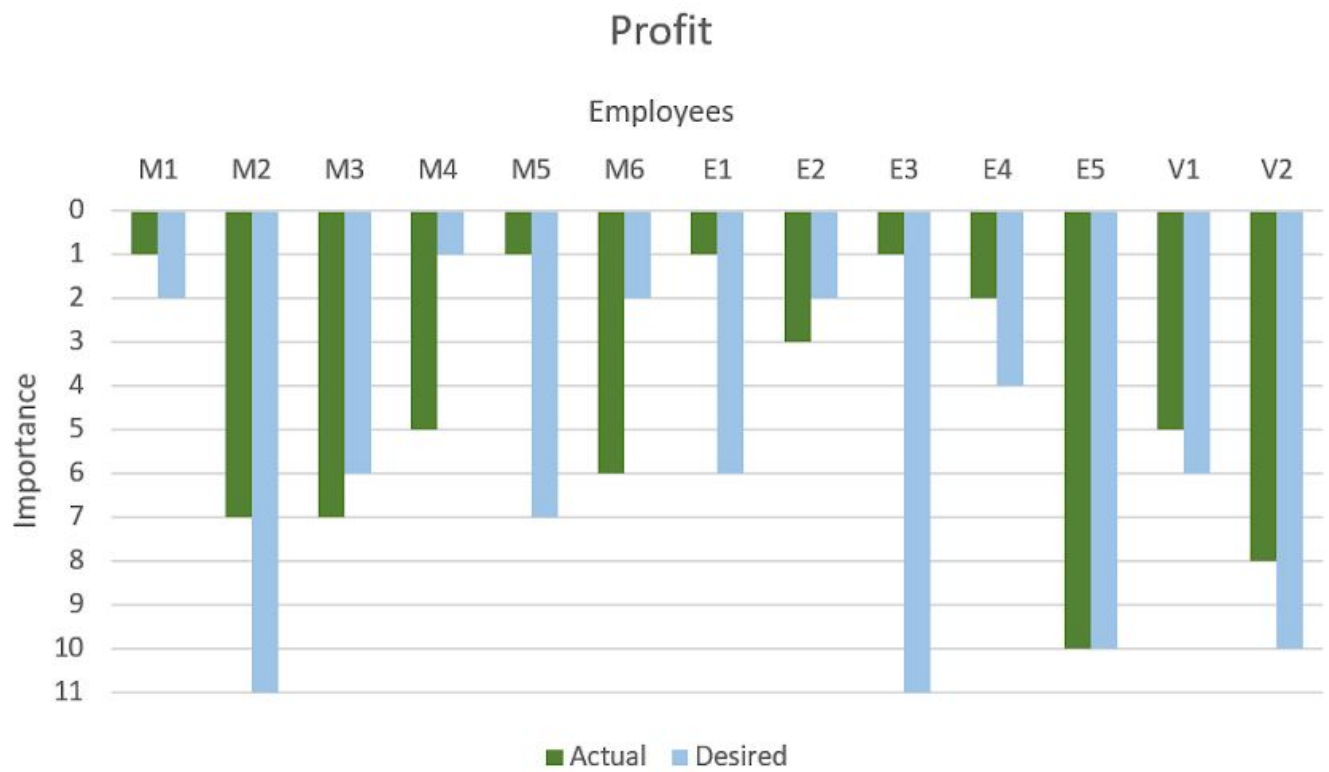
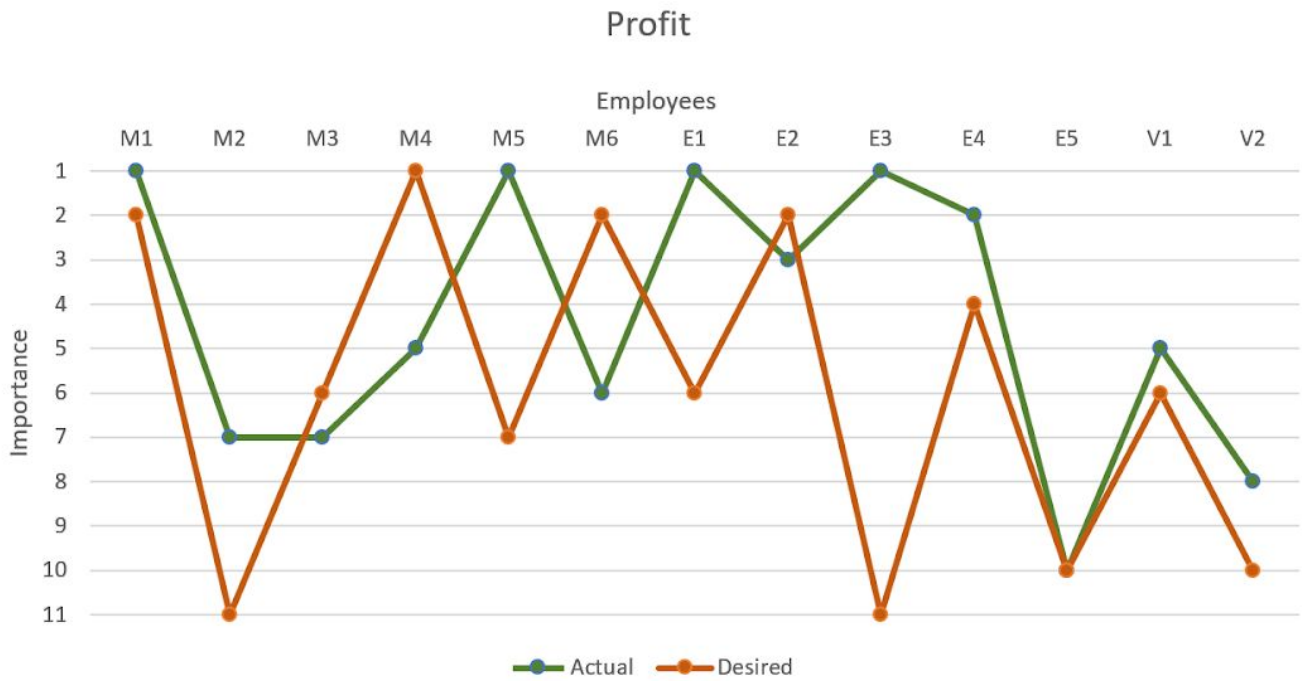


Communication

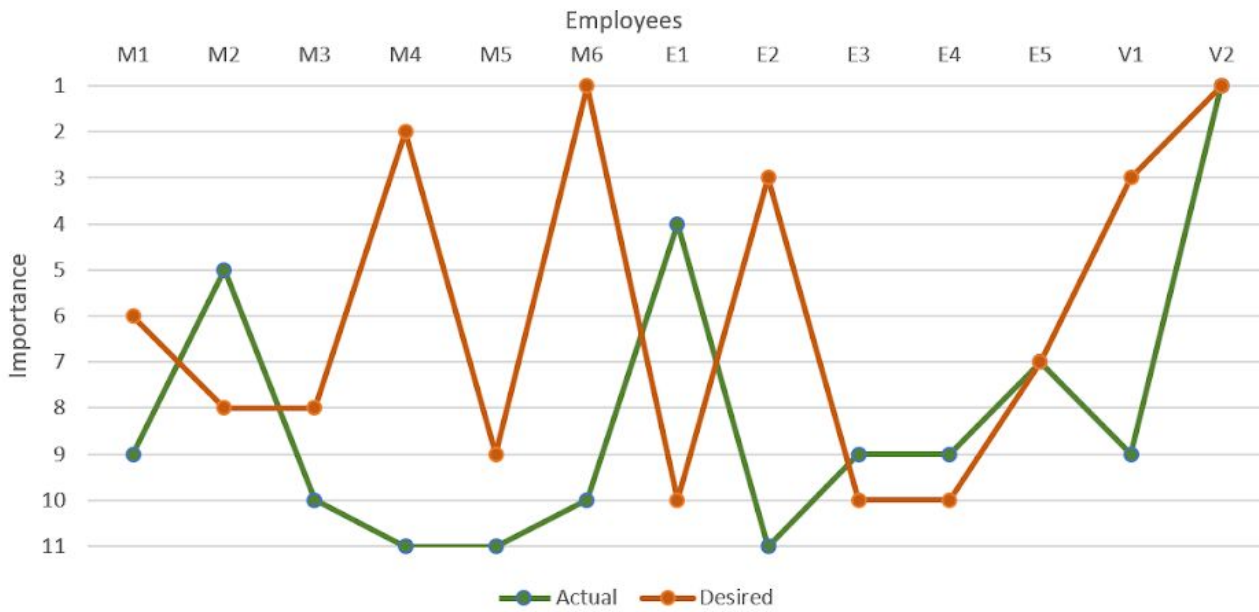


Communication

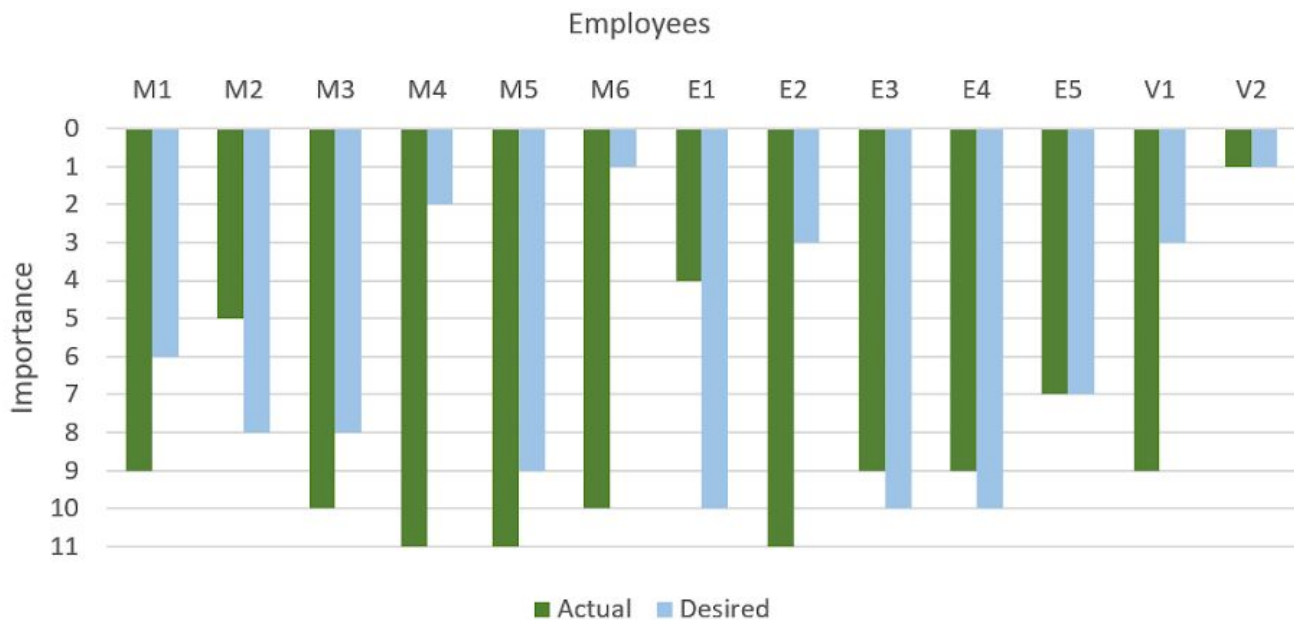




Organization of Donations



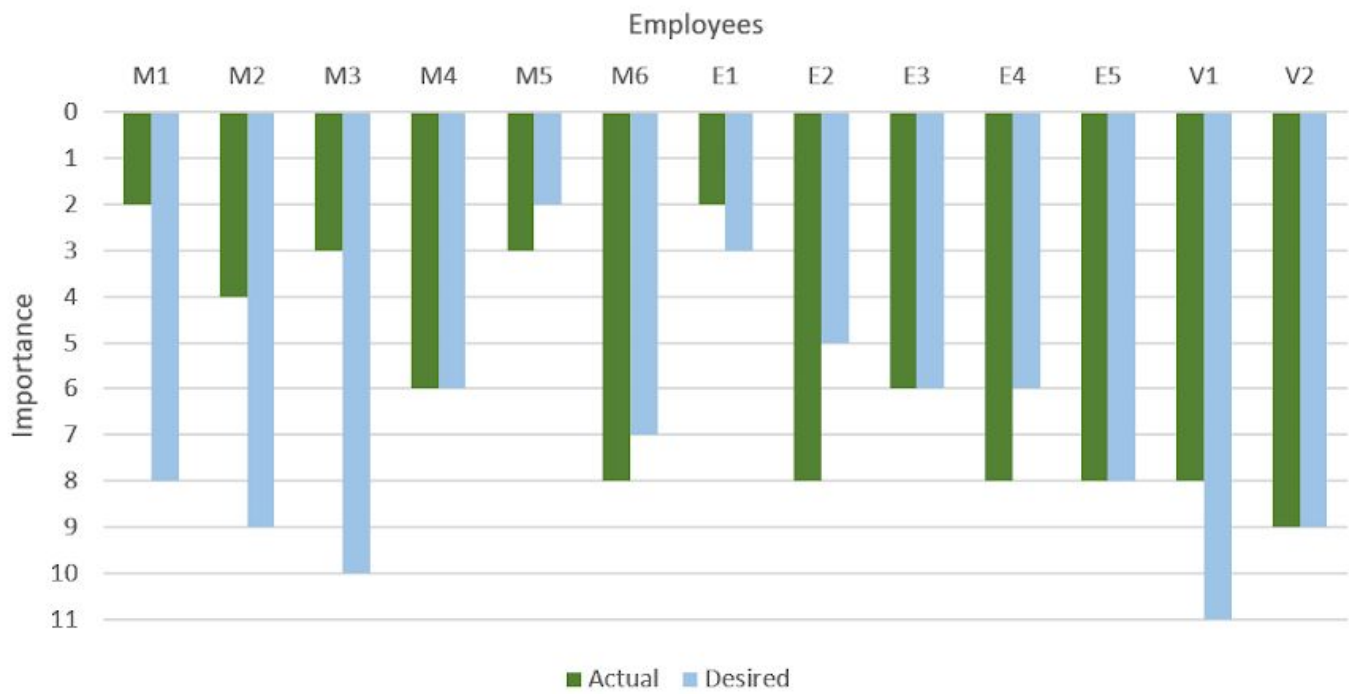
Organization of Donations



Product Quality



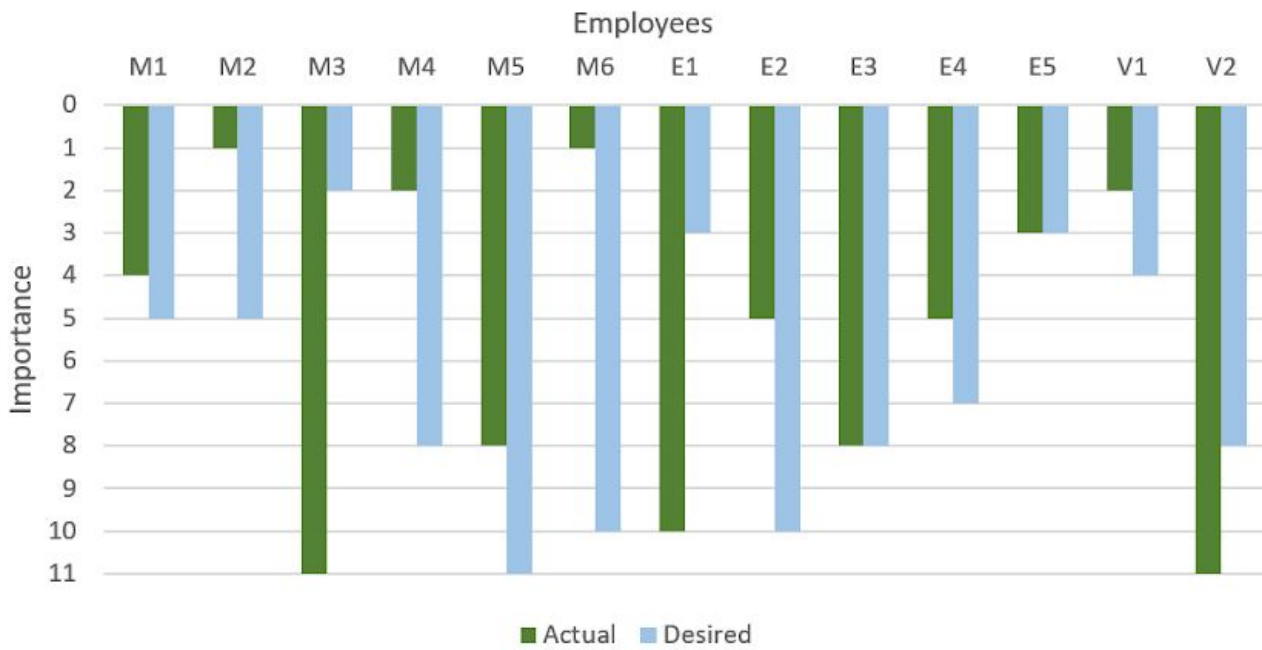
Product Quality



Empowerment



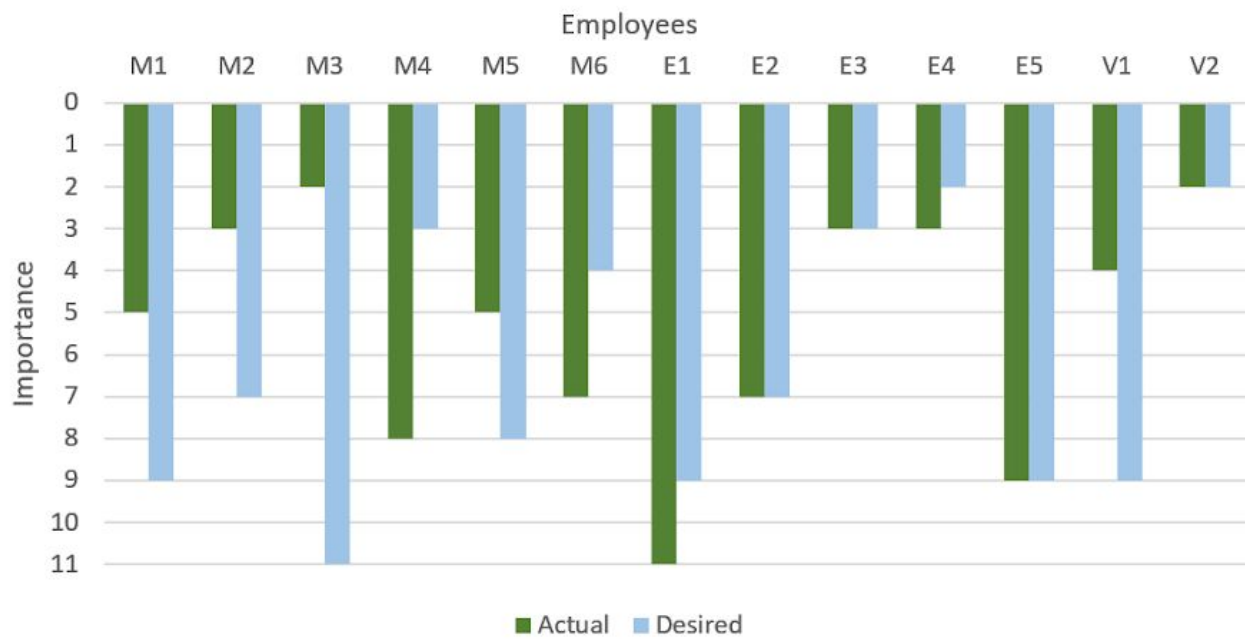
Empowerment



Pricing



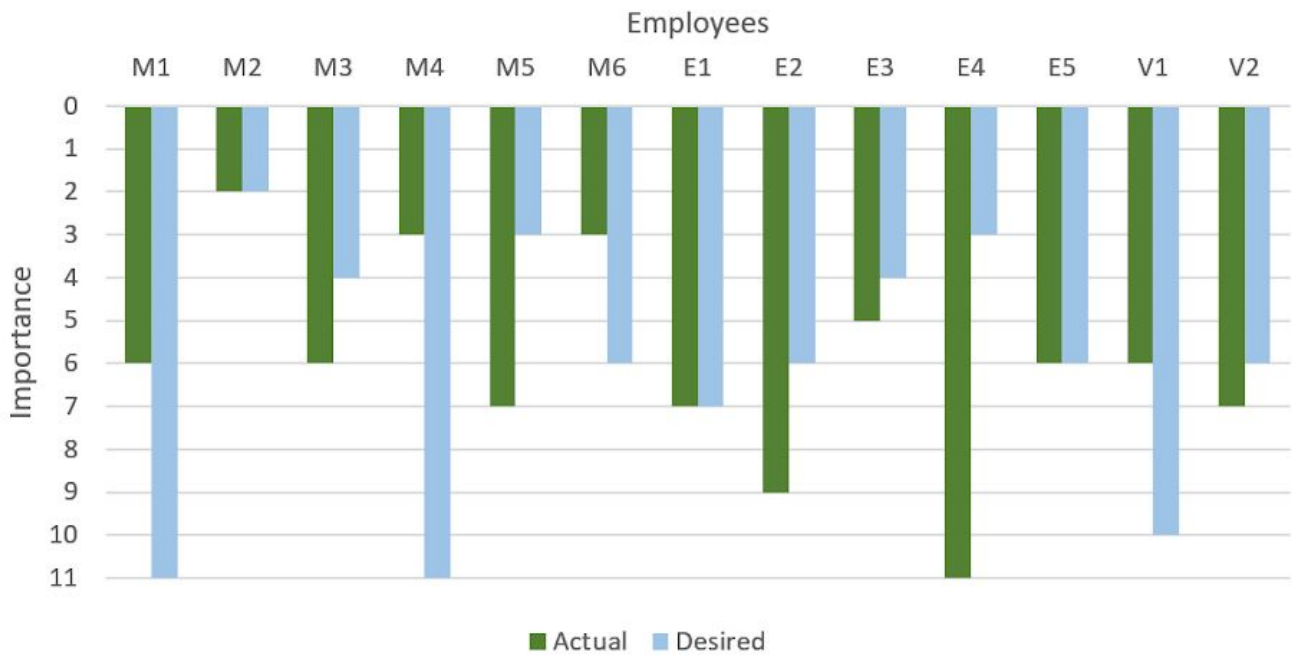
Pricing



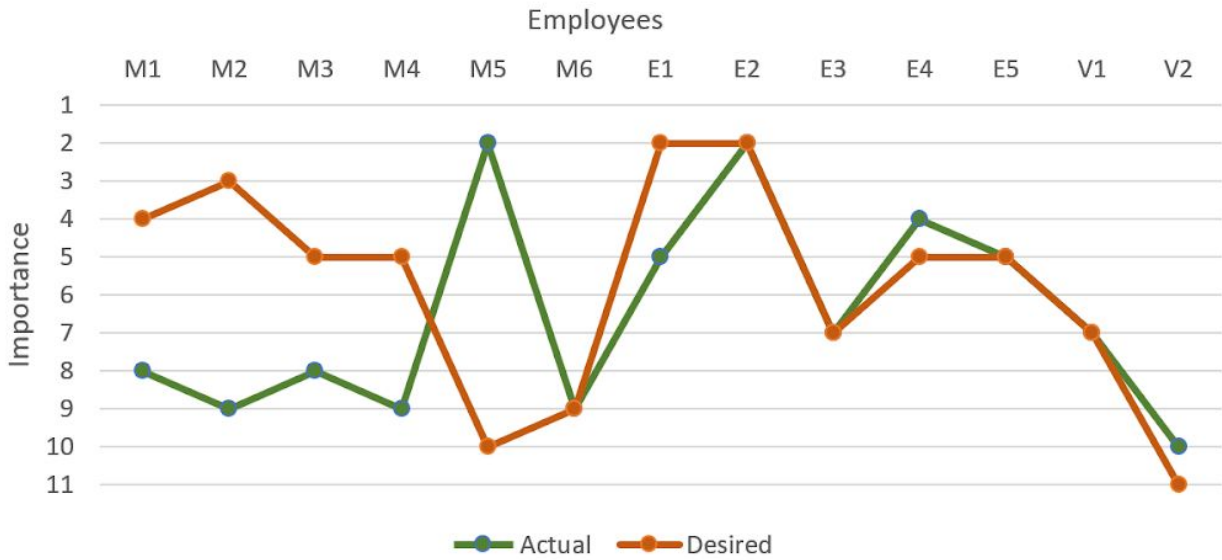
Donor Satisfaction



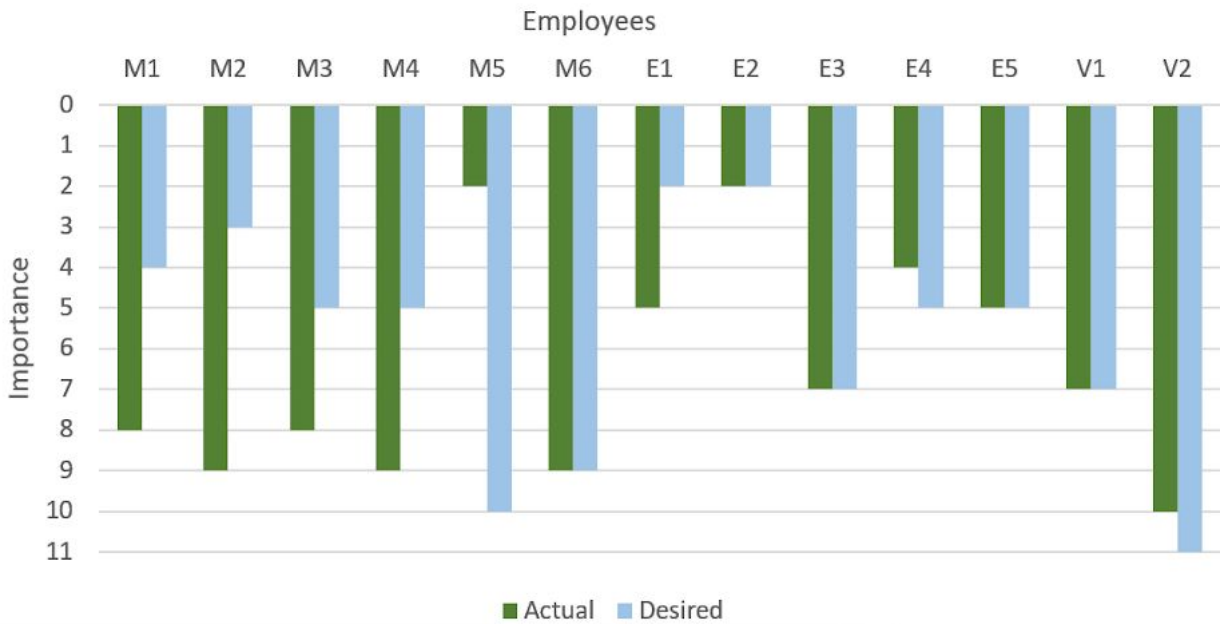
Donor Satisfaction



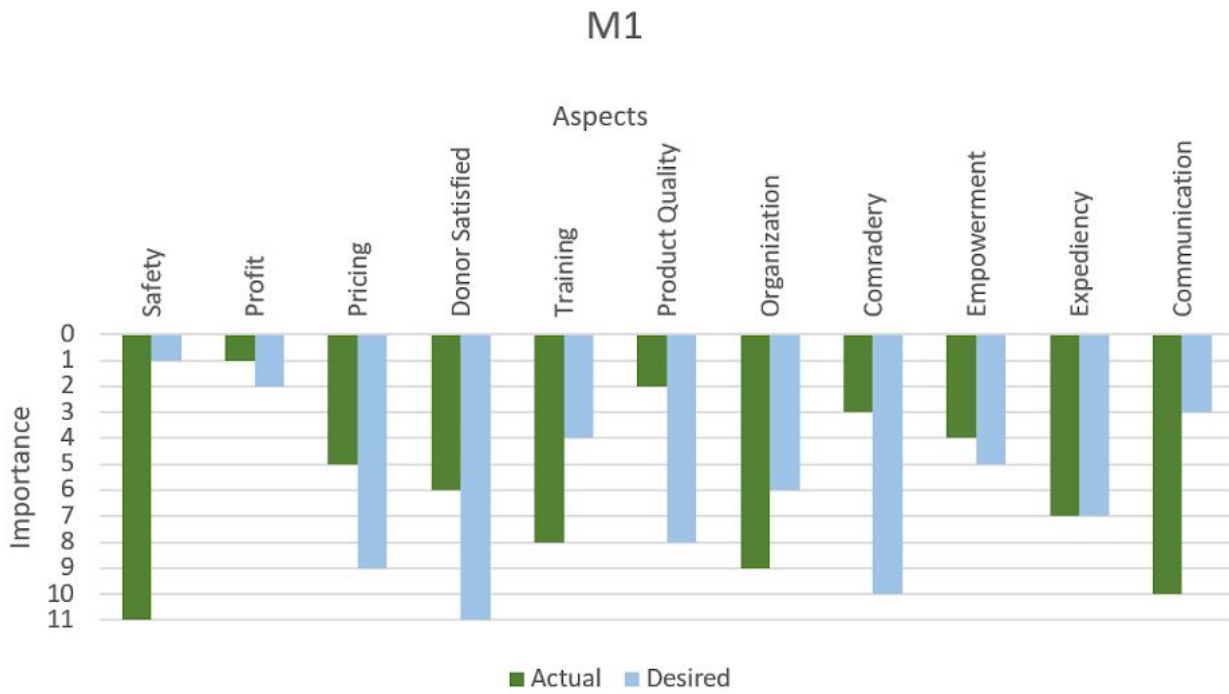
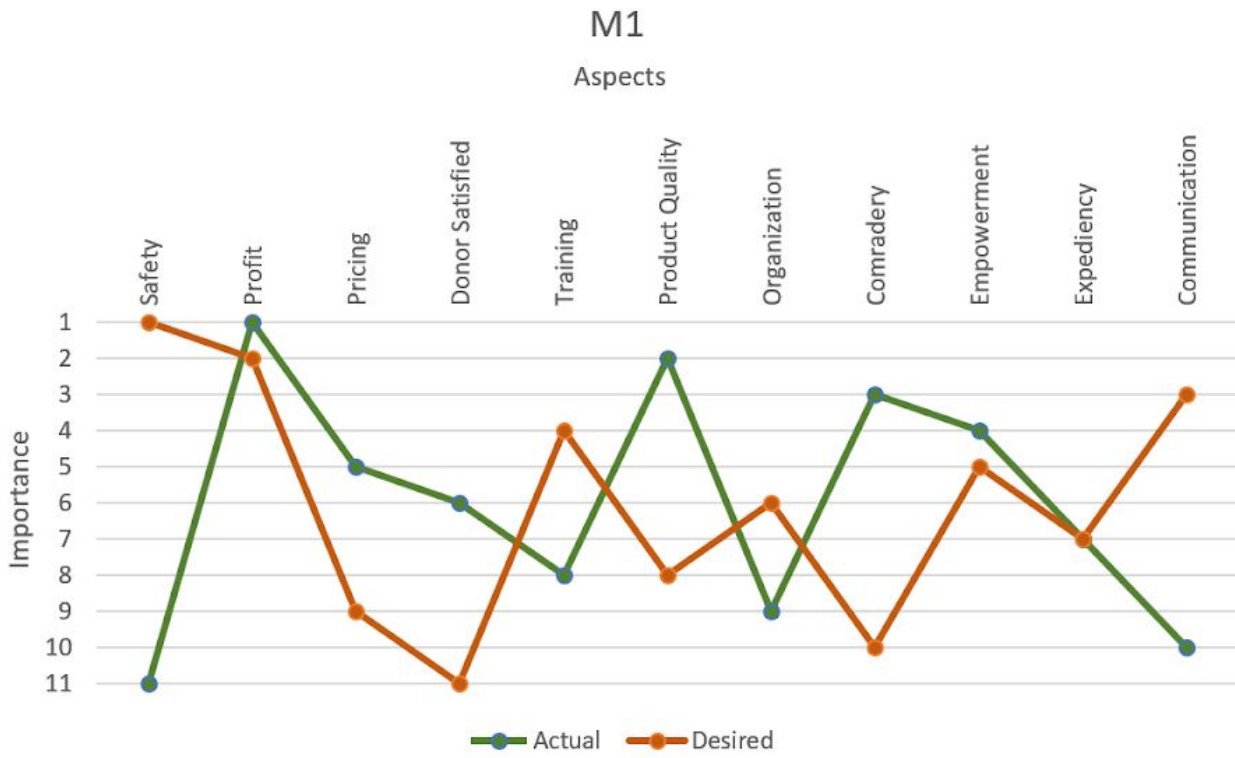
Volunteer/Employee Training



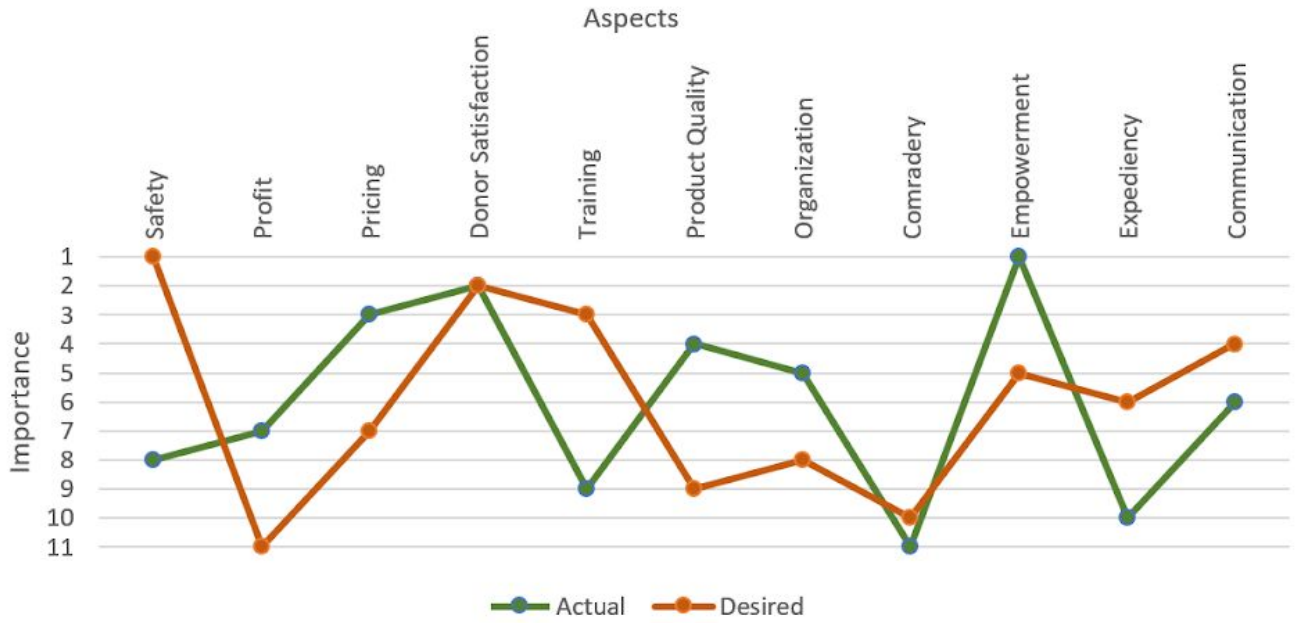
Volunteer/Employee Training



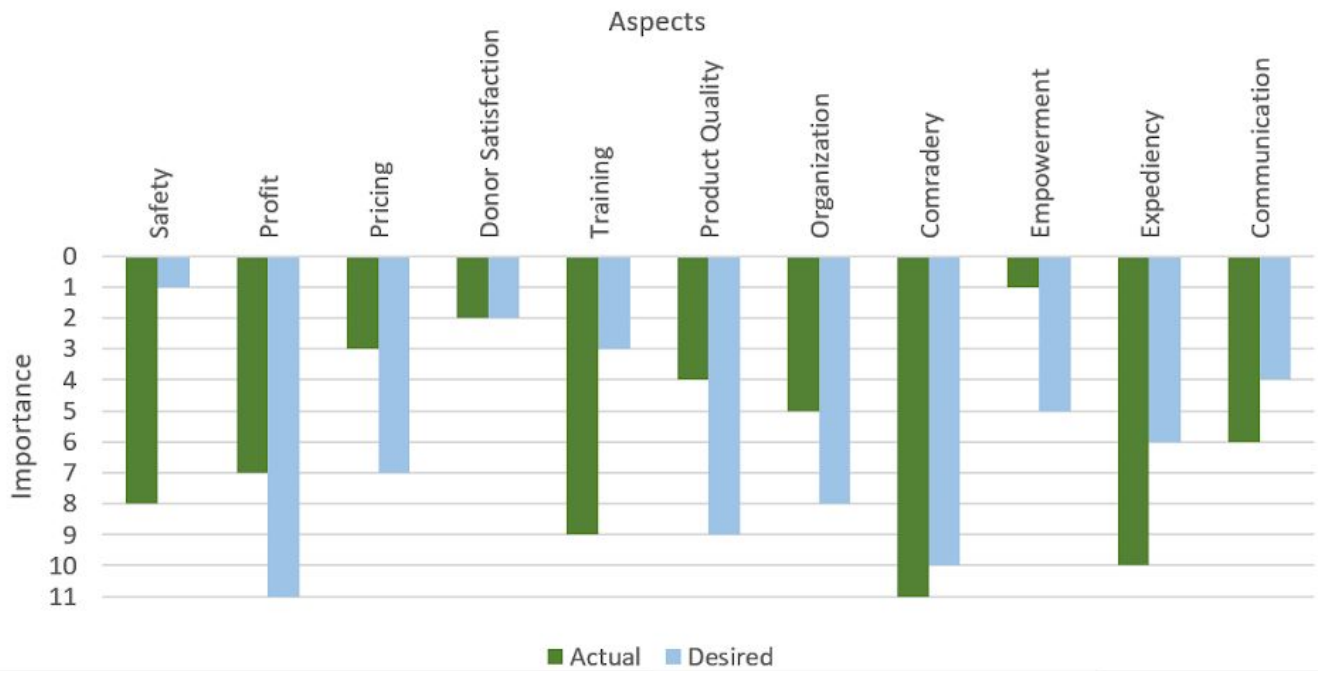
GRAPHS: BY EMPLOYEE



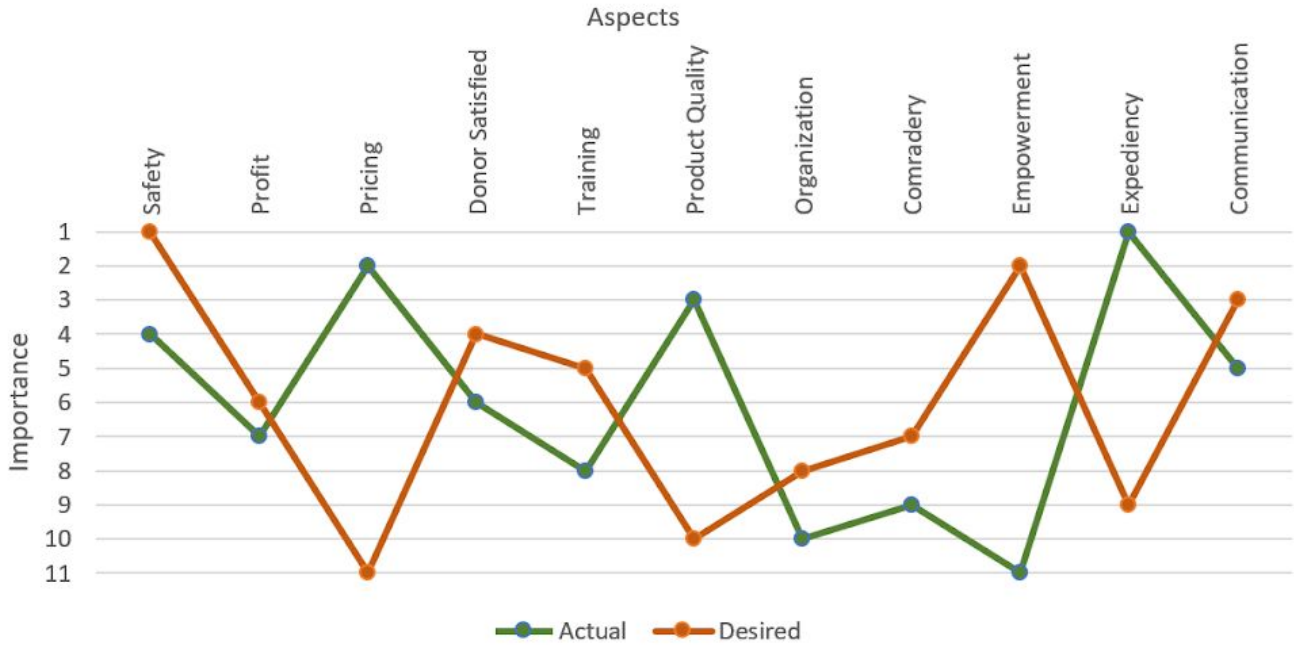
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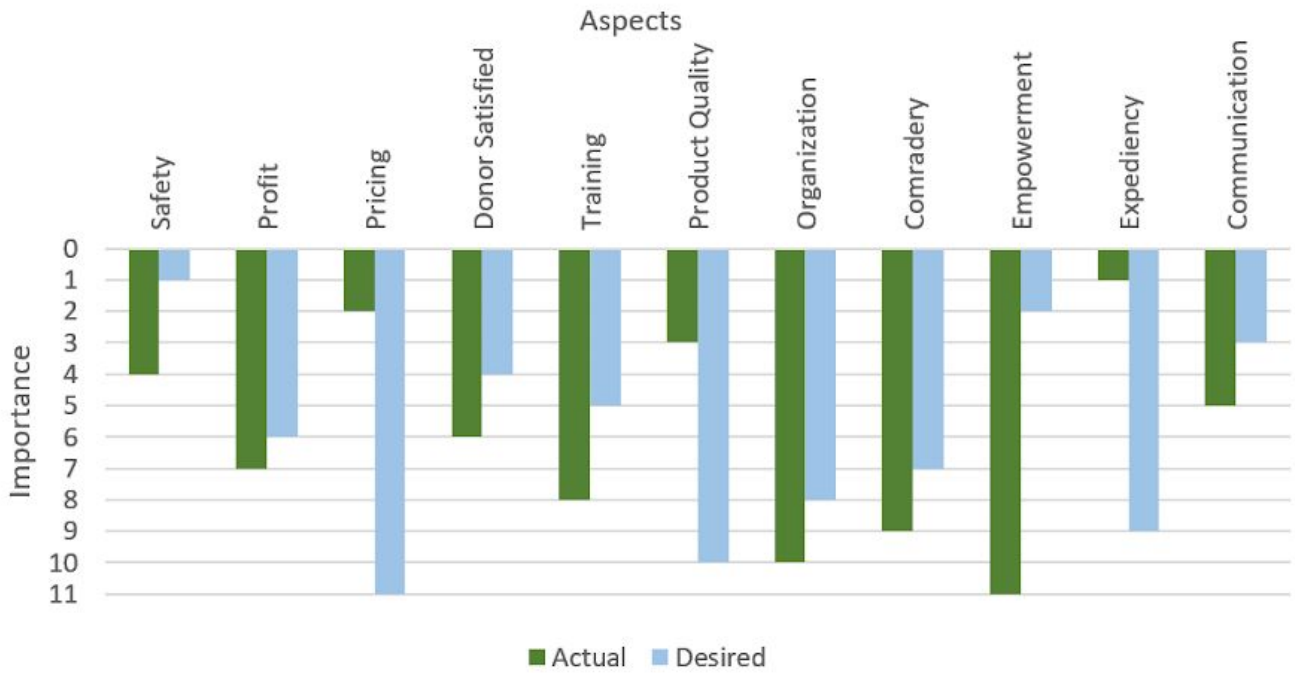
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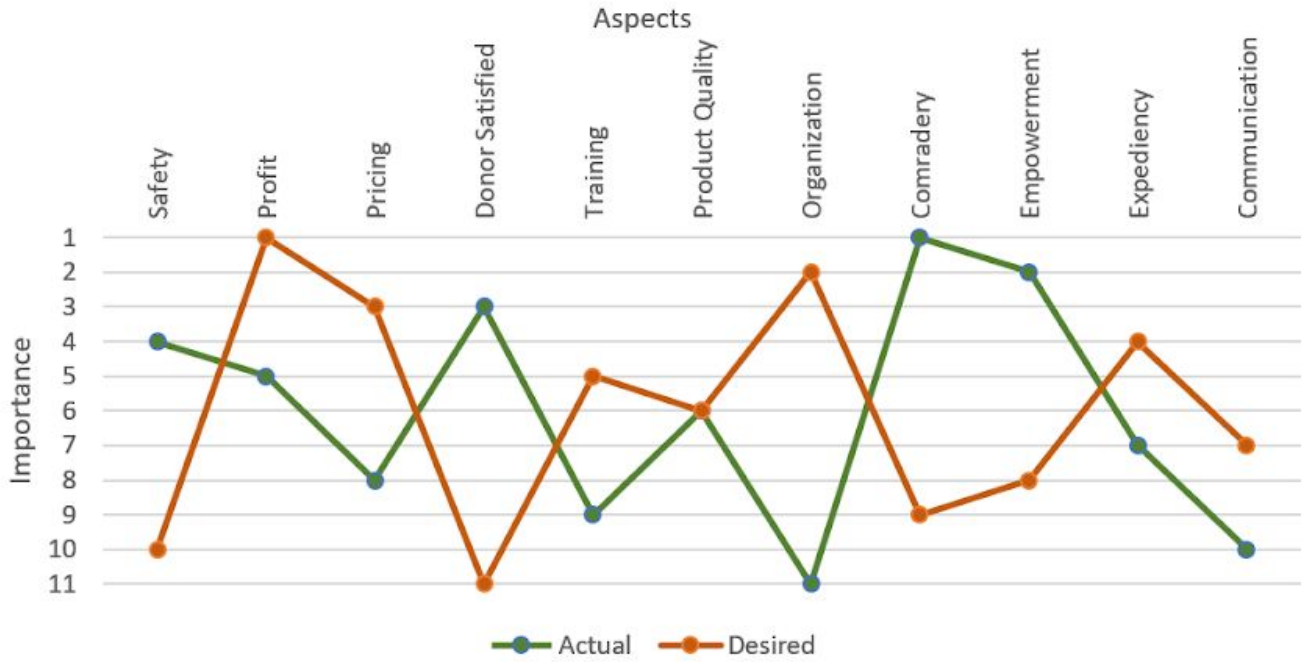
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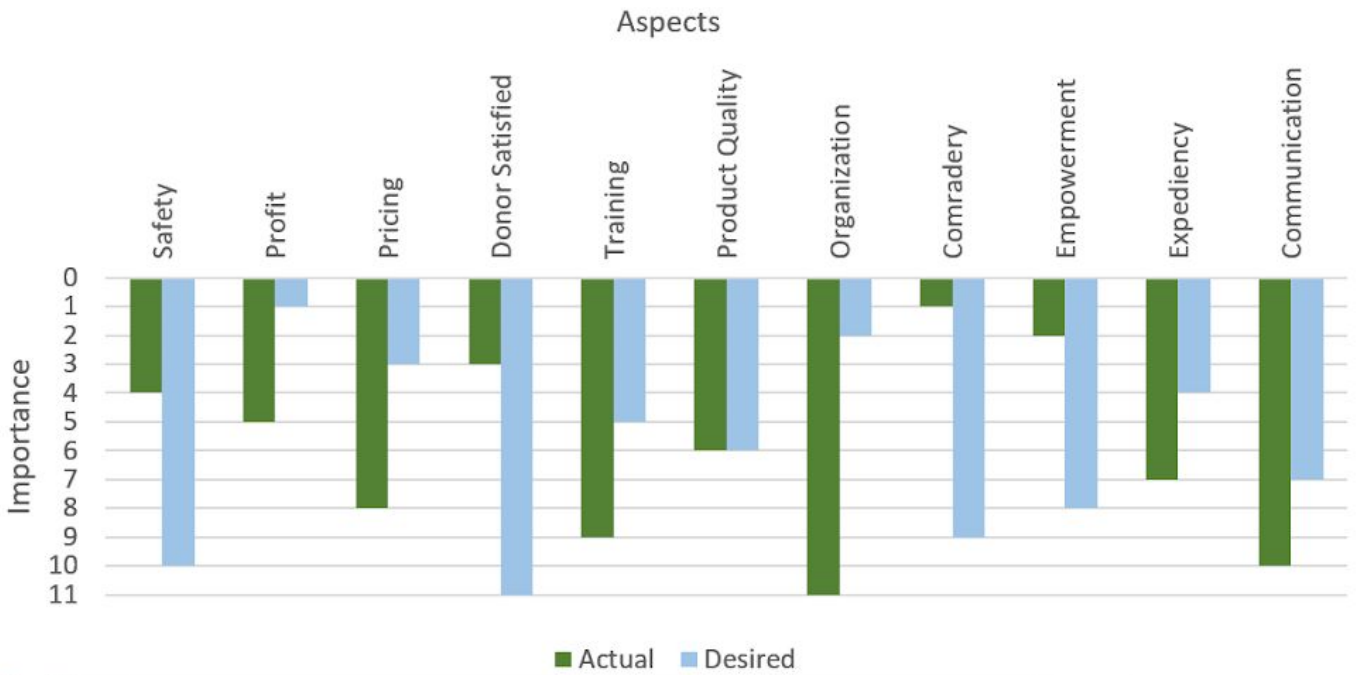
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M4

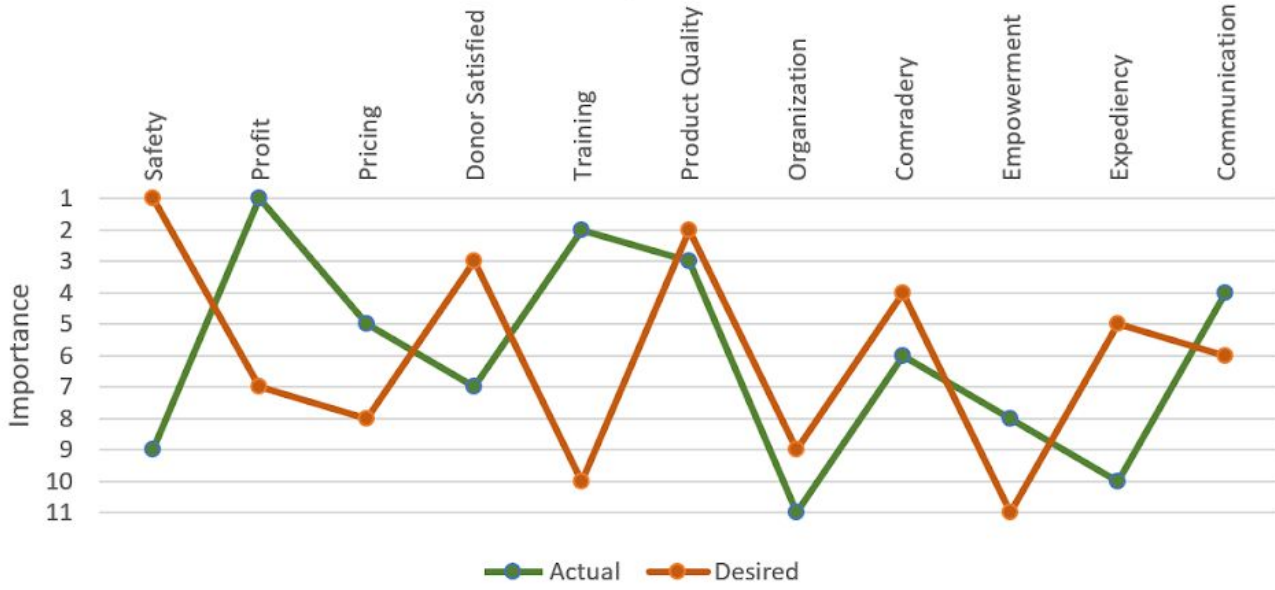


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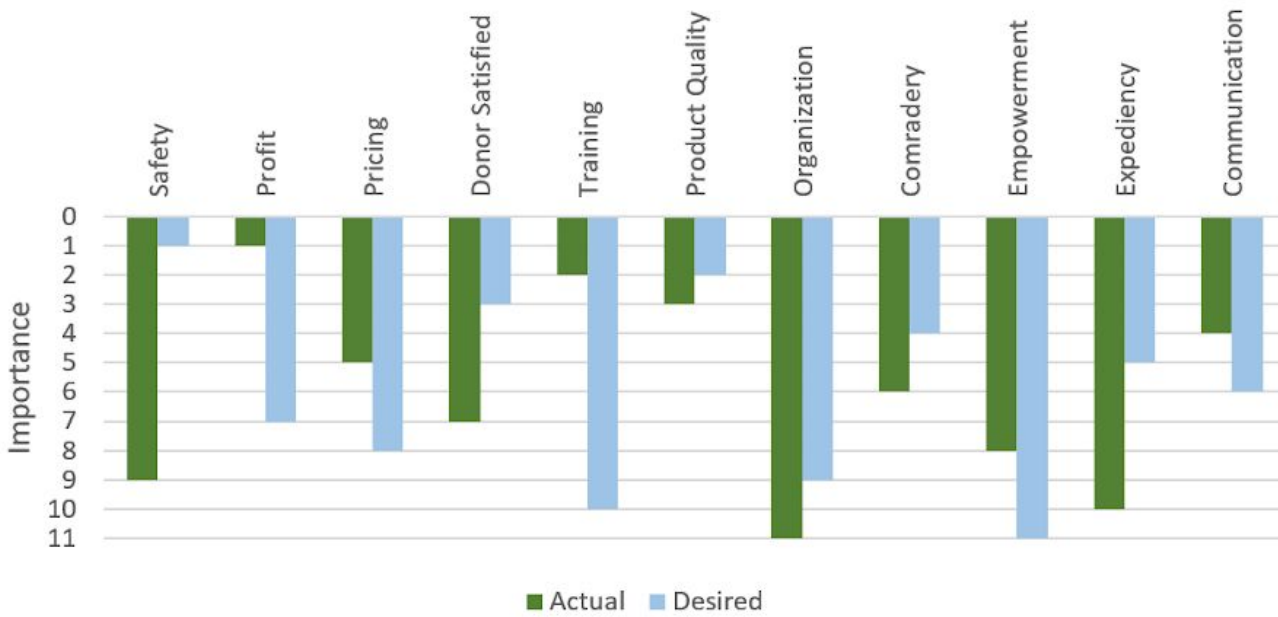
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Aspects

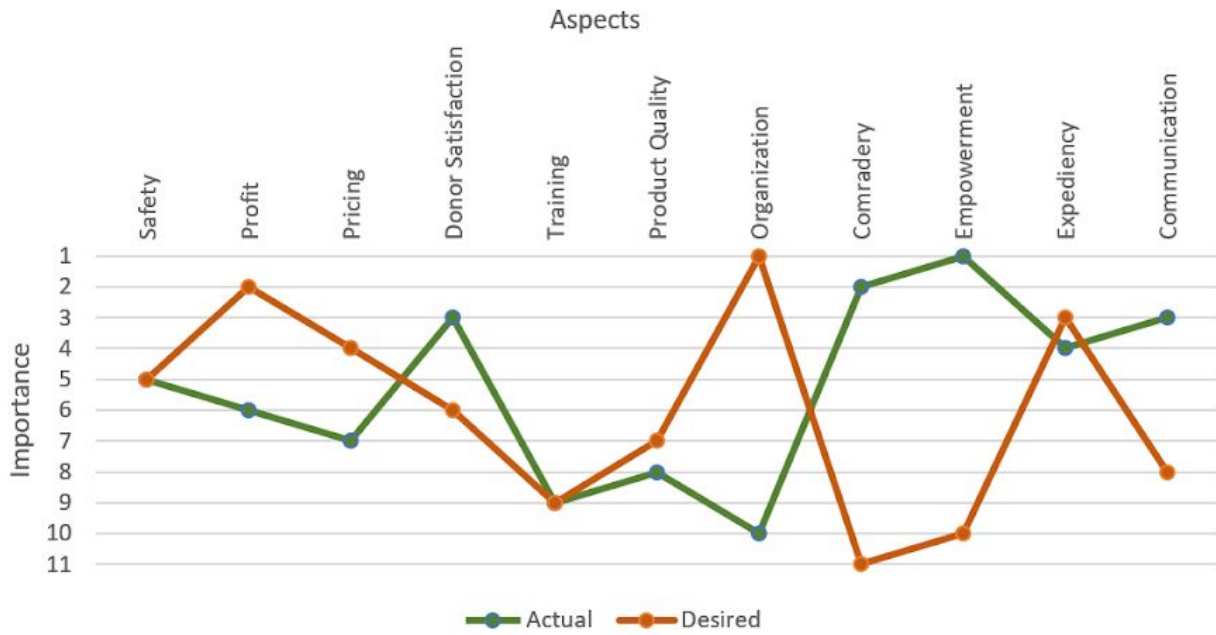


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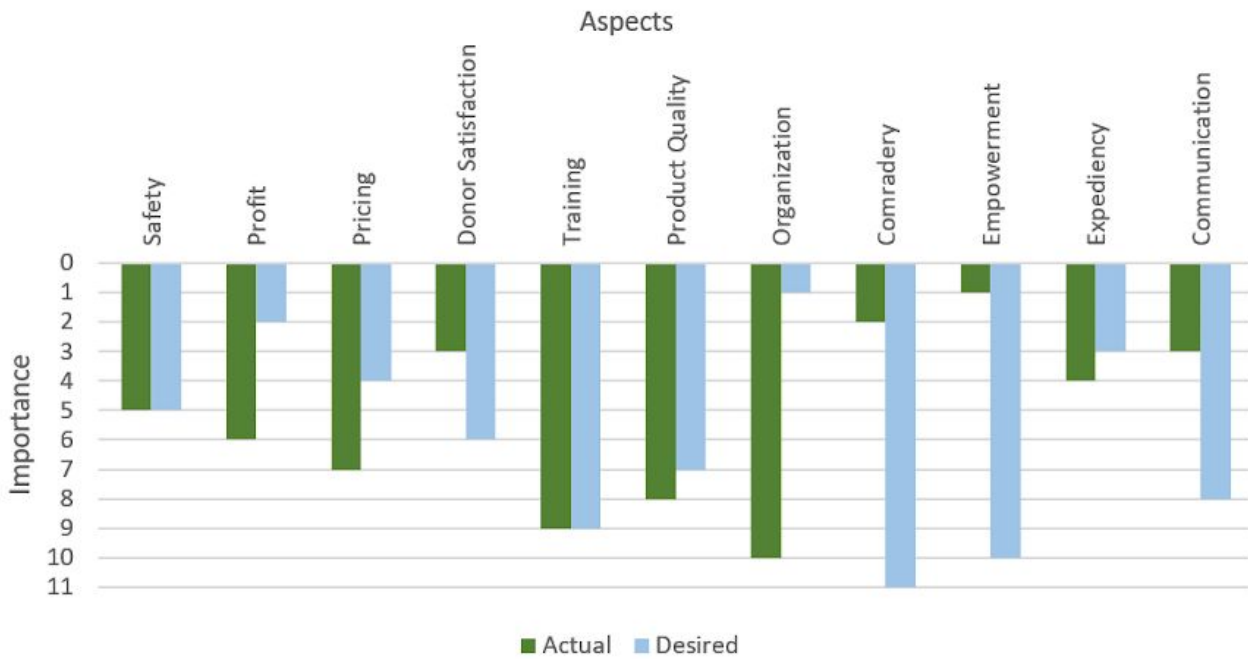
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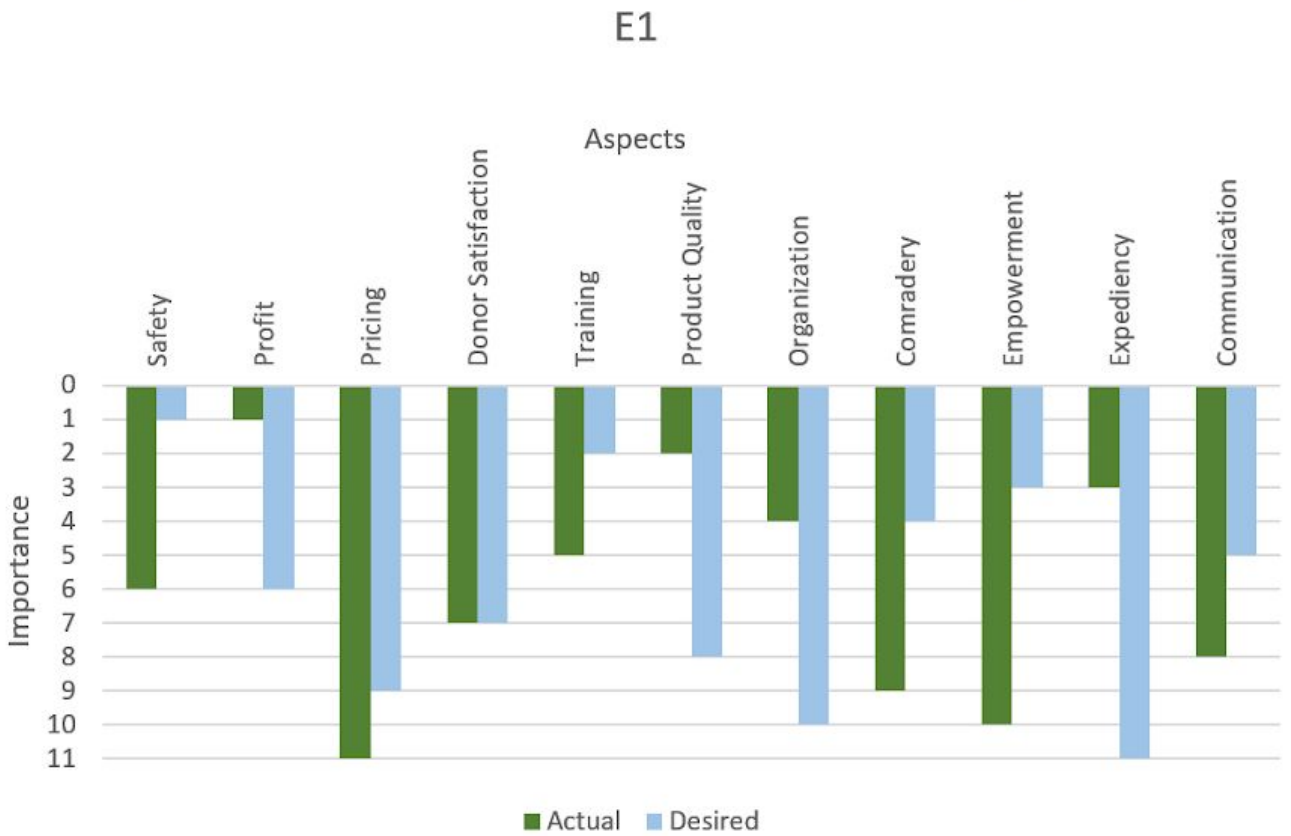
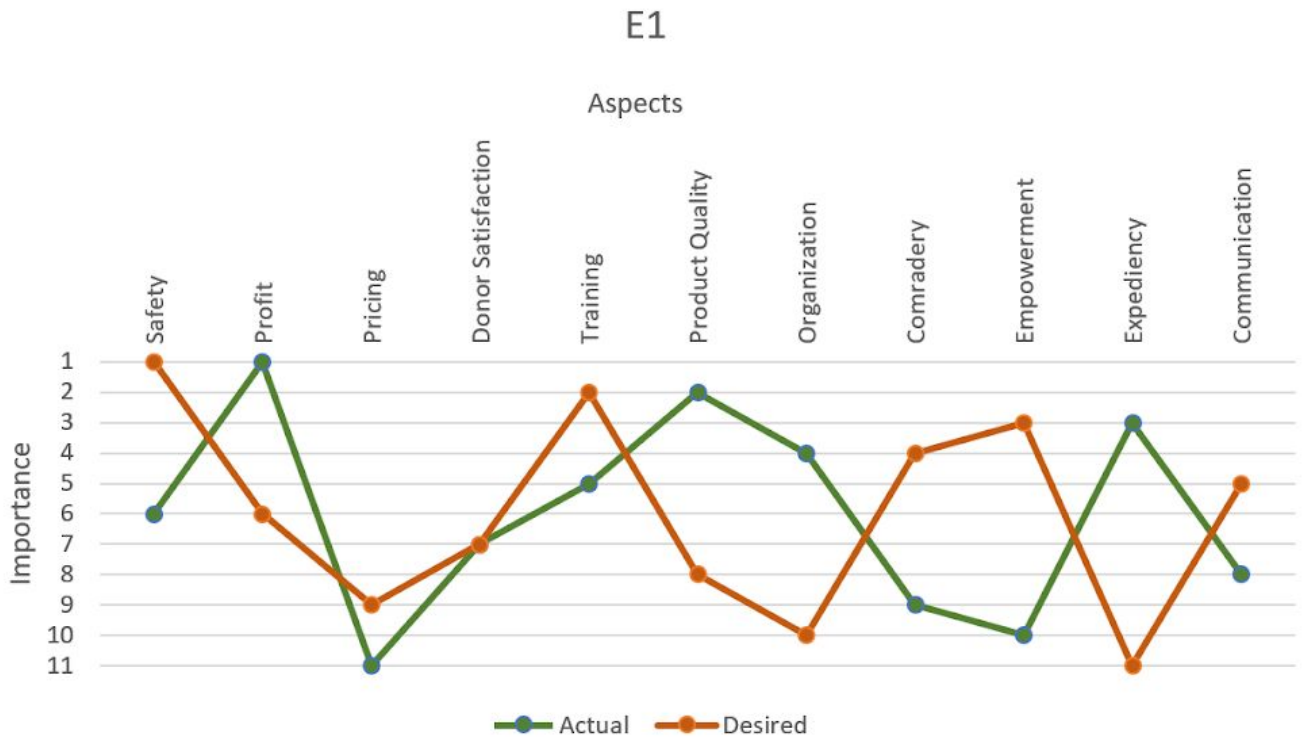


M6

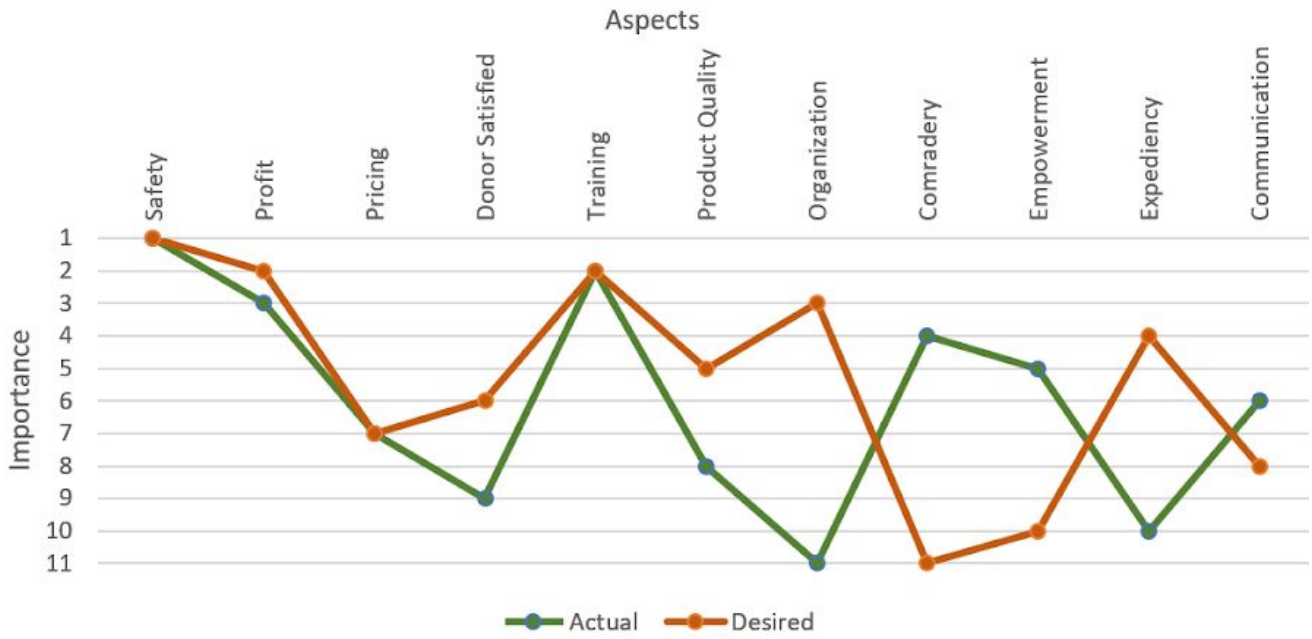


M6

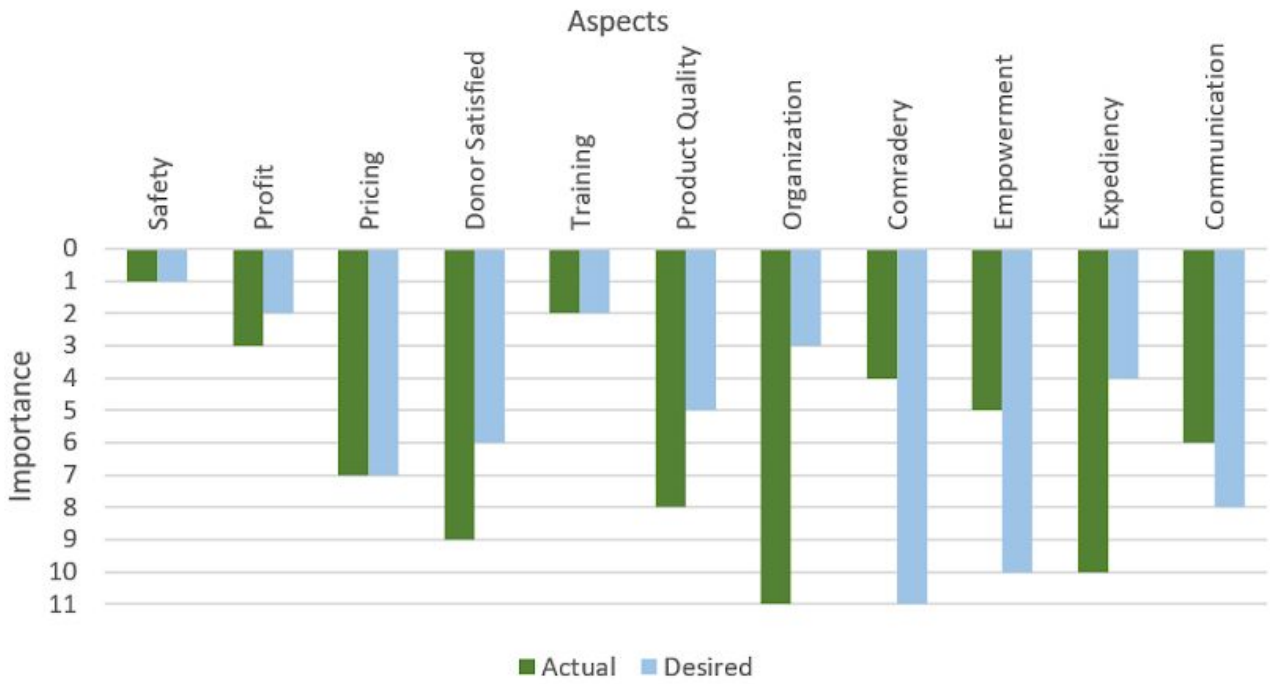




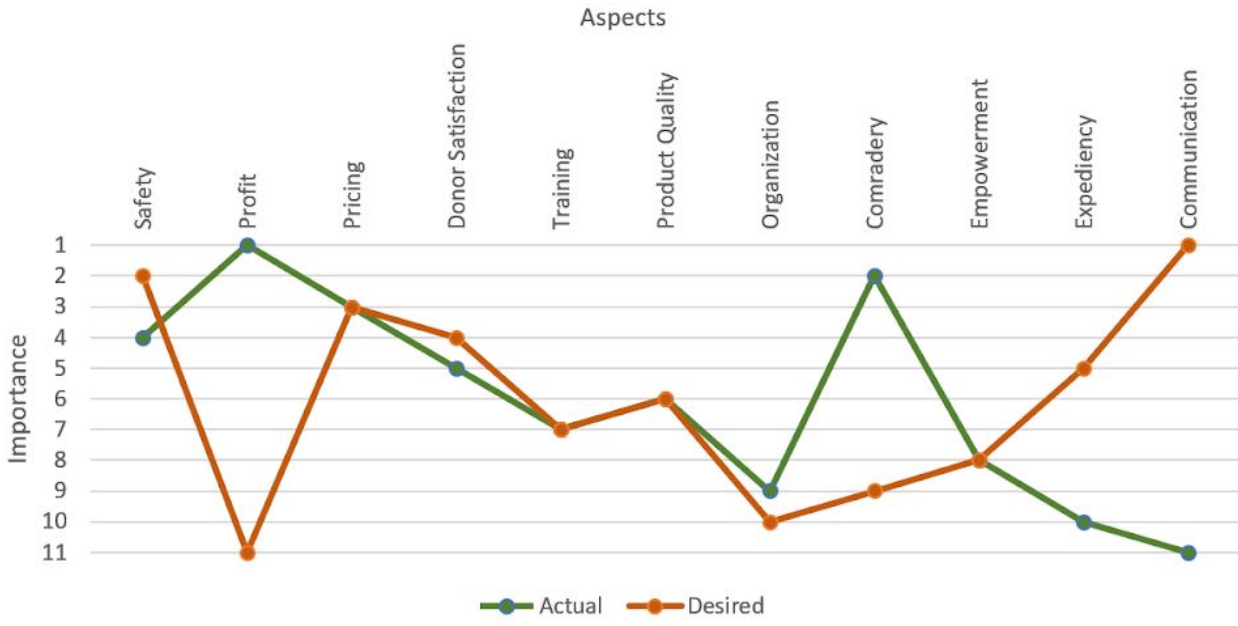
E2



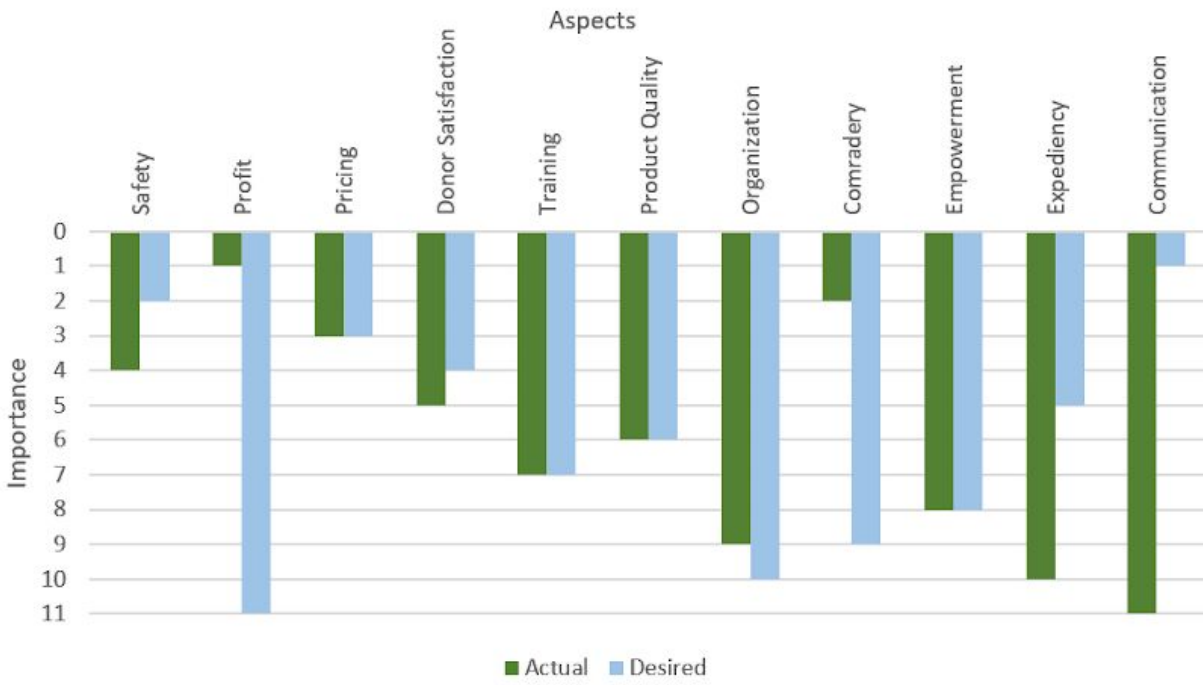
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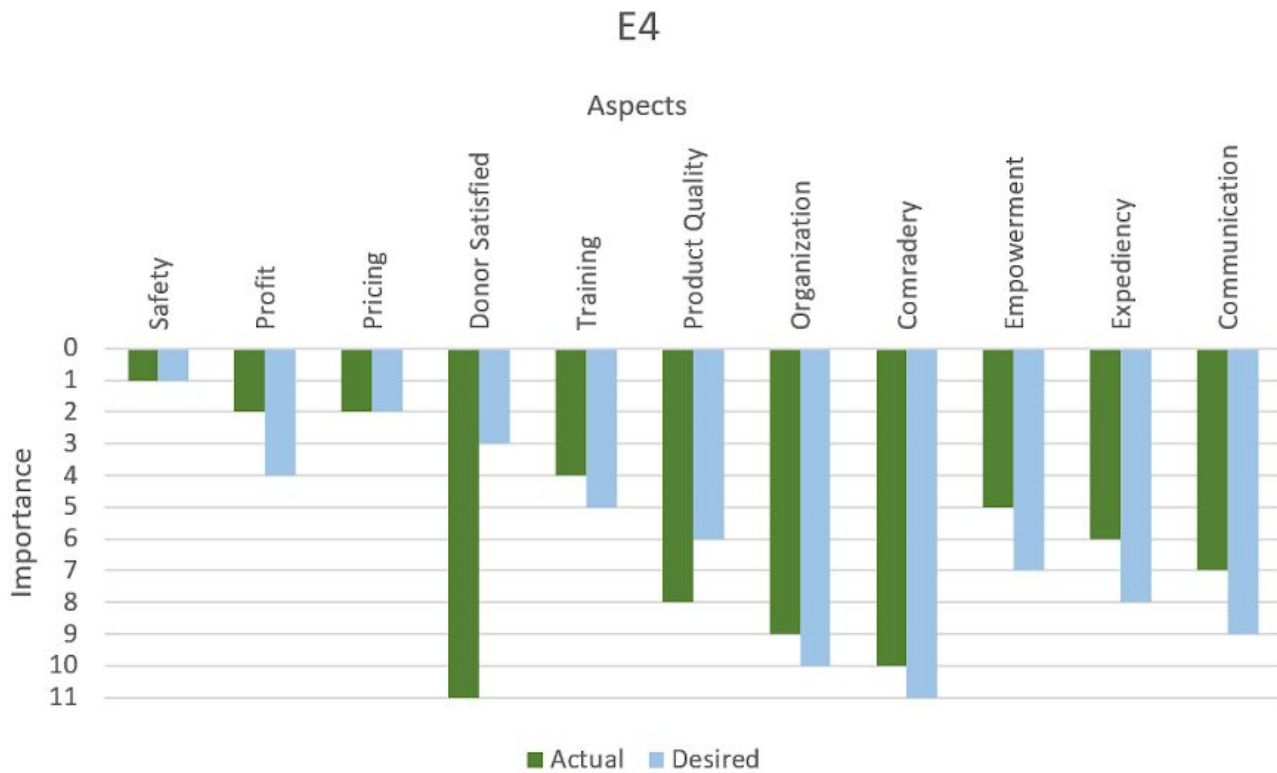
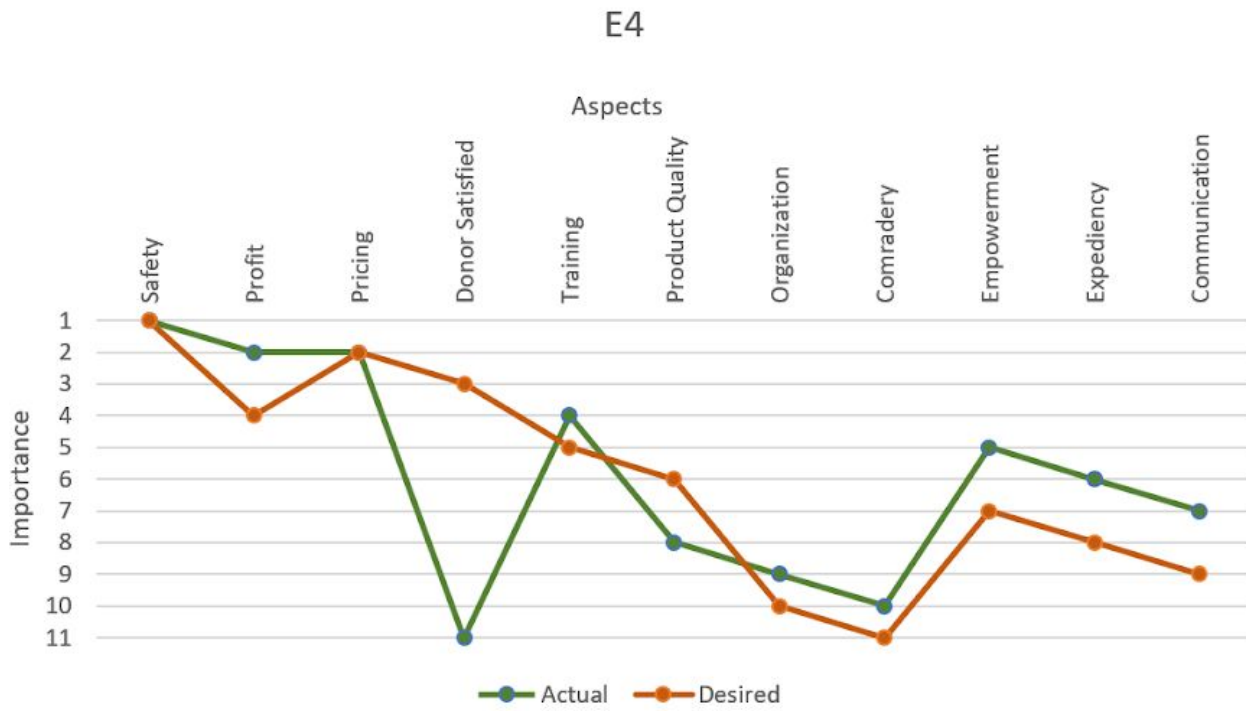


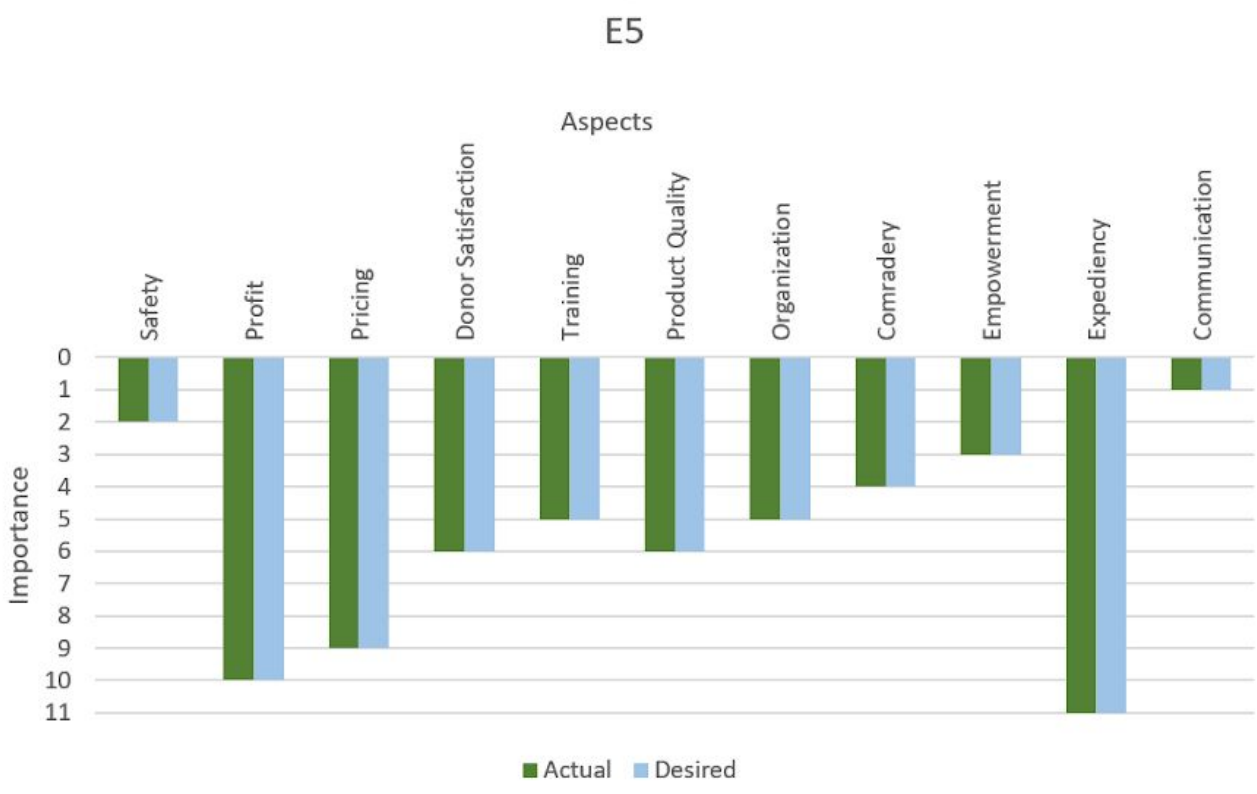
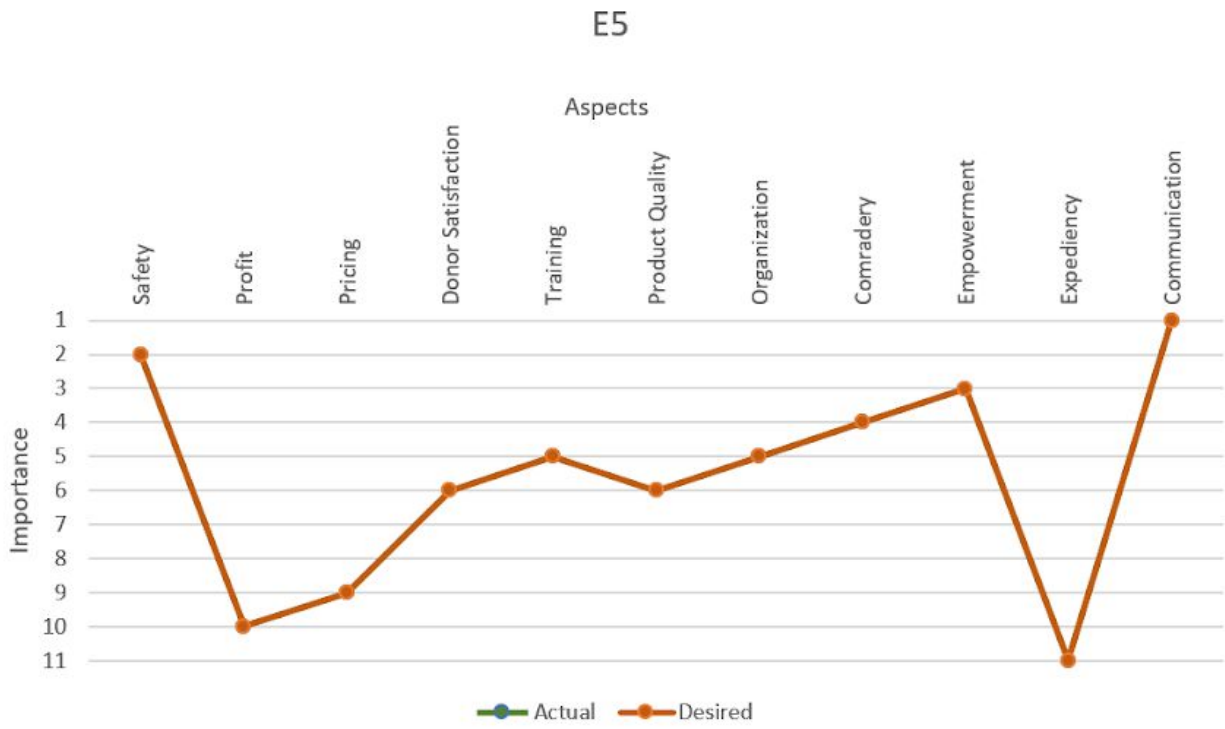
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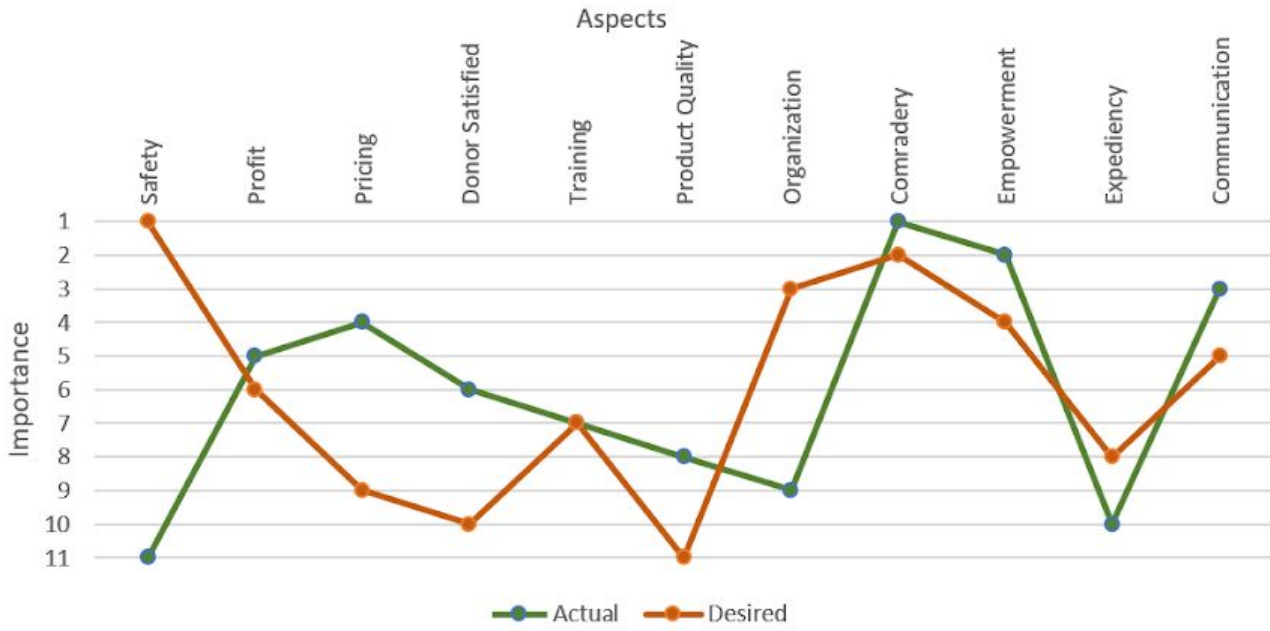
E3







V1



V1

