

## **Firewood Sale Frequently Asked Questions (FAQs)**

This document provides answers to some of the most common questions about Valhalla High School Instrumental Music and Color Guard's Firewood Sale Fundraiser. Those questions and answers follow:

### **What is the Firewood Sale?**

#### **Q. What is the Firewood Sale thing all about?**

**A.** VHS Instrumental Music and Color Guard is selling firewood in the local community area as a fundraiser. Profits from the sale will be used to support the VHS Instrumental Music and Color Guard Program.

#### **Q. When does Firewood Sale happen?**

**A.** Firewood Sale is scheduled September through December.

#### **Q. So how does Firewood Sale work? How do students participate?**

**A.** All members of the VHS Instrumental Music and Color Guard Program are expected to participate in the Firewood Sale event. Students will call friends, family, neighbors, and distribute flyers. We will develop a data base of customers for each student, so that the students will have a ready client base for future Firewood Sale Fundraisers. Students also sign up to help deliver and stack the firewood at the customers' premises.

### **Selling Firewood**

#### **Q. Where do we get the flyers?**

**A.** A flyer is sent out by email and is available on the website ([www.vhsmusic.org](http://www.vhsmusic.org)). This flyer contains all the key information required, but should be personalized with the Students' own information (name and phone number). Printing these leaflets on colored paper makes them much more noticeable.

#### **Q. How many customers does each student have to call?**

**A.** If each student makes just one sale we will meet our goal for this fundraiser.

#### **Q. What area do we try and sell firewood in to?**

**A.** We need to try and limit the sales and delivery area to within the Valhalla High School attendance area boundary. The further away our customers are, the longer it takes in travelling time, and the less deliveries (and hence less profit) we make. See the Firewood Sale Delivery Map.

#### **Q. What do we say to customers?**

**A.** There is no fixed speech, but it is worth planning out in advance what you need to tell the customer, and what you need to find out from them. First, you need to identify yourself; "Hello, my name is Johnny from the VHS Band and Color Guard". Then you need to tell them why you are calling, "I'm calling to see if you would be interested in buying firewood from us this year."

When they say yes, tell them what type of firewood is available (usually Mixed or Hard) and how much it costs. The prices can be found on the Firewood Sale Flyer and are set by the Firewood Sale Committee each year. You might even ask if they know of anybody else that might want to buy firewood (maybe their neighbors?)!

**Q. What is the difference between hard wood and mixed wood?**

**A.** We usually describe our firewood as ‘mixed’ or ‘hard’. ‘Mixed’ is a mixture of soft and hard wood. Hard woods are very dense, provide more heat, but are more difficult to ignite. Soft woods are less dense, typically contain more resin, do not burn quite as hot, and ignite faster. We do not know in advance what proportions the mixed wood is in, or what types of wood are going to be in the deliveries. **DO NOT** tell customers something about the firewood that you are not certain of. Some people have allergic reactions to certain types of wood.

**Q. If they want to buy firewood, what do I do next?**

**A.** You need to find out some basic facts:

What type of firewood do they want to buy (Hard or Mixed)?

How much firewood do they want (1, ½ or ¼ cord)? (Confirm what this costs them)

Confirm their address – they may have moved and kept the same phone number.

Do they have another phone number (like a cell phone or work number)?

Can you get an email address for them? (Easy for next year!)

Use the Firewood Sale Order Form as a checklist and to record these details.

**Q. How much is a cord of firewood exactly?**

**A.** A cord of firewood is a stack which is 8’ long, 4’ wide, and 4’ high. That’s 128 cubic feet.

**Q. They bought firewood and I got all the information. What do I do with it?**

**A.** You need to write all the information down on the Firewood Sale Order Form and then deliver this form to the Band Room c/o Barbie Anthony or use the Band Room’s DROP BOX. Or email the information to the Firewood Chairperson. You should receive an email reply that your order was received. If you do **NOT** get a confirmation email, follow up – please!

**Q. What happens after I submit my order?**

**A.** Your order is credited to you and added to the list of orders for scheduling. Each order is checked and the customer is called to arrange a date when it can be delivered by the schedulers. At this time, we only (usually) narrow the time down to AM or PM. This customer will become your customer for future Firewood Sale Fundraisers.

**Q. If the customer asks me when the firewood will be delivered, what do I tell them?**

**A.** You must **NOT** commit to any specific delivery schedule since there is **NOTHING** you can do to make it happen. You must tell the customer that somebody will call them to arrange delivery. **AT BEST** you can make a note of their specific request and include it in your submitted order. The schedulers will try their best to accommodate the request.

## **Delivering Firewood**

### **Q. How do I help deliver firewood?**

**A.** Throughout the Firewood Sale season, there will be an opportunity for students and parents to sign up to help deliver firewood. Select a date that you would like to work, and get your name down on the list.

### **Q. Parents have to work too? What's up with that?**

**A.** We need adults to help make this work. We need parents who will volunteer their pickup to transport the firewood, at least one additional parent to drive a second vehicle to transport the students, and, of course, the student workers (approx 4 students per pickup) who will carry and stack the firewood on site.

### **Q. What should I wear to deliver firewood?**

**A.** Handling and carrying firewood is not completely risk free. Students (and adults) should wear decent quality gardening gloves to protect their hands, long sleeved shirts to protect their arms, closed toed shoes to help protect their feet, and shade hats. Shirts and jeans or shorts are appropriate as long as they do not have offensive artwork on them. Sunscreen is often required.

### **Q. What should I bring to deliver firewood?**

**A.** Water, or something else to keep you hydrated. A packed lunch if you are working all day. Wear suitable clothing and footwear. Bring water. Wet weather gear if it might rain. A shade / rain hat. Sunscreen maybe. A good attitude. More water. For the parents, cell phones are very handy because customers can be called ahead of time.

### **Q. What if I sign up to deliver firewood and then I can't make it?**

**A.** This will depend on why you cannot make it. If you know well in advance, simply change your name on the sign-up list or call the Firewood Chairperson. You **MUST** give at least 24 hours notice so there is a chance of finding somebody to replace you.

### **Q. How many shifts should I sign up for?**

**A.** Each student is expected to sign up for one shift. The more you sign up for the more credit you earn.

### **Q. Our delivery crew received a tip. Who gets it?**

**A.** Monetary tips should be handed to one of the parents in the work crew for distribution to the lucky students who earned them.

### **Q. What do we do if we turn up to deliver firewood and nobody answers the door?**

**A.** If possible, the Firewood Chairperson should call ahead to confirm that somebody will be there to meet the delivery crew, but if that doesn't happen, look for some kind of note. Often there will be a note with payment and instructions as to where the firewood is to go. If there is no note, and no payment, the pickup driver or Firewood Chairperson will decide what to do with the delivery. **DO NOT** risk delivering the firewood to the wrong address, or stacking it in the wrong place.

**Q. Our customer wasn't happy about something. What do we do?**

**A.** From time to time there may be issues that arise for various reasons. If possible, one of the adults in the crew should handle the situation to resolve it on site and as quickly as possible. If this is not possible, the situation should be passed over to the Firewood Chairperson.

**Q. It is raining now, or looks like it will start soon. What do I do?**

**A.** Firewood Sale schedules are usually very tight, so even if it is raining it is important that you turn up ready to participate. We will be delivering come rain or shine, so if it looks like rain, WEAR APPROPRIATE CLOTHES! If conditions really are too bad to continue, the Firewood Chairperson will make the decision to cancel the deliveries or suspend them for some period. All missed deliveries need to be rescheduled which makes subsequent shifts VERY BUSY.

**Q. How much firewood do we deliver a day?**

**A.** Usually 3 cords per work crew.

**Other Information**

**Q. If people want to buy a smaller amount of firewood, how much should we charge?**

**A.** This is always a difficult question to answer, as it can be somewhat subjective. If the amount is less than a quarter cord, it should be priced as a fraction of a quarter cord. A reasonable guide based on store prices is something like \$1 per piece.

**Q. What does the Firewood Sale Committee do?**

**A.** The Firewood Sale Committee:

- determines the Firewood Sale schedule and runs this fundraiser
- updates the FAQs (this document)
- prepares the Firewood Sale Kickoff presentation
- provides regular updates during the fundraiser and a final presentation of the overall event
- puts out students sign-up sheets
- receives the orders from the students
- provides an email response to each order received
- adds new customers to the database if required
- calls around to find additional help if the crews are short
- schedules delivery days based upon the number of cords to be delivered and the amount of time required
- confirms deliveries and reschedules as required
- is the first point of contact for customer complaints
- collects the money at the end of each working day (either directly or indirectly)
- coordinates finances with the RSDMF Treasurer