



GIFT WRAPPING STAFF HANDBOOK

WESTFIELD MT GRAVATT 2024

Westfield

KEY CONTACTS

Emergency Contact List

In the event of an emergency please refer to the following contact list:

Customer Service Desk Westfield Mt Gravatt	07 3135 5450
Security (24hrs)	0417 719 500
Police Beat Westfield Mt Gravatt	0408 156 200
PoliceLink Camp Hill	13 14 44
Poisons Information Centre	13 11 26
EMERGENCY	0417 719 500 000

Marketing Contacts

For questions about marketing related operations, please refer to the following contact list:

Marketing Manager Mel Froude	First point of contact 0428 865 330 mfroude@scentregroup.com
Marketing Executive Maddy O'Reilly	0427 451 770 moreilly@scentregroup.com
Marketing Executive Letecia Nayler	0419 573 113 lnayler@scentregroup.com
Marketing Assistant Sonia Bhat	0409 445 771 sbhat@scentregroup.com

CHARITY LEADS AND CONTACTS

Lions Club of Brisbane Macgregor

Ken Mulcahy	07 3273 3552 0407 749 425 ken.mulcahy@outlook.com
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ACTIVATION SIGN OFF

All volunteers are to have completed the activation sign off, which is printed and left at that the Gift Wrap Station.

Anyone who has not completed this activation sign off, will not be able to volunteer in Centre at the Gift Wrap stations.

GIFT WRAPPING SITE

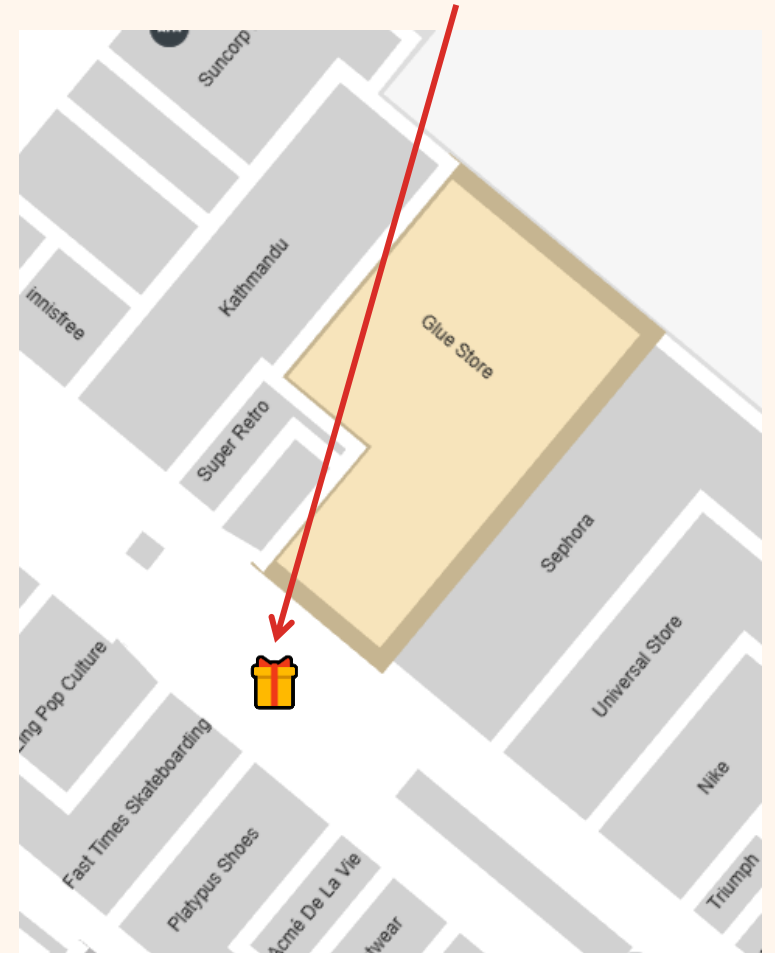
At the start of every shift, and during the day please check that all cabinets have sufficient supplies of:

- Ribbon
- Wrapping Paper
- Sticky Tape
- Stickers
- Pens

Please ensure that you continually monitor supplies to ensure that there is time to restock if necessary. These supplies are stored in the hoarding (see next slide for more information).

At the end of day, please report with an update on stock (approximate counts).

Level 1, outside The Glue Store



GIFT WRAP STORAGE

All gift wrapping supplies are stored in a vacant tenancy as per the plan. It is located across the mall next to Telstra.

This door is accessed by a code. Code: C3489 -> turn door handle to left (if it does not work by turning to the left, please turn to the right).

Please ensure the door is closed and locked when leaving.

Please note, we can not guarantee the security of personal belongings. We advise that you do not leave valuables unattended.

If you have any issues accessing this room, please contact Mel Froude 0428 865 330.



GIFT WRAPPING HOURS

Date	Hours
Thursday, 5 December	9:30am – 9:30pm
Friday, 6 December	9:30am – 5:30pm
Saturday, 7 December	9:30am – 5:30pm
Sunday, 8 December	9:30am – 5:30pm
Monday, 9 December	9:30am – 5:30pm
Tuesday, 10 December	9:30am – 5:30pm
Wednesday, 11 December	9:30am – 5:30pm
Thursday, 12 December	9:30am – 9:30pm
Friday, 13 December	9:30am – 5:30pm
Saturday, 14 December	9:00am – 6:30pm
Sunday, 15 December	9:00am – 6:30pm
Monday, 16 December	9:00am – 7:30pm
Tuesday, 17 December	9:00am – 7:30pm
Wednesday, 18 December	9:00am – 7:30pm
Thursday, 19 December	9:00am – Midnight
Friday, 20 December	9:00am – Midnight
Saturday, 21 December	8:00am – 9:30pm
Sunday, 22 December	9:00am – 6:30pm
Monday, 23 December	9:00am – 9:30pm
Tuesday, 24 December	8:00am – 6:30pm

GIFT WRAPPING PROCESS AND STANDARDS

- Greet customer
- Determine total cost of wrapping
- Take payment
- Pick wrapping paper & ribbon
- Wrap presents
- Wish customer a Merry Christmas

IMPORTANT NOTES

- Communicate expected wait time prior to commencing wrapping to manage customer expectations, especially during busy times.
- Keep area clean and tidy at all times –use bins, storage and baskets to keep items organised.
- Keep viewing areas of customers well presented, try to have bins in an area that isn't visible to customers and keep bags, empty boxes and personal items out of site of customers.

Each desk will be stocked with the following items:

- Sticky tape
- Sticky tape dispensers
- Ribbon/Stickers
- Gift Wrap
- Pens
- Scissors



GIFT WRAPPING COST

- Small item: \$2 (smaller than a shoe box)
- Medium item: \$5 (shoe box size)
- Large item: \$10 (larger than a shoe box)
- Jumbo item: Price by negotiation

PLEASE NOTE

- Use the above examples as a guide to sizing, use discretion
- No change is given. All money is to be placed in donation tins
- EFTPOS available



MONEY HANDLING

- Money collection and handling is the responsibility of the charity.
- The centre team are not able to handle or manage any funds raised for the charity.
- This includes any EFTPOS machines. Charging of EFTPOS machines is the responsibility of the charity (there may be power available at the gift wrapping stations for this).
- You may request Security assistance (code silver) to escort you to the bank within the centre only.
- Money must not be stored at the gift wrap station.

EMERGENCY SITUATION PROCEDURES

Emergency Contact List

In the event of an emergency please refer to the following contact list:

Customer Service Desk Westfield Mt Gravatt	07 3135 5450
Security Control Office 24 hours, 7 days	07 3135 5463 0417 719 500
Snr Risk & Security Manager Kelly Carter	07 3135 5481 0498 946 167
Police Beat Westfield Mt Gravatt	0408 156 200
PoliceLink Camp Hill	13 14 44
Poisons Information Centre	13 11 26
EMERGENCY	0417 719 500 000

First Aid Kits

First Aid kits can be found at the following locations:

- Customer Service Desk (CSD) 1 located Level Two near Town Square
- Customer Service Desk (CSD) 2 located Level One near Myer

Automated External Defibrillator (AED)

The Centre's defibrillator can be found at the following locations:

- Customer Service Desk (CSD) 1 located on Level Two near Town Square
- Customer Service Desk (CSD) 2 located on Level One near Myer
- Town Square near Board Walk
- Level 1 near Toymate entry
- Level 2 near Bed Bath N' Table entry

Lost Children Procedure

Report all lost or missing children to the closest Customer Service Desk, located Level One near Myer OR Level Two near Town.

Lost Property

Lost property is administered from both CSD's. Please ensure that you take all found property within your store immediately to one of the two CSD's.

Suspicious Behaviour Procedure

Please report all suspicious behaviour through to the Security Control Office or 24 Hour Security number.

HOUSEKEEPING

Westfield Mt Gravatt is one of Australia's largest shopping destinations. Our customers hold a high expectation on centre standards and demand a well presented centre and pleasant shopping environment. These guidelines help to create an inviting environment which in turn may attract new customers to the centre and ultimately to your store.

Site Presentation

The success of your time in the centre is influenced by the quality of presentation of the event and the way it is merchandised so please take care in creating an attractive display.

Stock Supplies

Please contact the Westfield team if stock supplies are low. Please check stock at the end of each day and keep a note of what you need. This ensures we are not running around trying to restock your sites at the last minute.

Please ensure all items are displayed neatly to customers and stored in a tidy manner in containers are suitable for public view. We recommend securing items wherever possible and do not accept responsibility for any items within the centre

HOUSEKEEPING

There are a number of daily tasks that need to be carried out:





- Start each day by ensuring:
 - The event site is clean & tidy. If a cleaner is required, please ask customer service staff to radio for cleaning assistance.
 - Personal belongings i.e. handbags stored neatly out of sight.
- End each day by ensuring:
 - The event site is clean & tidy.
 - All personal items are removed from the event site.

Refuse

Activation staff are responsible for the removal of rubbish from the event location. Staff are required to meet the following guidelines:

- Rubbish is not to be deposited in mall bins. Mall bins are for customer use only. Bins will be provided at your station.
- Cardboard boxes and cartons must be flattened before being placed into the appropriate recycling bin.
- All food waste must be disposed of hygienically, promptly and in accordance with the relevant food code.
- All general waste must be bagged and tied before disposal.

Cardboard Compactors, General Waste Compactors & Recycling Stations (e.g. plastic, aluminium, glass) closest location Dock 9. To get to Dock 9, walk down the back of house entrance between Skinny's & Valleygirl on Level 1).

General Waste	All GENERAL WASTE bins will be identified by the below sticker 	The following materials SHOULD be placed in a GENERAL WASTE bin only: <ul style="list-style-type: none"> ✓ Food waste (that cannot be placed in a food organics bin) ✓ Waxed cardboard ✓ Food containers ✓ Soiled paper/cardboard ✓ Tissue paper 	The following SHOULD NOT be placed in a GENERAL WASTE bin: <ul style="list-style-type: none"> ✗ White office paper ✗ Clean cardboard ✗ Aluminium cans ✗ Glass bottles ✗ Plastics
Paper & Cardboard	All PAPER & CARDBOARD bins will be identified by the below sticker 	The following materials SHOULD be placed in a PAPER & CARDBOARD bin only: <ul style="list-style-type: none"> ✓ Office paper ✓ Cardboard ✓ Envelopes ✓ Magazines ✓ Phone books ✓ Folders ✓ Reports ✓ Coloured paper 	The following SHOULD NOT be placed in a PAPER & CARDBOARD bin: <ul style="list-style-type: none"> ✗ Food waste ✗ Glass ✗ Plastics ✗ Tissues ✗ Waxed cardboard
Commingled	All COMMINGLED bins will be identified by the below sticker 	The following materials SHOULD be placed in a COMMINGLED bin only: <ul style="list-style-type: none"> ✓ Glass bottles and jars ✓ Aluminium cans ✓ Steel cans ✓ Plastic bottles and containers 	The following SHOULD NOT be placed in a COMMINGLED bin: <ul style="list-style-type: none"> ✗ Food waste ✗ Paper ✗ Cardboard
Clear Soft Plastics	All CLEAR SOFT PLASTICS bins will be identified by the below sticker 	The following materials SHOULD be placed in a CLEAR SOFT PLASTICS bin only: <ul style="list-style-type: none"> ✓ Clear shrink wrap ✓ Clear packaging plastics 	The following SHOULD NOT be placed in a CLEAR SOFT PLASTICS bin: <ul style="list-style-type: none"> ✗ Food packaging and containers ✗ Cans ✗ Bottles and glass ✗ Paper and cardboard

WESTFIELD CONCIERGE

Concierge Desk

The Centre has two Customer Service Desks:

- Customer Service Desk (CSD) 2 is located on Level Two near Starbucks
- Customer Service Desk (CSD) 1 is located on Level One near Myer

Services available include general Centre Information, Gift Cards, Staff Car park registrations and any other enquiries.

Lost and Found Property

Lost property is administered from both CSD's. Please ensure that you take all found property within your store immediately to one of the two CSD's.

Mobility Equipment

Wheelchairs and motorised power shoppers are available for hire at no charge for up to 3 hours from CSD 2.

Parents with Prams

Designated parking for parents with prams is available throughout the centre car park. These bays are conveniently located to enable easy manoeuvring of prams and other children's equipment.

Disabled Facilities

Designated parking bays for persons with disabilities are available throughout the centre car park.

- Wheelchairs and electric power shoppers are available for hire at no charge at CSD 2 located on Level One near Myer.

WESTFIELD CONCIERGE

Public Transport

There is a bus interchange located at the centre entrance along Macgregor Street.

For public transport information to and from Westfield Garden City please contact TransLink on 13 12 30. The Brisbane City Council Library located on level 2 can provide bus timetables.

Taxi Rank

Two taxi ranks are located near Westpac Bank on Level One and Cinema/Town Square on Level Two.

Public Telephones

Pay phones are located in the following areas:

Level 1

- Amenities corridor near Security

Level 2

- Outside Woolworths
- Amenities corridor near Big W entrance

PARKING

Conditions of Parking

Parking will be validated for volunteers if the vehicle has parked in the designated parking areas. Parking must be validated once you have finished your shift.

There are two staff parking areas, both located on rooftops. One is above Myer and Target, the other is situated near the busway on top of the Violet and Purple Car Parks.

How to Validate

After your shift, please take your ticket to Concierge desk on Level 2. State that you are from Lions Club and volunteering for the Gift Wrap station. The concierge staff will then validate your ticket.

Staff Parking Area- Black Rooftop (Myer/Target)

- Easily accessible Via Macgregor street entry near the busway. Turn right after you enter through the boom gates, proceed up the small ramp and drive to the back of the car park. There will be another ramp that leads you to the Black Car Park rooftop which is the designated Staff Parking area.

Alternate access to Black Rooftop is via the ramp near Office Works, My Car or Olive Car Park.

Staff Parking Area- Grey Rooftop (near Busway)

- Accessible via Violet carpark behind the busway. Best entrance off MacGregor St near busway, turn left after boom gate, drive into the Violet carpark, proceed up the ramps to the rooftop.
- **Alternate access to Grey rooftop** is via entry off Macgregor street near Shell Service Station. Turn right after boom gate and follow the ring road around to Violet carpark near the busway. Drive into the Violet carpark and proceed up the ramps to the rooftop.

