



The Youth Center

2009 Christmas Tree Lot Tree Delivery

OVERVIEW

The Youth Center's annual sale of Christmas trees at Ganahl Lumber Company will begin on Saturday, November 28th and continue through Sunday, December 20th. Lot hours are Monday through Friday, noon to 9:00pm and Weekends, 9:00am to 9:00pm.

EXPECTATIONS

The delivery of trees is an important service offered by the Youth Center. Please remember that delivery personnel represent the Youth Center in the community. It is our expectation that all drivers and helpers will be courteous and carry a "Merry Christmas" attitude into our customer's homes. It is also our expectation that the delivery schedule will be properly staffed by the volunteer group as further detailed below.

AREA OF DELIVERY

Trees are delivered to households and businesses located in Los Alamitos, Rossmore, Seal Beach, Sunset Beach, Cypress and the eastern portion of Long Beach. Nearly all deliveries will be within a 5-mile radius of the tree lot. There will be a number of deliveries well outside of the local area that will be handled by Youth Center staff.

HOURS OF DELIVERIES

Deliveries will be scheduled between 6:00pm and 9:00pm, Monday through Friday and Noon to 9:00pm on weekends. (So as to avoid excessively late deliveries, customers will be told that the last delivery route will begin at 8:00pm.) Youth Center cashiers will group delivery slips by geographical area so that deliveries within given areas can be accomplished efficiently. It is suggested that each driver be equipped with a Thomas Guide; whenever possible directions from the lot to the location of delivery will be noted on the back of the delivery slip. The Lot Manager will brief you on other delivery details such which trees to deliver first and locating the proper trees on the lot.

STAFFING

Proper staffing will insure that deliveries are handled in an efficient manner. During the week, Monday through Thursday, a team consisting of a driver and two helpers is required. On Friday evenings and all day Saturday and Sunday two teams are required. From time-to-time there may be no trees to deliver. In those instances it will not be necessary that the teams "hang out" awaiting deliveries but are asked to leave a contact number so that they can be recalled within 30-minutes. If, on the other hand, it is anticipated that a day may have fewer/more deliveries than expected we will notify you.

VEHICLES

It is requested that, whenever possible, the volunteer group supply the delivery vehicles. Because of the nature of the product being delivered and the ease in which trees can be loaded and unloaded, a pickup truck is strongly suggested. In the event that the volunteer group cannot provide a vehicle the Youth Center will have a stake-bed truck and/or a small pickup truck available for your use.

PREPARING TREES FOR DELIVERY

A common complaint is that dead tree needles are tacked into the house upon delivery. To lessen this problem loose needles must be removed by vigorously shaking the tree as follows: one person is to grab the base of the tree while another holds the tree about 12" from the top. While holding the tree horizontal to the ground, shake it for about 5 seconds. This should be done at the lot prior to loading. *Do not shake the tree in the customer's yard or driveway! **Do not fail to place the red plastic protectors on each leg of the metal stand.***

LIABILITY & RESPONSIBILITY

The vehicles supplied by the volunteer group must be properly insured and driven only by licensed individuals. Any liability created due to the operation of the vehicle is the sole responsibility of its owner and operator. Further, the Youth Center assumes no liability for damage to said vehicle.

TIPS

The majority of our customers will tip the driver and/or helpers. These tips will remain the property of the volunteer group and may be used as they see fit. And here's another tip: the frequency and amount of tips generally follow the holiday spirit of those delivering the tree!

COMPENSATION TO VOLUNTEER GROUP

At the close of operation and prior to January 1st, the Youth Center will present the volunteer group, with grateful appreciation, a check in the amount of \$1,000.