

## BB Stall Information

We have three different market times depending on the location you have booked in for.

### Market Time A –

Ringwood, Preston, Moorabbin, Berwick,  
Mornington, Glen Waverley, Maribyrnong & Pakenham

The Market is open for customers from 9am and closes at Noon.

The hall will be open for stall holders no early than 8:00 and we close the doors at 8:45 in preparation for opening at 9am. It is important that you arrive within enough time that enables you to bring all your items in and have time to display appropriately. We have some stall holders that need all of this time to prepare and others that arrive 8:15 but setup is nice and quick. If you need to bring in more items to display as items sell then do so with as minimal impact to customer traffic areas and fellow stall holders.

Be aware that stall holders that do not make themselves known to staff by 8:40 will forfeit their stall. We do this as we do not want empty tables at our markets. We believe this is fair as we give stall holders around 45 minutes to arrive and have their table assigned.

Just summing up items cannot be brought in before 8 am and you must be present by 8:40. Leaving a voice message/text in the morning unfortunately does not guarantee you your spot.

Refunds – Will be issued at the discretion of management no later than 4 weeks from market date.

Packing up can take place when you feel the need to, however departing the building cannot take place before 11:30 as this interrupts stall holders and customers. If there is a need to leave earlier you will need to clarify this with BB staff.

### Market Time B

Melton & Werribee

The Market is open for customers from 10am and closes at 1pm.

The hall will be open for stall holders no early than 9am. It is important that you arrive within enough time that enables you to bring all your items in and have time to display appropriately. We have some stall holders that need all of this time to prepare and others that arrive at 9:30 but setup is nice and quick. If you need to bring in more items to display as items sell then do so with as minimal impact to customer traffic areas and fellow stall holders. Be aware that stall holders that do not make themselves known to staff by 9:40 we will forfeit their stall. We do this as we do not want empty tables at our markets. We believe this is fair as we give stall holders around 1 hour to arrive and have their table assigned. Just summing up items cannot be brought in before 9am and you must be present by 9:40. Leaving a voice message/text in the morning unfortunately does not guarantee you your spot.

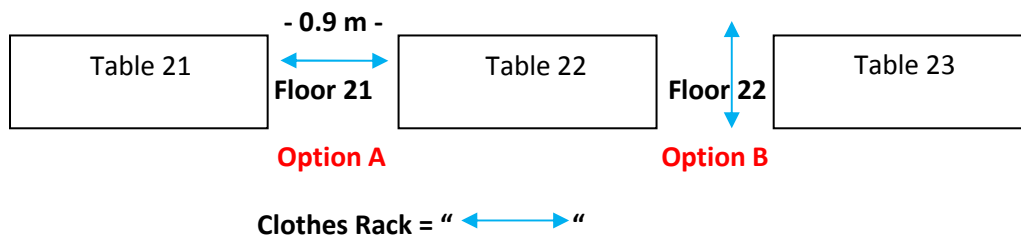
Refunds – Will be issued at the discretion of management no later than 4 weeks from market date.

Packing up can take place when you feel the need to, however departing the building cannot take place before 12:30 as this interrupts stall holders and customers. If there is a need to leave earlier you will need to clarify this with BB staff.

## Your Table Number Allocation / floor space / Clothes rack

We do not allocate tables before the day. When we open the doors we will have staff with a list to tell you which table you have been allocated. Be aware that this can be a pretty hectic time and we try to make this as quick a process as possible. Each table has a number block on the table. Please leave this on the table. The block will be positioned on one side of the table to indicate which side of the table your clothes rack or tubs can be displayed.

The table is around 1.8 metres ( 6ft) by 0.7 metres (2ft), Preston have mainly 5 foot tables. The space next to your table is around 0.9metres in width and the depth is around 1.3 metres in depth. If your clothes rack is larger than this space you will need to enquire before the day as to whether your clothes rack will be accepted. If this has not been organized before the day then we will not allow the rack to be displayed. Clothes racks that do fit the allocated spot can be hired through us for \$7. This needs to be organized and paid for before the day. We only bring enough racks to cover requests prior to the day. When getting your table allocated to you if you have reserved a clothes rack you will need to tell staff this and we will hand over the clothed rack. Generally we get most people into the hall then hand out clothes racks.



## Large Items

What is a Large item?

Any size item that you consider is too large for your table or is a specialized item that would have more chance of selling if it was placed with other items of a similar nature.

Items such as Doll House, Prams, Cots, teddy bear, bike, walkers, car seats, swings are all examples of large items.

These items are displayed in a corner / separate room with signage so customers know where to look for all these types of items. There is more chance of your item selling in this area as long as it is reasonably priced, good condition etc. You do not have to display these items here.

This area is under supervision by one of our staff. The stall holder needs to keep the receipt of the item to show to staff to remove after the market if the item was not sold.

Large Item - Price

The Price of the item is of course up to you. The best advice I can give is to continually mark down the item until it is sold. Some buyers for large items come in the morning to get the full range of products available and others wait until the market is nearly finished to hopefully pick up a bargain. Start off at a price that is slightly more than you believe it is worth and maybe every hour slash that price by a small amount. It is funny how an item with a price that has been crossed out a couple of times with a cheaper price can make all the difference in the eyes of a customer. It is better to leave the market with cash than large products.

Some people go to the trouble of making their own poster with more info on the use of the product.

#### Large Item - Placement

When the item is brought down to the large item area place in a spot that is not in the walkway. BB staff will either direct you to where the product should be placed or they will move it for you.

Note: BB holds no responsibility if large items are missing at the end of a market. We have not had this problem before and the area is supervised.

Large area has a table with item form, texta's, scissors and tape. The form needs to be filled out with description of the item, price and table number. It is critical that you cut the bottom off the form and keep this as your receipt to give to the customer as proof of purchase. We do not allow items to leave the building without seeing the receipt. The top of the form is placed on the product to show customers the price and where to pay. There will be a site map to show customers where to find store numbers. If the large item does not sell you need to keep hold of the receipt to then show this to staff after the market to claim the item back.

#### Rubbish

Whatever you do not sell needs to leave with you, packaging, products etc cannot be left behind or binned. Even if there is a skip on site it is not for our use.

#### Canteen – The Bee Hive

We sell softdrink, juice, water, tea and coffee. Sausage in bread, sandwiches, donuts, slices etc

#### Promote our/your market

The below link has promotional flyers that can be printed and distributed to places/people to increase customer count.

<http://www.thebumblebees.com.au/promote.html>

# Market Locations

<b>Moorabbin</b> 9am - Noon Masonic Hall Rowans Road Moorabbin	<b>Mornington</b> 9am - Noon Mornington Racecourse Mornington	<b>Maribyrnong</b> 9am - Noon 3 Randall Street Maribyrnong
<b>Ringwood</b> 9am - Noon Central Ringwood Community Centre Bedford Park, Bedford Rd Ringwood	<b>Glen Waverley</b> 9am-Noon Brandon Park Community Centre 649 Ferntree Gully Rd, Glen Waverley	<b>Pakenham</b> 9am - Noon Pakenham Springs PrimarySchool Crn Heritage & Livingstone Boulevard Pakenham
<b>Berwick</b> 9am - Noon Berwick Fields Prim School 35 Gwendoline Drive, Berwick	<b>Preston</b> 9am - Noon Preston City Hall 284 Gower St, Preston	<b>Werribee</b> 10am - 1pm Italian Sports Club Werribee 601 Heaths Road
<b>Melton</b> 10am - 1pm Melton Community Hall 232 High Street Melton		

Bumble Bee staff attending will be wearing a Bumble Bee t shirt with our logo, if a question needs to be answered then please feel free to speak to one of us.

Bring old shopping bags as a lot of customers do not always come prepared.

Customers expect reasonable prices for items that are clean and able to be used. We have seen some stall holders selling clothes that are not clean and asking a price that is no cheaper than when it was new. You are competing against other stall holders with similar products, what makes your items stand out - originality, value for money or quality.

Customers also like to browse and know prices without having to ask. I know from my own shopping ventures that unpriced items do not grab my attention. In addition to this try to group sizes and styles together. A clothes rack is a great way to display clothes. In saying this some stall holders prefer to have boxes seperating prices or sizes. There is no right way to display items and most of this is common sense. Just put yourself in the shoes of a person walking past your stall, would it make you stop and browse. We have seen many markets where some stall holders sell out by mid morning and other people do not sell many items.

It is crucial that you bring plenty of change, especially \$20 notes as a lot of shoppers present \$50 notes. We suggest a float of around \$300 for the average stall holder.

If you need more information please email [enquiries@thebumblebees.com.au](mailto:enquiries@thebumblebees.com.au)