



SUPPORT OUR TROOPS, Inc.

Silent Auction Volunteer Notes

For Quick Answers Call:

Margaret Olander 601.940.3725

Tucker Olander 601.955.0175

Cindy Cooksey 806.786.7258

Scott Cooksey 806.790.9159

Auction Monitor Guide

Volunteers are SOT AMBASSADORS! Monitor auction area; assist patrons; make small talk with patrons drawing attention to items; check for bid sheet errors; other duties as needed.

During Auction

- **Last Minute Item Additions Before Auction Begins: Possible, rare, not encouraged.**
 - Give them a Donation Form to fill out
 - Put item under Command Table (CT) and call Margaret to log it and print the bid sheet
- Each item has an **item-specific Bid Sheet** adjacent to it.
- Ensure all bids are **printed clearly** with name, phone number and bid amount.
- Each item has a **minimum starting bid** and an **incremental bid** amount clearly stated on the Bid Sheet. Minimum bids are set at approximately 40% of the estimated value or minimum recommended by the person donating the item.
- **A bid is not valid if** minimum or incremental amounts are not met. Alert CT and work together through procedure.
 - **Attempt to call the bidder** and see if they want to increase their bid to the appropriate amount. If they do, a CT Volunteer can change their bid and initial the change.
 - **If the bidder cannot be reached** immediately, or does not want to increase their bid, a CT Volunteer draws a line through the bid and initials it, thus voiding the bid.

We're proactive!

Having 2 sets of eyes on any potential conflict protects us from possible unpleasantness.



- **If an additional page for a Bid Sheet is needed** for any item, contact Margaret and she will print the additional page.
- **“Buy it now” offers will not be accepted.** All items will be sold via final bid at 9pm.
- Bidding ends promptly at 9:00pm. **Collect all pens and bid sheets PROMPTLY at 9pm** to prevent further bidding and give them to Command Table.
- After pens and bid sheets are collected, **begin to pack up items for transport** to the Medina Room for Check Out Day set up. Roger and Nancy will direct how the room will be set up.

Small Talk

- **ASK** if they have an active duty military member (family or close friend) **who we could support** and offer them a form. Forms are available at the Buy a Box Booth and the Command Table. Send them **FIRST** to the Buy A Box Booth to focus attention on that funding opportunity as well!
- **Answer questions** about other things we do such as Cards, Veterans Park, Flags on RR Blvd, Home Flag Kits, Golf Tournament and the support of three, carefully-selected Veterans’ Charities.
 - Need a refresher on the **details?**
<https://www.supportourtroopstexas.com/what-we-do>
 - Tell them they can see much more of what we do at the Buy A Box Booth.
- **Membership?** 100% of the proceeds raised goes to our Troops. All administrative costs are covered by membership dues. Would they like to help us with those with a \$10 yearly membership? *Participation in SOT is welcome but not required!* Forms are at 1) Buy A Box Booth and 2) Command Table.
- **Home Flag Kit?** “If you’d like a home flag kit, you can see an example right over there.” There will be a display near the Buy A Box Booth and the Command Table.
- **“Oh, You’re a veteran?** Do you know about our Veterans Park right here in Robson Ranch?” There will be a display near the Buy A Box Booth and the Command Table.

FAQs by Patrons

- **Bidding ends** promptly at 9:00pm.
- **Winning bidders** will be contacted by phone by 12:30 pm on November 12.
- **All items must be picked up** between 1pm-4pm November 12 at the Clubhouse Medina Room OR other arrangements can be made in case of major conflicts.

Busiest Times:

1. Immediately following the Veterans Day Ceremony
2. Before & After Mid-day Concert
3. Before & After Evening Concert

Continue chatting! Use this opportunity to make conversation with Patrons! Comment on the awesome donations! This opens the door for interest and participation!