



Auxiliary Gift Shop California Hospital Medical Center

The Auxiliary Gift Shop of California was established in 1946 in the California Lutheran Hospital in Los Angeles' inner-city. Its primary purpose was to generate revenue to cover 'Free Services' including medical supplies and beds for patients who could not pay. On opening day, over 65 years ago, the Auxiliary Gift Shop's first day's receipts were \$46.01.

Mostly run by volunteers, today the Auxiliary Gift Shop draws in hospital staff and neighboring medical buildings' staff as well as hospital visitors and patients. Income from the gift shop provides the California Hospital Medical Center with pledges for equipment, capitol improvements and personnel resources. The Auxiliary Gift Shop recently pledged over half a million dollars for the renovation of the hospital lobby. This is a generous amount by any standard and shows the steady and emerging success of the California Hospital Medical Center's Auxiliary Gift Shop.



Reminiscent of another era, volunteers assist customers in the original Auxiliary Gift Shop as a nurse looks through the merchandise.



The original sign which hung in the hospital's Auxiliary Gift Shop back in 1946.

The Gift Shop is open seven days a week and the cohesive team that operates the gift shop has developed some very creative ways to give the overwhelming majority of profit they bring in, back to the hospital.

All but two employees volunteer their time, receiving a personal reward, but no financial compensation for their work. Judy, the gift shop chairperson stated, "Our 'Flower Ladies' buy fresh flowers from the wholesale market and design and create all of our arrangements which we sell in the shop." This team of dedicated workers truly understands

the importance of their contribution, and the lives their effort impacts. We recently spoke to Judy regarding the Auxiliary Gift Shop's use of Retail Pro.

BHD: What POS and inventory management system did you use before Retail Pro?

Judy: The gift shop used a program called Infinity RMS.

BHD: Why did you choose Retail Pro as your current system?



Judy: Retail Pro offers flexible and custom reporting. We really enjoy the touch screens at each Point of Sale terminal. Also, Retail Pro allows for quicker handling of sales transactions and makes tracking a particular sale, current or historic, very quick and easy. With

precision inventory control, we now know exactly what we have on hand at any time. These are important improvements in the way we now conduct our business.

BHD: How do your employees like working with Retail Pro?

Judy: With volunteer cashiers we need to have a system that can be taught and learned quickly. Our cashiers are able to navigate through the transactions at the POS with no difficulty. We find Retail Pro's ease of use to be a big plus!

BHD: Why did you choose Big Hairy Dog as your service provider?

Judy: We were originally established with another service provider for Retail Pro, but we received little to no support from them. Eventually they were bought by another company on the East Coast and we felt it was time to find a company who would consistently be available when we needed them.

BHD: How would you describe the service you receive from Big Hairy Dog?

Judy: Excellent! Our sales representative has been working with us to automate our payroll deduction program. She is willing to go the extra mile to meet our needs. The tech support is able to resolve any issue we might have.



Gerri Shaw, one of the Auxiliary Gift Shop's dedicated volunteers, works tirelessly to assist shop visitors.



Other BHD Non-Profit Hospital Gift Shops

Sacred Heart Hospital Guild
 Holiday Boutique

Peace Health Group, Eugene, OR
 Children's Hospital of Central California

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