

Filberg Gift Shop Annual Report for 2021

Respectfully submitted by Anne Marie Bowen and Mo MacKendrick

We are pleased to be able to continue supporting the FHLPA and their mandate. Since 2020 the Lodge has been dedicated to the Gift Shop displays on both floors. Visitors can enjoy the integrated experience of viewing and shopping for donated vintage treasures and the history and beauty of the Lodge. About **4000** people visited the Lodge, in 2021, despite the COVID protocols that were in place.

The success of this past year is because of the dedicated volunteers who, having stepped forward and made a commitment, contribute a broad scope of skills and provide the services required to manage the Gift Shop.

- Our team is comprised of **36** active volunteers who have collectively logged more than **2285 hours**.
- The total net revenue contributed to the Association in 2021 was **\$ 52,431.00**.
- Social Media posts on Facebook have proven very successful and are done every week the Gift Shop is operating.
- We were open on Saturdays and Sundays from February to the end of July. For August and from November 19 to December 19 were also open Fridays. Each 5-hour day requires a minimum of 4 volunteers who have a designated role; Team Lead, Greeter, Cashier or Cashier Assistant.
- About 15 key volunteers are needed to maintain the cohesive, fresh look of the displays. As required, incoming donations are processed, cleaned and repaired. Linens are laundered, silver is polished, and then all items are priced. A team changes the installations regularly. The volunteer coordinator manages scheduling, and two accountants manage the finances.

Thank you to the Board of Directors for their continued support. And our thanks go to the generous community members who have made and continue to make donations to the Gift Shop, without whom none of this would be possible.