

Volunteer Powered Hospital Gift Shops...

Keeping up with customer demands, following healthcare trends and making a positive impact.

Presented by: Jennifer Wood, DVS & Judy Peacock, Manager

AdventHealth Ocala Volunteer & Senior Services

Devon Polo, Manager, Volunteer Resources, Gift Shop and HER Place, St. Joseph's Women's Hospital

Program Overview

An interactive discussion about our hospital gift shops today, and how we can work smarter, not harder, to be profitable and pleasing to the customer. This will be a chance for people to touch and feel merchandise, learn about new vendors, merchandising techniques and share innovative products and services. This will be fun session!



Jennifer Poole Wood, MSW, DVS, CDVS is the Director and Judy Peacock, BS, MVS, CDVS of Volunteer & Senior Services at AdventHealth Ocala are passionate about community giving in the form of volunteering, retail and community outreach. Combined, they have over 66 years of experience in the hospital area and are excited about healthcare and the innovative ways in which we contribute to whole care. Managing a nationally recognized Senior membership program, Prestige 55, as well as, creating programs which have a lasting impact on patient outcomes and community health (Healthy Home).

Judy Peacock

Both speak extensively on volunteering, retail management, healthcare trends, generational effectiveness and outcome measures.



Devon Polo, Manager, Volunteer Resources, Gift Shop and HER St. Joseph's Women's Hospital Tampa

Biography

Besides overseeing the hospital volunteer program, Devon has a passion for hospital retail, with 15 years in Management and Store Operations for Dillard's Department Stores, Devon has been able to guide the gift shop at Women's Hospital to become more profitable, streamline daily operations, help with merchandise organization and selection and offered improved inventory management procedures as well as customer service ratings.

Devon speaks on merchandising strategies to grow profitable and sustainable gift shops and empowering and driving your volunteer force to become a strategic partner.