

MOBILE MARKET VOLUNTEER MANUAL

Mobile Market Volunteer Roles:

- Check-in (2): Greet guests, explain and provide documents to fill out, direct to stairs
- Greeter at Stairs (1): Set them up shopping and explain processes/limits
- Weighing (1): Place items on scale, total the weight, and write down on slip
- Baggers (1-2): Assist with bagging guest's groceries

Flow:

Upon arrival, Guests will be met by a Check-in volunteer to fill out required forms. They will approach the Greeter at the Stairs to be instructed of the processes/limits when shopping. They will self-select all of their groceries and approach the Weighing Station. The volunteer at the Weighing Station will weigh all items and record the weight on the slip or log. Then, a volunteer Bagger will bag the items and the guests will take them to their car.

Check-in Steps:

- 1) Present following forms: Mobile Market Intake, Client Release, TEFAP form
- 2) Explain the forms and assist with any questions asked
- 3) Write a brief description of shopper on the intake form
- 4) Have shopper fill out requested info(name, age, gender, # of members in household, etc.)
 - If clients are younger than 18 years of age, fill out Mobile Market Intake only
- 5) Explain processes if needed (hours of operation, location, etc.)
- 6) Keep Client Release and TEFAP form
- 7) If teacher arrives, ask to see their school ID and send to Stairs
- 8) Instruct guest to proceed to stairs along with the Mobile Market Intake slip

Greeter at Stairs Steps:

- 1) Explain processes/limits of certain foods
 - Explain refrigerated and frozen goods, limit of 1 dry good per guest
- 2) Direct teachers to "Teachers only" designated area
- 3) Notify teachers of 10lb limit
- 4) Answer questions

Weighing Steps:

- 1) Place all of items on weighing scale
- 2) Calculate total weight and write down on Mobile Market Intake slip next to "Pounds of Food Received" or write on the weight log located on the clip board
- 3) Instruct teachers to fill out the "teachers only" slip (name, badge #, pounds received)
- 4) Answer questions
- 5) Direct to bagging

Bagging Steps:

- 1) Bag groceries for guest

