

## FOOD MARKET VOLUNTEER MANUAL

### Roles:

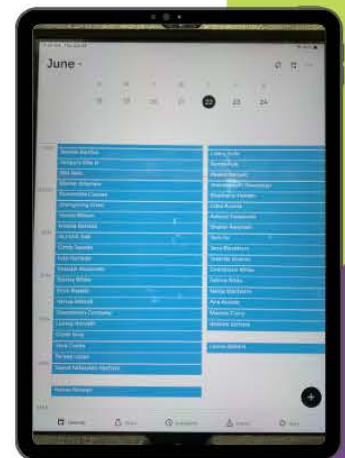
- Greeter: Check guests' food cards and that they're on the appointment list, explain process/limits and help them start shopping
- Checkout: Check guests out after they finish shopping, including marking their Network cards
- Baggers: Assist with bagging groceries at checkout (assist Greeter as needed)

### Flow:

Guests will enter the Food Market and be met by a Greeter and set up shopping. They will self-select all of their groceries and will be checked out by a volunteer at a front register. The Checkout volunteer will ring up their groceries, charge their Network card, and weigh the cart which the guest will then take to their car.

### Greeting:

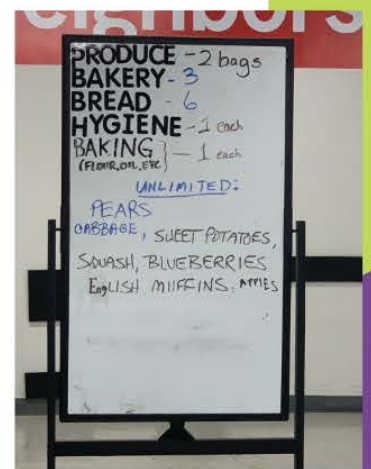
- Step 1: Prior to each 15-minute time slot, set up 5 carts with a color-coded sticky note indicating the guest's start time.
- Step 2: As each guest arrives, ask to see their current Network Food Market gift card. Check to see if their last name lines up with a scheduled appointment. Next, check that it is valid for the current month, and then check for the balance for the current month. All guests are allowed 2 shopping visits per month.
  - Gift cards are good for six months and have a Network Dollar balance that refills each month. The leftover balance from the previous month does not roll over to the next month, it just refills to the same initial monthly amount. The gift card has two lines for the two shopping trips for the given month that will be filled out at checkout.
  - If the guest does not have a gift card, they can be directed up to the front reception desk (by going around the outside of the building) to get a card.
  - If the guest has already exceeded their allowed number of shopping visits for the month or has no Network Dollars left on their card, they cannot self-select shop but we can provide an emergency food box. Be sure to write their name and # of people in the household on the Emergency Box clip board.
- Step 3: Hand the guest the Food Pantry Shopping Guide and remind them of per-visit limits or any free items for the day. Remind the guest about their balance and direct them to a shopping cart.
  - Guests can shop through the dry goods, fridges, and freezers, except for ones labeled with a stop sign for backstock items.



- Capacity: The number of shoppers should never exceed 10 (one shopper = one cart). Each 15- minute slot has 5 openings and shoppers will get 30 minutes to shop, so the capacity should never be exceeded for the safety of guests.

## Checkout:

- Step 1: Checkout volunteers ask to see the guest's gift card and find the Household ID number. Click "Add Customer" on the left side of the screen and then search the guest by their Household ID number. The name should appear as the letter "H" followed by the Household ID number, the letter "P" followed by the number of people in their household, and their last name. Click on the customer's name to attach them to the transaction.
  - Search by the Household ID with the letter "H" in front of it.
- Step 2: Make sure the scale is turned on with an empty cart zeroed out.
- Step 3: Begin inputting each item. Refer to the price sheet when adding to the total.
  - Refer to Pricing Guidelines posted by the iPad (if you are unsure about which category an item falls under use your best judgment choosing the cheaper price if needed.)
  - For meat, sum up the total weight and press the "Meat 1 pound" button for each pound of meat. (ex. If the client has a package of meat that is 4lbs, the cashier should press the "Meat 1 pound" button 4 times). If the package of meat is not a whole number, the cashier should round down to the nearest whole number. There is a limit of 10lbs of meat per visit.
  - Some items like produce and bakery are free and do not need to be put in the iPad.
- Step 4: Keep an eye out for items that have per-visit limits or free items while checking out. Refer to the limits sign posted at checkout station and to the white board for free items.
  - If a guest goes over a particular limit, let them know and allow them to choose what they may like to have put back.
- Step 5: Keep an eye on the gift card balance while ringing up items. If it looks as though the guest will be going over, let them know before checkout is done so they can choose which items they want.
- Step 6: When all items have been inputted, bag and put all items in the empty cart. Check to ensure that the transaction has not gone above the available gift card balance. Read the scale for the pounds of food going to the client. On the iPad, click "Add Note" on the left side. In the note section, type in the number of pounds of food going out, then click "Save" in the top right corner.
  - Do not write lbs. pounds, or any other information in the note.





- Step 7: Once the weight has been added, press “Make Entire Order Free” and then press the “Checkout” button on the bottom right side.
  - Fill in the bottom of the card with the updated date, dollars spent, and remaining balance.
  - Network reserves the right to ask a client to put items back if things were taken in excess. Our general guideline is that guests can get up to 5 of a single item type or 2 of a highly limited item type.
- Step 8: Direct the guest to take their groceries to their car and return their cart to the Greeter. Once an hour, the Greeter or an available Bagging volunteer will retrieve “lost” grocery carts from the parking lot.

