

REGISTRATION “GOOD-TO-KNOWS”

Thank you for taking on the registration role. Here is a quick overview of responsibilities.

Computer station sign-in:

First shift of the day: close the browser completely and log back into SmartChoice.

IMPORTANT: type CORRECT USERNAME for your station (see the lower right corner of keyboard area)
Username is case sensitive (capitals and lowercase and spacing matter). If the username is entered correctly the password will populate automatically.

New Guests:

Confirm new guest status: search the system for the guest before creating a new record. Multiple searches on the name and/or address may be necessary.

Income threshold: ask guests whether their income falls at or below the numbers on our TEFAP form.

Guest agreement: ask visitors to read and agree to terms listed

Family Size: new guests will be considered a **family of one** until they provide documents for other “household” members. Acceptable documents – physical and photos of - might include:

- a. Drivers’ licenses
- b. Passport or foreign id
- d. Children: SS card, health insurance card, birth certificate, child’s details on local school app

“Household”: explain that household members are related and/or share living expenses.

Red cards and other “know your rights” guidance:

Point out literature on counter.

What to do when a guest has forgotten their card:

Confirm that you have correctly identified guests in the system by verifying birthdate, address etc.

Some guests may have the same first and last names.

Remind guests without cards to hang onto their registration ticket. They will need it at checkout!

Restricted items: (we are working on rolling out this program)

Books: check to see if there are children ages 10 or below in the household; distribute one “smiley face” book ticket per child monthly; note this distribution in the restricted item field.

-OVER-

After printing registration ticket, circle and point out details:

Remaining points and remaining visits for the month.

Towards the end of the month, alert guests about limited appointments; recommend that they spend all of their points.

Texting platform signup:

To receive our periodic text blasts about important pantry and community news, guests must sign up by scanning the code on the laminated flyer (1K+ have already!).

No babies/children in carts:

Remind guests that safety is first! Our carts are not designed to carry children or infant carriers. Shoppers with infants may need to return later. We will fit them into the day's schedule.

Bus:

Share schedules with guests without transportation and

As needed, offer two one-way passes to cover a round trip to and from the pantry.

Encourage riders to travel during daylight hours. Park Avenue is busy and can be dangerous in the dark.

Read all pantry signs:

Our signs are an important form of communication and allow our operation to run smoothly. 😊

Help keep the registration area clean, neat, and organized

At the end of your shift – or as time allows - straighten up, wipe surfaces, sweep, and toss garbage 😊

Thanks so much! We couldn't do what we do without you!