

SHOPPING FLOOR “GOOD-TO-KNOWS”

Guest assistance: *we need you on the shopping floor to be available to our guests!* 😊

Welcome guests, explain how to shop (if needed), and answer any other questions they may have.

Note “limits” on items and politely point out limits if they select more items than allowed.

Encourage guests to take items that they might not be familiar with (especially free ones!)

General stocking tips:

Organization and neatness = a dignified experience for guests and eases shopping for desired items.

Work with **back-of-house team** when shelves, bins, baskets, refrigeration units need restocking.

Always focus on **stocking perishable items first**. We need to move this inventory along!

Items **must** already be “food safety checked” and scanned before they are moved to shopping floor.

Keep an eye out for items that are no longer fresh:

If you feel that the item isn’t fresh enough for you to eat yourself, it probably should be removed from the shopping floor (but this is a personal judgement, so do ask another volunteer what they think!)

“Free” or “Bargain” Items:

Applies to items received in groups of less than ten AND which don’t easily fit into a group already on the shopping floor (please see the instructions taped to the back-of-house sorting tables).

Shelve all “free” and “bargain” items on shelves behind chest freezers or in the refrigerator on the left.

“Free” items get orange stickers; these products are well below \$10 in value

“Bargain” - higher value - items get blue stickers and are “priced well” with points marked on stickers.

Metal shelves and refrigeration unit organization:

***See photo example** on shelving unit next to green warehouse doors by the overhead door

1. Categorize items (i.e. type of soup) before shelving. Consider using a cart to lay out and group items.
2. Arrange each front to back row with the **same type and brand** of item if possible
3. Line up items in **straight rows** from the front to back of each shelf.
4. Stack items at the **same height** across the length of each shelf.
5. Slide items **all the way to the front** of shelves as they empty
6. To make somewhat empty shelves appear fuller, **spread out items along the front of the shelf** instead of stocking them several rows deep.
7. **Turn labels** forward so they all face the same way.
8. **Avoid overstocking:** to help guests find items more easily, keep shelves neater, and ease labeling.
9. **Use wire baskets** for items that don’t stand on their own on shelves and in refrigerators (i.e. spice packets, loose zucchini etc.)

-OVER-

Labeling:

All labels/holders/limit signs are in labeling area next to the office (please don't handwrite signs! 😊)

Center labels under the food items they refer to

Labels should go on the shelves **below** the food items they refer to.

Each type of display has its own type of label, insert, and attachments (refer to shopping floor):

1. **Metal shelves:** long plastic snap on labels, matching long paper inserts
2. **Refrigeration units:** square plastic hanging labels, matching square paper inserts, plastic straps
3. **Chest freezers:** square plastic labels, matching paper inserts, **white** Velcro dots (one, centered)
4. **Wooden bins:** LARGE hanging chalkboard signs, **tan** Velcro dots (two, one in each top corner)
5. **Bushel Baskets:** SMALL hanging chalkboard signs, **tan** Velcro dots (one, centered)
6. **Cart limit labels:** accessories depend on the type of display unit
7. **Free signs:** There are signs for every label type and size. Just look for them!

***Velcro color** matches the color of display unit:

1. **Refrigerators/freezers:** white
2. **Wooden bins/bushels:** tan

Nutritional guidance stickers (red/yellow/green)*

***Note:** understanding of the SWAP (Supporting Wellness at Pantries) system is necessary for this task. For guidelines, refer to framed posters by shopping carts and also by shopping floor freezers.

On shelf and bin labels, choose dot stickers which correspond to nutritional value of food items.

1. **Paper labels:** place sticker in marked circle.
2. **Chalkboard signs:** place sticker neatly in **lower right corner** of sign.

Read all pantry signage:

Including **stocking guides** on the sides of our display units.

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

Help us keep our refrigerators and freezers tightly shut

To keep our food fresh for as long as possible, and to conserve energy!

Help keep our pantry clean, neat, and organized

At the end of your shift – or as time allows - straighten up, wipe down surfaces, wash off bin liners, sweep, mop up spills (or larger areas if you are able), and toss garbage.

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