



Board of Trustees Procedure Manual

Title: Storefront Operations

Date Adopted: January 9, 2017

Staffing

Two people must be at the Food Shelf in order to open. If there is no one else at the Food Shelf by opening time, call someone on the substitute list to see if you can get someone there. If you can't find anyone, you will not be able to open the store.

The goal for staffing is to have a three-person team working whenever the store is open. In addition to waiting on clients, storefront volunteers are expected to perform tasks necessary for the smooth operation of the store. These tasks are explained below. Also, a specific task has been assigned to the team for each day of the week. Teams divide up the work as they wish though it is common practice to have two people focus on the store and one who restocks.

Volunteers who will not be able to work their regularly-scheduled shift are expected to arrange for a substitute. There is a list of people who are willing to be substitutes and their contact information at the storefront desk. The usual practice is to contact specific substitutes first, but if no one is available then a general appeal to the Food Shelf email list can be used.

Opening

1. Turn on the lights in the refrigerator and the freezer. Always check to be sure they are running and at the proper temperature. There are two thermometers in the cooler, a dial on the top left, and a small tube in the middle. The freezer temperature is displayed on the panel with the on-off switch. The temperature range for the cooler should be 40-45, but after repeated openings during store hours it can rise to near 50 or so. So check it at the beginning of your shift. A log sheet to record the temperatures is taped to the side of the fridge. Note the date and temperature there.
2. Check the desk for notices and initial the weekly volunteer update sheet after you have read it.
3. Sign in on the Volunteer Log Sheet.
4. Check the shelves to identify any new products or new signs regarding how much a client can take of produce, cheese, etc. Check the store inventory and straighten the products on the shelves, if needed.
5. Check the warehouse refrigerator and nearby pallets to see if there are products (like produce, cheese, bread) that should be brought out to the storefront.
6. Check that the computer is on and has switched to the current date.
7. Turn the sign in the window to OPEN and put the flag on the post at opening time.

Operating

1. Clients present their cards and are signed in on the computer. The cards are punched for the correct month and handed back to the client. Clients who don't have their card with them can still be served but should be reminded to bring the card next time. A note should be entered on the View page with the date and the note that the client did not have their card. If this is the second time this has happened, remind the client that if they don't bring the card the next time they shop, there will be a \$1.00 charge for a replacement card. If this is the third time the client has come with no card, enter the information in the View page notes and ask the client for the \$1.00 for the replacement card.

2. Clients are given a shopping card appropriate for the number of people in the household. Clients who are enrolled in the program and want to pick up USDA Commodity foods are given the USDA Foods Distribution Signature Sheet to sign.
3. Clients who want to pick up their Supplemental USDA Commodity boxes (senior boxes) are asked to sign the form (in the yellow folder at the desk).
4. Clients who bring their own shopping bags or boxes may enter in the drawing for a \$25 Shaw's gift card. The drawing is held at the end of each quarter. There are tickets/coupons at the desk. Clients should put their name and phone number on the ticket. There is a box on the windowsill where the tickets are deposited.
5. When clients complete their shopping they should put the food on the counter and let the volunteer pack the food. The volunteer uses this as an opportunity to assure that the client has taken the correct amounts of foods. The volunteer may also point out foods that the client may have missed.
6. Volunteers should use any time when there are no clients in the storefront to:
 - a. clean surfaces, straighten shelves, sweep the floor
 - b. stock shelves
 - c. sort and package as appropriate fresh produce
 - d. check pastries and any other perishable food and take any spoiled food to the pig food area in the warehouse. See the Dealing with Waste Procedure if you have questions about how to do these tasks.
 - e. grind and package coffee
 - f. break down cardboard
7. Additional specific tasks for storefront teams are
 - a. Monday – at the end of the day, place 3 boxes on the bench by the door for the people who deliver the donated bread on Tuesday
 - b. Tuesday – remove the old bread from the cooler and put the new bread following the procedures described in the Receiving and Categorizing Procedure document. Because pig food is picked up on Tuesdays, volunteers should make a special check of fresh produce and pastry products to discard any that are in poor condition and are placed in the pig food area before the people arrive to remove the pig food.

- c. Wednesday – check to see that there is room in the warehouse refrigerator for the Thursday morning egg delivery. If not, see what re-arrangements can be made to make room.
- d. Thursday – put eggs into cartons
- e. Friday – finish putting eggs into cartons, if needed; at the end of the day, place 3 boxes on the bench by the door for the people who deliver the donated bread on Saturday

Closing

1. Make a note in the Volunteer Notebook to leave messages for the Board or other volunteers.
2. To close, turn the open sign in the window to CLOSED and take the flag down. Turn the lights on the refrigerator and freezer off and check to see that these doors are tightly closed.
3. Sweep the floors and rugs if you haven't had time to do that earlier.
4. Sign out on the Volunteer Log Sheet in the workroom. Be sure all windows and doors are locked, including the warehouse doors. Lights in the storefront, workroom, Board room, and stockroom will shut off automatically. The light in the warehouse (switch is on the right just inside the door from the stockroom) must be turned off manually.
5. Be sure to lock the front door when you leave.