

Authorized Shopper Training

Why you need this training?

Every year, Second Harvest Food Banks strives to raise the bar for ourselves and our network of Partner Agencies. It is important to us to continually review policies, food safety procedures, customer service, and required trainings to ensure that quality food and services always reach our clients.

This Authorized Shopper Training was developed to inform and prepare *all* shoppers for a successful partnership with the Food Bank. **It is a required training for all Authorized Shoppers and must be completed by November 30th, 2015.** Any new additions to the Agency's Authorized Shopper list are required to successfully complete this training before being allowed to shop on behalf of their program.

This training is *not* a substitute for the full Agency Orientation, nor is it required to be completed by the Partner Agency's Main Contact and Highest Authority.

Preparing for your Shopping Appointment

NEW POLICY

- ❑ Agencies are allowed **4 authorized shoppers** on their account, in addition to the Main Contact and Highest Authority (up to a possible **6 authorized representatives**).
- ❑ Only **3 representatives may shop** on behalf of the agency at any given appointment.
- ❑ **Loading *can* be done by unauthorized representatives.** Only the authorized shoppers, main contact, and highest authority may enter the shopping area.
 - ❑ Loaders MAY enter the agency lobby.

Preparing for your Shopping Appointment

NEW POLICY

- ☐ Be courteous: 24 hours is required to cancel an appointment.
- ☐ If an order must be cancelled, agencies can choose to reschedule their order pick-up time to take place within 5 business days of their original appointment.
 - ☐ If the appointment cannot be rescheduled within this time frame, 15% of the cancelled order's invoice will be charged as a restocking fee.
- ☐ No Call; No Shows will lose their standing appointment (if applicable).

Preparing for your shopping appointment

- ❑ The Food Bank is an operating warehouse, shoppers are required to wear **closed toed shoes** at all times (comfortable sneakers with rubber soles are suggested).
- ❑ **Freezer Blankets** or appropriately **sized coolers** are required for agencies to transport frozen product.
- ❑ Come ready with your **Agency Check**. Payment is required at the time of purchase, unless otherwise authorized by SHFB staff. Cash and money orders are not acceptable methods of payment.
- ❑ **Plan to arrive** at the Food Bank **early** to avoid rescheduling appointments.

Arriving for your Shopping Appointment

- ☐ Be sure to **park in the correct size parking spaces** near the agency lobby. Large parking spaces are designated for trucks and large vehicles.
- ☐ Agencies are allowed to bring **multiple vehicles** for transporting product, but **only one bay** may be used.
- ☐ **Wait** until you are instructed by SHFB staff **to park at a loading dock**.
 - ☐ Remember to have an experienced driver back in your vehicle to the dock.

Arriving for your Shopping Appointment

- ☐ **Wait** at the agency entrance for a staff member to **unlock the door**.
Shoppers will not be permitted to enter before **6:50 am**.
- ☐ **Sign in** for all shoppers present at the agency lobby desk. Remember, only **3 shoppers** are allowed to enter the shopping area during your appointment.
- ☐ **Wait** for the warehouse or lobby staff to call you in to the shopping area.

While you're waiting...

- ☐ **Watch the TV** for updates, important information, and upcoming deadlines.
- ☐ **Check the lobby** for informational materials and nutrition program flyers.
- ☐ **Check the whiteboard** for in stock produce and nutrition tips.
- ☐ Remember, there is **no food or drinks allowed in the warehouse**. Please finish consuming your product and discard any trash before entering the shopping area.
- ☐ **Smoking is not allowed on property**. Anyone choosing to smoke can do so on the **sidewalks** adjacent to Old Winter Garden Road or Mercy Drive.

Shopping Mart Procedures

- ☐ Agencies are allowed **45 minutes to shop** and **15 minutes to load** and check out.
- ☐ If you are ordering **product by the pallet**, let a warehouse staff member know as soon as you enter the shopping mart.
- ☐ Agencies may not use more than **3 shopping carts**.
- ☐ Please **organize like items with like items** on your carts to simplify the weighing process.
 - ☐ Agency representatives found misrepresenting product type or cost will not be allowed to shop at the food bank in the future.

Shopping Mart Procedures

- ☐ Agencies **may not open frozen bags or sealed boxes.**
- ☐ Agencies **must purchase full pre-made boxes of product.**
- ☐ **Be mindful of limits** on product. Look for **No SM** (Free - shared maintenance) signs and follow any verbal instructions from SHFB staff.
- ☐ **Ask SHFB staff** if specific product is available (i.e. food drive, water, etc.).
- ☐ If you happen to see **molded bakery goods**, please discard them in the bin to the right of the metal bread racks.
- ☐ Cell phones may not be used by shoppers while in the Shopping Mart. If needed, shoppers may exit the mart to use their phone.

Shopping Mart Ethics

- ❑ Always **choose a positive approach and language** when speaking with other Partner Agencies and SHFB staff members.
- ❑ Please **be respectful** of other Partner Agency needs. Removing product from another agency's cart or person will result in account inactivation and a follow up meeting with the Highest Authority.
- ❑ **Allow all agencies an equal opportunity** to obtain all product in the shopping mart.
- ❑ Products should be selected for the general client base, **not for personal use**.

Shopping Mart Ethics

- ❑ Any and all Food Bank product may not be consumed on property, while in transit, or at the agency's food program. Product is for Clients Only.
 - ❑ Volunteers can **ONLY** receive product as a client and cannot be allowed special treatment.
- ❑ Only place Authorized Shopper **stickers in a trash can**.
- ❑ Any **trash from loading is your responsibility** and must be taken by the agency.
- ❑ Any **complaints** regarding another agency **should only be addressed immediately to a member of the Agency Relations team or SHFB staff**.
- ❑ Agency **representatives found not complying with SHFB shopping guidelines** will result in **account inactivation** and a follow up meeting with the Highest Authority.

Checking Out

- ☐ **Product cannot be added to an order** that has been closed by lobby staff.
- ☐ **Schedule your next appointment** with the Agency Lobby staff.
 - ☐ Appointments can be made **Monday – Friday from 7am to 1pm.**
 - ☐ Agencies may shop up to **twice per week.**
 - ☐ TEFAP may only be ordered once per week.

Checking Out

- ☐ **Check your online order** before it is loaded.
- ☐ **Pallets of product should be checked** for quality before it's taken back to the agency program.
 - ☐ You are entitled to reject a pallet of product but may not receive a replacement.
- ☐ **Discrepancies or issues with orders must be reported** Ricardo Robledo (407-514-1034) or Chuck Fiorello (407-514-1024) **within 24 hours** of your shopping appointment.

Don't Forget to Check out the
New Partner Agency Website!



<http://partners.feedhopenow.org/>

A website created just for you!

The AR Team

Remember, the Agency Relations team is always available to help you and your agency!

Fernanda Delgado- Agency Relations Coordinator

(Osceola, Brevard ,East Orange)

407-514-1050

fdelagado@feedhopenow.org

Stephen Currence -Agency Relations Coordinator

(Seminole and Central Orange)

407-514-1012

Scurrence@feedhopenow.org

Patti Delacruz- Agency Relations Coordinator

(Volusia, Lake and West Orange)

407-514-1022

pdelacruz@feedhopenow.org

Erin Gray – Agency Relations
Manager

407-514-1045

Egray@FeedHopeNow.org

Thanks!

The work you do is invaluable. Thanks for all you do!