

Key Information

Section 1 – Food Hygiene and Safety

REMEMBER TO ALWAYS WASH YOUR HANDS AND WIPE DOWN THE SERVING AREA, INCLUDING THE SCALES, BETWEEN CUSTOMERS.

ALWAYS REMEMBER – PROTECT THE PRODUCT

Decanting Dried Food – Methods and Safety to avoid contamination and Protect The Product

- Always pick up the scoop by the handle, not the part which will touch the food.
- Avoid touching the customer's container with the scoop, when filling. Funnels can often help with this
- Avoid touching the inside of the product jar, or the customer's container with your fingers, when decanting food
- Use a new scoop for each product and put used scoops in the white box on the counter. Make sure you don't leave a scoop in the product jar or sack. Use a new scoop for a new batch to avoid contamination
- Never put the food product back into the shop container, once it has been in the customer's container, as this can contaminate the whole batch
- You can gently shake a customer's container to level the ingredients, rather than spreading with the scoop
- When decanting from large sacks, wheel the crate to the till. To avoid contamination, do not hold the container inside or over the sack. Rolling down the sack, or cutting a section off the top if the product is getting low, can make decanting easier
- Ensure the product container is closed/sealed as soon as possible after decanting the product, before entering the product details on the till. This will protect the product, keeping it fresh and uncontaminated!
- When closing sacks, roll over from the top a couple of times before putting on the clips, to ensure it is well sealed

Decanting Oils and Vinegars

- It is essential that all containers are completely dry to avoid the risk of botulism (a very serious form of food poisoning)
- Narrow funnels (metal and plastic) are available for dispensing into narrow bottles. Take care to fill the container slowly to avoid spillage
- It is often useful to ask for another volunteer to help you when dispensing the oils
- Ensure the flour crates on the floor below the oils are tucked well back before dispensing so the liquid doesn't spill on the sacks
- Rape seed oil -The screw on the top of the rape seed oil container will need to be fully opened, before dispensing, to allow free flow of the liquid. Ensure it is closed again immediately afterwards
- Olive oil can be cloudy and thick at low temperatures but this will disappear when warmer. This is an expensive product so make the customer aware of the cost

- Apple Cyder Vinegar -Check the lid is on tightly and then shake the Apple Cyder Vinegar before dispensing to ensure “The Mother” is mixed in. Similarly, gently shake the other products in this range before dispensing (**excluding the oils**).

Decanting and Labelling Detergents & Personal Care Products. The customer’s containers can be grubby or have traces of the products on the outside. So, **where possible fill all the food products first**, then move onto detergents and personal care. This will minimise the risk of transferring contaminants to our food containers.

- If a funnel is needed for cleaning products or Faith-in-Nature products then use the **red** plastic funnels by the SESI containers, not the funnels used for food
- If a food or drinks bottle is brought in for use then offer the customer one of our cleaning product containers. If they don’t accept this then the product **MUST** be labelled and a warning given. Otherwise, always add a label unless the customer specifically asks not to have one. Label rolls are generally found hanging on the shelves near to the products. However, some product labels are found under the counter or on the top of the product container e.g. Green Bleach. Spare label rolls are to be found in the wicker drawer under the coffee grinder
- Watch out for non-clear bottles and bottles with plungers (don’t fill too full!!)
- Faith-In-Nature labels are in the colour coded folders which can be found in the magazine stand on the windowsill

Washing Up – this is really important to get right because of allergens and the need for no moisture to be present, which could damage the product or make people sick.

Donated Containers:

- All donated **food containers and their lids** should be put through the dishwasher and then dried really thoroughly, including around any rim (butter tub and yoghurt pot lids especially!). If a customer has helped themselves to a donated food container, then please double check, when serving, that it is clean, dry and doesn’t smell!!
- After drying, place all containers, next to their lid, on the drying tower
- All donated **cleaning product containers** should be washed by hand AFTER any food utensils, or in a separate batch of water
- Where possible, please check that donated containers are suitable, when they are handed in, as we have to pay for recycling and waste e.g. we do not accept any pet food containers, narrow topped containers as they can’t be dried, sharp coffee tins, or smelly ones!! There are pictures on the boxes under the tills and above the sink if you are not sure, or just ask!

Washing by Hand - Use the PRO washing up liquid

- The small, medium and large aluminium scoops must NOT be put in the dishwasher
- For all washing-up by hand, use a brush or cloth to wipe everything to remove residues

- Everything must be rinsed (Do this by first putting in the left-hand sink and then rinsing in a batch, to save water)
- Dry **really** thoroughly (food can otherwise be damaged). Scoops and funnels can be used immediately if needed but must be dried thoroughly
- After washing and drying scoops, return to the storage box with their handles pointing upwards so it is easy to take them out by the handle, when they are required
- Replace T-towels regularly, if damp. Please hang up towels when leaving the sink area, and do not put them over your shoulder
- When washing up empty containers ready for a new batch; ensure the allergen label is removed as best as possible, remove and throw away the brown tape label, clean blackboard label by spraying “All Purpose Cleaner” onto a cloth and rubbing the white writing. Please do not use any sort of scourer or brush as this will damage the label

Health and Safety

- Always take off your apron before going to the toilet and hang it on the Apron Park hooks. Aprons are to protect the product from our clothing, so need to be placed in the apron bin at the end of each day
- If you have had diarrhoea or vomiting then you will need to stay away from the shop for 48 hours before you volunteer again
- Use a blue plaster from the first aid kit to cover any cuts
- Wash or sanitise your hands after blowing your nose
- In the event of a fire, alert the lead volunteer, call 999, use the red break glass box and exit via the safest route, either through the front of the shop or via the fire door at the rear of the shop. You should not attempt to tackle the fire yourself unless it is safe to do so. Assemble at Belinda’s across the road
- The nearest defibrillator is located outside the Co-op

Handling Heavy Products

- Please DO NOT lift or move anything with which you are not completely happy
- Use the crates to wheel products whenever possible
- Ask your fellow volunteer for help, decant in the store cupboard (if you cannot move something) or apologise to the customer and send a WhatsApp to Jo A or Paul so they can move the product asap

Section 2 – Minimising Errors

Customer Interaction

- Always ask customers how much they would like and repeat the amount back to them – this gives the opportunity for them to correct you if you misheard
- Check you have the correct product by showing them the jar and naming the product before decanting (see below for crates)
- Tell the customer the cost of each item as they are entered on the till. This is a good way to pick up errors and also keeps the customer informed of the price

- Warn the customer if the item is expensive e.g. pine nuts, olive oil, pistachios, dark chocolate, Bio laundry powder or if they have a particularly large container

Selecting the correct product and avoiding errors.

- After entering the product and the weight, tell the customer the cost of each item, and always check that the cost is reasonable, as this is an easy way to pick up mistakes
- Please take great care to select the correct product (we have so many similar ones!). Check out the **3 laminated sheets on the pillar**, if you haven't already done so. The 3 key things to remember are:
 - Check the label on the jar or crate exactly matches the description on the till
 - Use the Alphanumeric Codes for Oats, Rice, Flour and Coffee, e.g. F1 for White Bread Flour
 - Use the "Button" colours to help you
- Cleaning Products are divided into Powders and Liquids. Colours have been chosen to match the colour of label where possible but there are only a very limited number of colours available on the system. The products are grouped in types rather than alphabetically
- The 5 Faith-In-Nature "flavours" are colour coded on the till and the folders containing the labels. Please note that there are some non-refill items (soap and shampoo bars) at the end of the Faith-In-Nature section on the till
- Remember you can get extra information about products by keeping your finger on the appropriate button on the till until the information appears. This includes stock info, ingredients and photos to help select the correct brush etc
- Remember there is a search button (magnifying glass) at the top right-hand side of the screen in case you can't find a product. However, it doesn't accept incorrect spelling – and be careful not to log out by mistake (square symbol with arrow)!

Taking Payment

- **Paying by CARD – always check payment has gone through** before the customer leaves the shop. Watch the screen and offer the customer a receipt to ensure the payment has been approved
- **Paying by CASH – You need to enter the amount of cash you have been given BEFORE** pressing cash
- With a cash sale, hold the cash you are given out of the till until you have given the customer the change. This stops them saying they gave you a £20 note when they actually gave you a £10 note!! We do not accept £50 notes or Scottish currency
- If the customer says "keep the change" then just put it in the till. This is equivalent to a charity box as profits are used for outreach work and also may be distributed between local good causes, chosen by the members at the Annual Members Meeting
- **Always offer the customer a receipt once the "Receipt screen" appears.** This will confirm that the card payment has gone through. If they do not wish to have a receipt then finish the transaction by pressing "NO RECEIPT"

Please ask about anything that you are not sure about. Thank you!