

## **“SERVING YOU” ASSESSMENT RECOMMENDATIONS FOR CONSIDERATION**

- I. ACHIEVABLE WITH CURRENT FACILITIES LAYOUT**
- A. Increase number of X-Large, Large agencies with “Pre-ordered” shopping lists.
    - Identify shopping agencies that would be good pre-order candidates.
    - Determine impact on staffing (order filling versus Distribution floor).
    - Determine impact on staging areas – more required to accommodate these pre-filled orders?
  
  - B. Ensure MANNA guidelines regarding out-of-date products are known broadly.
    - Apparent issue is communication at partner agency level – only action by MANNA may be urging agencies to disseminate information internally.
  
  - C. Place banana boxes & small packing bags in Varies Room (eliminate shoppers moving back & forth to Distribution area).
  
  - D. Provide name tag/labels for push carts so other agencies do not inadvertently take products off fellow shoppers’ carts.
  
  - E. Review quality of certain canned soups from a particular co-op vendor (Southgate?) and consider either elimination of, or substituting another vendor for, these products.
  
  - F. Consider more aggressive shared maintenance fee pricing to move products faster.
  
  - G. Move forward with the recently discussed concept of pre-sorted boxes (mixed vegetables, fruits, entrees, desserts, canned meats).
  
  - H. (When and if practical): Move forward with the concept of remote distribution locations for certain products, especially fresh produce.
  
  - I. Enlarge signage on products and frequently update white board outside cooler.

"WISH LIST" ITEMS – May be achievable with current facilities, but may have costs or other practical constraints:

- J. Increase pre-screening of produce by volunteer staff, as well as pre-bagging of certain products.
  - Combination of screening/bagging very helpful.
  - Likely requires additional volunteer resources.
- K. Consider elimination of packaged, cut fruit due to quality and propensity to leak onto other products (involves disposing of potentially consumable products).
- L. Continue seeking co-op food sources for products that MANNA is now unable to provide cost competitively.
- M. Communicate SNAP & TEFAP product availability schedules (to clear up confusion on expectations by agencies).
- N. Consider Saturday and evening shopping hours.
- O. When MANNA pre-sorts (e.g., rice, pretzels, other small bagged items), consider higher quality bagging materials.
- P. Consider sorting certain canned, containerized goods by size (institutional versus individual/family), such as ketchup, mustard, mayonnaise, some vegetables.

## **II. ACHIEVABLE WITH INCREASED FACILITY CAPACITY**

- A. Expand Varies room.
  - Agencies appreciate functionality of Varies Room; however:
    - Crowding, maneuverability are major issues – widen aisle if possible.
    - Room would be more effective with increased organization of products – bread on racks, etc.
    - Requires expanded floor space
- B. Lower highest shelving for improved visibility and access.
  - Requires expanded floor space to stage products at lower heights

- C. Eliminate use of current (large) carts on shopping floor.
  - Substitute smaller, maneuverable carts to fill 1-2 boxes at a time.
  - Large carts available, but staged in holding area off of shopping floor – possibly in checkout lines?
  
- D. Create second checkout line (already under internal consideration).

“WISH LIST” ITEMS – May be achievable, but with other possible constraints:

- E. Create small “display” area with samples of available products (even if implemented only for items with large quantities in stock, may be limited by number of inventory items).