

# **Name** Food Pantry

**Respect - Compassion - Community**

## **Customer Service Agreements**

We agree to:

### **Respect our guests and one another:**

- Practice confidentiality. Concerns about guests will be discussed in private.
- Address issues in private with each guest, when necessary.
- Work to create a stress-free environment for our guests. We will set the tone and communicate with a conversational volume and tone. No loud shouting.
- Use the Spanish language appropriately. We will not assume everyone speaks Spanish or does not speak English and we will use the *Common Terms* sheet when needed.
- Allow guests to shop on their own by making their own selections and choosing items off the shelves. We will not hand guests food unless they ask for assistance.

### **Serve with compassion:**

- Always welcome guests first – then ask registration questions.
- Listen to the questions and concerns of our guests.
- Be flexible and try to accommodate requests for specific food if we can. For example allowing guest to take an extra pasta if they did not take their limit of vegetables (we cannot always do this but we will as often as we can).

### **Help the community with food and other resources:**

- Help anyone who comes to our doors.
  - If a guest is coming from outside of our service area we will serve them when they come in and provide a referral to a pantry in their area using the Food Bank's directory of food pantries.
  - If a guest comes more than twice in a month, we will provide food, and encourage the guest to come back again next month.