



Build a Guest Service Standard & Guidelines

1. Your Agency's Service to the Community

- a. What does service mean to your agency?
- b. What actions does your agency take to ensure great service?
- c. What does great service look and sound like to you?

2. Guest Expectations

- a. How do guests know what to expect from your agency?
- b. What do you tell them?
- c. How do you tell them?

3. Skills Needed

- a. What skills are needed to provide great service?
- b. What expectations do you have of your food program staff and/or volunteers?
- c. What skills do they need to employ while at the food pantry?
- d. How do you ensure that all food program staff and/or volunteers are on the same page?

4. Your agency's commitment to great service.

- a. What else could or should your agency be doing to offer great service?
- b. Will you commit to doing these things?
- c. How?

Sample 1: To post publicly at the food program

NAME OF FOOD PROGRAM

DAY/S OF WEEK

HOURS

We serve residents of the _____ neighborhood.

All guests can use the food pantry _____.
(list frequency, weekly, every other week, etc.)

Guest Service Standard

We:

- Practice confidentiality.
- Discuss issues or concerns in private.
- Treat one another with respect.
- Only ask you for basic, essential, household information that is required to help us supply food for this program.
- Help anyone who comes to our door.
 - If you are visiting us from outside of our service area, we will provide you with food today and a referral to a food pantry in your home area.
- What else do you want to add that is unique to your service?

If you have any questions or concerns, please ask to speak to:

NAME

TITLE

PHONE NUMBER

Thank you!

Sample 2: Guidelines to provide guests upon registration

NAME OF FOOD PROGRAM

PHONE NUMBER

DAY/S OF WEEK

HOURS

We serve residents of the _____ neighborhood.

All guests can use the food pantry _____.
(list frequency, weekly, every other week, etc.)

1. All guests may shop at the pantry _____ each _____
(# of times) (week or month)
on any day that we are open.
2. Our doors open at _____.
(list time)
In order avoid confusion, guests may not hold spots or seats for anyone else.
3. Street parking only.
4. Food is re-stocked throughout the day. Arriving early does not guarantee better or more food. Guests are expected to respect our posted *suggested* limits while shopping.
5. We treat one another with respect.
6. If the weather is bad, please call us at _____ to check if we are open.
7. Smoking is not permitted on the premises.
8. Please limit your cell phone use while at the food pantry and do not use it while shopping.
9. Guests are required re-enroll every _____.
(list month of year that your guests re-register)
10. What else do you want to add that is unique to your program?

Thank you!

If you have any questions or concerns, please ask to speak to:

NAME

TITLE

PHONE NUMBER

Guest Name (Print)

Signature

Date