

the mustard seed.

CO-OPERATIVE GROCERY, INC.

VOLUNTEER STOCKING AT THE CO-OP – TIP SHEET

updated June 2015

- **First In – First Out (FIFO)** is a must to ensure proper stock rotation. New product should ALWAYS be added to a shelf behind existing stock whether it has a best before date or not.
- **Facing** – ensure labels are facing forward, in English (not French – apologies to our French-Canadians).
- **Check EVERY item for a best before date.** If anything already on the shelf is nearing its BBD make a list, with amounts, and notify staff so we can take steps to clear the item before it goes off date. If you find any product on the shelf already past its BBD pull it off the shelf and notify staff immediately.
- **Double-check Similar Products** - When stocking shelves, in many cases we have several varieties of a product, different flavours, organic and non-organic, with salt or without salt, etc. If the shelf tag and product label do not obviously suggest to you which is which, then check the UPC barcodes and match up the digits on your product to the correct shelf label.
- **Do not place product nearby and behind another product where it does not belong.** This messes up our re-ordering procedures. It is a few extra steps to put overstock back in storage, but it makes our margins much tighter (a good thing).
- **Damaged product** - Notify staff and pull from shelves any damaged product, i.e. a dented can, open plastic packaging, or pest damage (it happens in many stores). Staff will remove it from inventory.
- **Clean up** - As you are working through stocking shelves and you empty boxes, do not leave them downstairs. All empty boxes should be broken down and taken out back of the loading dock to the green recycling bin.
- **Overstock** - Ensure that overstock is returned to its proper storage place so that the next group of volunteers can find it & staff do not need to shuffle around product left in the wrong location.
- **New product** - If you encounter a product in storage that is not on the retail shelves and you can't find a retail space for it, notify staff and we will help you find its location and/or print its shelf label for you so it can go out. This may require some shelf re-organization. Only undertake this with staff consultation.

Other tasks volunteers can do:

- **Cleaning** – dusting shelves and product, windows, cooler doors, under and behind display units (especially bulk and coffee counter areas), deep cleaning the kitchen, bottle sorting, cardboard disposal, washing down dairy and meat cooler shelves (only when store is closed), sanitizing shopping baskets and carts (once a month ideally).
- **Property maintenance** – tending the gardens out front and behind the loading dock, lawn care and tree clean up.
- **Driving** – to pick up orders or drop off empty bottles, etc. (If you are interested in this role, please email volunteer@mustardseed.coop)
- **Local Bounty Boxes** – packing on Tuesday & Thursday evenings, shuffling Wednesday & Friday evenings.