



SECOND HARVEST HEARTLAND

Maintaining Great Relationships With Your Store

- Schedule a first meeting with store manager and staff. Be prepared to explain how the process will work and how the food will benefit others. The initial store roll-out is critical to the success of your partnership!
- Get to know you department managers, receiver, and store manager.
- If you will be visiting the store as a customer, do so separately from your donation pick up and remove your nametag before shopping.
- Be sure that the pick-up vehicle is neat and clean and that the agency representative has a professional appearance.
- Be on-time for your pick-up. Call the store if you are going to be late or are unable to pick up.
- If your agency will be closed for a holiday or any other reason, please be sure to provide ample notice to your store.
- Park in designated area, which is out-of-the way of customers and delivery trucks.
- Pack temperature sensitive product in the milk crates or banana boxes if product is not boxed. If it is necessary to use milk crates borrowed from the store, please be sure to return them on your next trip.
- Be aware of the store's business activities and avoid interrupting customer interactions.
- Ask department staff before taking product if you are unsure if it's meant to be a donation.
- Leave the product pick-up areas as neat and clean as you found them.
- If product needs to be repacked, do this in the storage areas or at your vehicle, instead of in the shopping area of the store.
- Remember to thank grocery store staff, if present, for being a partner in feeding hungry people.
- If you have a complaint, follow SHH Grievance Procedure, remembering to remain polite and respectful of the on-going relationship with WalMart, Sam's Club, Cub, and Target.
- Remember to visit the store at least once per quarter to thank the management for donating to your organization.