

Attention Cub Foods Bagging Chaperones

We have been told that we are the most organized and professional group that Cub has do bagging. Please read over these guidelines and be ready to enforce them on your shift.

Meeting

- We can usually use the conference room (up the stairs near lane #1 – room to the left) to leave the band bagging supplies, jackets, etc and to count out money
- Experienced baggers know to go there prior to the beginning of their shift, but new ones may be wandering around the front of the store
- If the conference room is locked when you come, find a manager to open it

Setting Up

- Separate the shirts into sizes (M, L, XL)
- If envelopes are not prepared, find name cards for students on check-in sheet and place in holder on outside of envelope. If there are more than 5 on a shift, you will have to use a color or two more than once since we only have 5 different colors

Signing in

- There is a sign-in sheet for each shift so you know who to expect
- New baggers need to read the “Bagging Reminders” if they did not read it online
- Baggers must wear a band shirt and record their shirt # (back of shirt label) on the sign-in sheet
- Baggers should also put on a waist apron to put there tips in until they have time to put them in the envelope
- Experienced baggers can get started while you wait for others to arrive and for new baggers to read over their information
- They should NOT bring their envelope with them

Envelopes/Tips

- You will keep the money envelopes with you at all times
- Baggers may put tips in their pocket (or apron if we are using them) if it is really busy, but when they have time, they should transfer the money to their envelope
- Hand them their envelope so they can check the name on it before they put the money in

Overseeing Bagging

- Watch to make sure baggers are offering to bag for every customer (even small orders), are bagging properly, and are being courteous. They tend to stand in a circle and chat so please have them be watching for customers at all times
- First time baggers may need extra help, ie. how to approach a customer or how to bag properly
- If things are slow, make sure that kids are taking turns bagging so that everybody has a chance to make money. Sometimes there may be only 2 or 3 lanes open so they need to be rotating between orders
- During busy times, a bagger may choose to stay on one lane, but sometimes it works best if they keep moving so that all lanes get coverage
- Do not let the baggers sit on the merchandise at the front of the store
- We do not usually take breaks except for using the bathroom or getting a drink. If they feel they need a longer break for food or pop, please have them sit at the tables near customer service rather than hanging out at the front of the store (breaks are usually needed if shifts are more than 4 hours)
- Baggers should not be counting their tips or discussing how much they are or aren't making

End of Shift

- Both you and the student should count their money upstairs in the conference room
- **Have them pocket any loose change that they have that does not add up to \$1. That way, we have only whole dollar amounts to record**
- When you agree on the amount, record it on the check-in sheet and have both you and the student initial it
- Have baggers fold their shirt and put it back in the pile by size
- Put the money and sign-in sheet in the money bag (last shift needs to pack everything up as well)
- The bagging coordinator will tell you if they will be back to pick up the money, etc. or they will give you directions to their house so you can drop everything off

If you have any questions, please call Laura Zabel at 651-480-2437

Let's make sure we give Cub and the Hastings Community the best service we possibly can!