

Outside Workslots (a.k.a. OUTS)

The Coop offers these services to shoppers outside of the Coop: walking them and their purchases to the members' car or home within a designated area (see map) and then returning the Coop shopping carts, assisting members with loading groceries into vehicles at the Coop's curb and returning those carts as well, reducing parking congestion in front of the Coop, and preventing cars from blocking the firehouse driveway. Between three and five designated Outside Workers will be assigned per shift (depending upon expected shopping volumes) and may rotate between the tasks. To help members identify the Outside Workers who provide these services, they will be wearing dayglow vests.

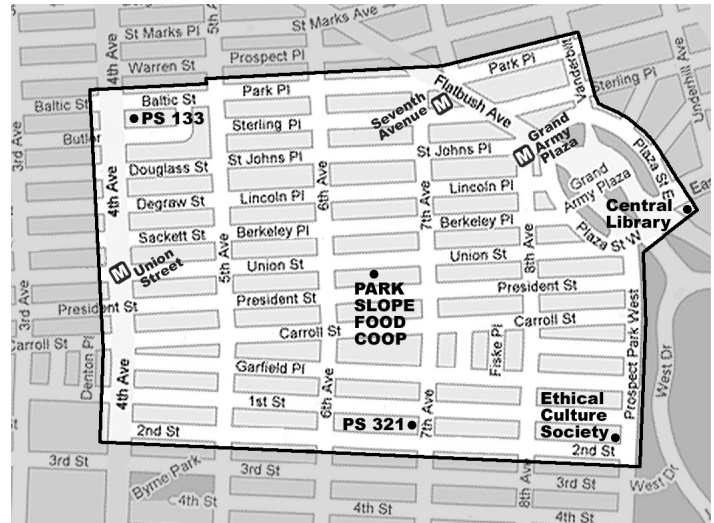
Cart Return Service

The goal is to return carts to the Coop so members won't have to make the trip back and so that our curb is as free of cars as possible. The job involves asking members – ideally, before they leave the building – with a Coop cart if they would like someone to walk with them and return their cart. When a member is using a car service, the job involves assisting them and then returning the cart for them. Returned carts must be brought all the way into the building and put in their proper location. Members are not required to leave their Coop ID when taking a Coop cart out of the building.

The Cart Return service is restricted to the designated area – map above. Members may not make additional stops on the way to their destination. Cart Returners must return directly to the Coop. We ask that they NOT enter into homes or apartments. Cart Returners are not required to lift or carry purchases, push heavy carts, or go up flights of steps, though they may do these activities if they choose. Tipping is NOT allowed, and TIPS may not be accepted.

Sidewalk Management

The priority is to keep the firehouse driveway, including the area between the diagonal yellow lines, free of cars. If a driver refuses to move from the firehouse drive, workers must get assistance from Coop staff. People in cars parked at our curb



should be asked to please wait elsewhere, as this area must be kept clear for deliveries and for members loading their groceries. Members who park in the firefighters' spots across the street should be asked to re-park in a legal spot. Please give all drivers who refuse to move a copy of the "Please Don't Block the Curb" flyer. Workers should not get into confrontations with car drivers. Be polite and informative.

Sidewalk managers are also responsible for sweeping the sidewalk – between the statue and the bicycle racks (including 18" out into the street) – and entryway vestibule. Sidewalk managers are responsible for putting out and taking in the No Parking signs.

What to do during a lull... At times when shopping is slow and all Outside Workers are not occupied, idle Outside Workers should return carts and baskets to their proper locations, clean debris out of carts and baskets, re-shelve out-of-place items at the checkouts, do price lookups for shoppers, neatenthe box area, help shoppers unpack groceries at the checkouts, sweep the checkout area, and sweep the street. Sitting on the bench is OK (once the above have been attended to) but other members – shopping and visiting – have priority on the bench.