



Food Host FAQs

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Food Host FAQs

1. Delivery/pick up procedure

I didn't get my Customer Check-sheet.

These are automatically emailed to you every week before delivery.

- Have you changed your email address lately? Email the Food Host Liaison to check/update your details
- Check your spam or junk inbox
- Email the Food Host Liaison to get a new checksheet emailed to you.

Should I contact all my customers on Delivery Day?

- This is something that you can do, but is not expected.
- You can be pre-emptive and send a reminder text about picking up orders.

What happens if the delivery is running late?

- Contact customer service by phone as soon as possible if the delivery has not arrived by the beginning of your Food Host "opening time".
- We are not often late, and we won't miss a delivery. Assure any people arriving that the delivery will be soon and offer to contact them when delivery arrives.

How do I use a Swap Box?

- Print off a swap box sign from the Food Host Resources
- Place your Swap Box sign to identify a basket, box or crate as a Swap Box and leave it out on delivery days.
- Some Food Hosts use it to distribute some of their excess produce from their own gardens, or magazines and pamphlets.
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What if a member calls me and wants to pick-up their Box at a different time?

Because of food-freshness, and peace and security for you, we discourage pick-ups outside of the pick-up window. However:

- We do encourage you to make other arrangements if it is convenience to you.
- Contact us if you have a "repeat offender" so we can contact them.
- If it's happening regularly or there are more than one person asking, maybe you could consider pushing your opening hours back by half an hour.

What if there are still items in the Esky after all the boxes are picked up?

Someone might have missed something when they have picked up. Check the Customer Check Sheet and contact people who might have ordered the product but forgotten it. If no one has missed anything, then it's probably been packed by accident. Phone or email customer service and let Kate know that you have an extra item as it may belong to another Food Host/delivery. The item, in this case, will most likely become yours.

What do I do with the Customer Check-sheet after everyone has picked up their boxes?

- Use it to cross-check that everyone has picked up their boxes (see below for advice if there is something left over)
- If all is well, delete the email/recycle the paper if printed.

2. 'Missing' Issues: Missing Boxes/Items or customers

A customer is missing an item(s) from their box.

- Is it an Esky item? If so, see if they have checked the communal Esky.
- Definitely missing? Tell them to contact customer service ASAP for credit or refund.

What if a member takes the wrong Box or Esky item?

- Contact the member(s) involved with the phone number provided on the Customer Check-sheet.
- If there has been a mix up, and the box can be returned in full, take steps to organise the return of the Box.
- If the box cannot be returned whole (some items have been used), contact us (via email or phone) and we will credit or refund the member whose item has been taken.

What happens if a member shows up and their box or Esky items are not there?

NB. This usually happens either because we didn't deliver the right boxes or quantities, an order was not received or because another customer picked up the wrong box. We can usually track down the missing box the next day and have it re-delivered to the customers' home.

- Check your customer check sheet for this person. Ask the customer to check their email for their invoice, confirming an order was placed. Often a payment issue with no action results in a cancelled box.
- In they have an invoice/order confirmation and no order; contact Customer Service via email/phone as soon as possible. If after hours please leave a message with the customer's name. Encourage the customer to contact us as well.
- Please assure the customer that we will redeliver any lost boxes the next day or the worst-case scenario is that we give them a full refund or credit, whichever they prefer.
- It is vital that you contact us about any boxes still uncollected the next day, in case they have been wrongly delivered and there is still a chance of redelivery before the produce spoils.

What do I do if a member's name is not on the Customer Check-sheet and they have come to pick up a delivery?

NB. This may happen because: Their order has not gone through this week; they may have ordered after the cut-off time or; may not have completed the purchase process correctly online, or; there was a problem with their credit card.

- Advise them to contact customer service ASAP via email/phone and we will sort it out first thing the next morning.

What happens if you suspect something has been stolen?

Our members are honest, but they sometimes make mistakes when picking groceries up. We can always sort it out the next morning.

- Contact us ASAP and we will investigate. It may be a mistake when someone has picked up the wrong thing.

A customer hasn't picked up...when is their box mine?

If you have taken all the steps to find and contact the customer and they are still AWOL, contact customer service. In most cases we will say you can keep the box, depending on the contents we might pick up some of it, i.e. dry goods. We'd rather the produce not go to waste. This will be at the discretion of Customer Service.

3. Holidays: Public and your own

What is the procedure for public holidays?

Depending what day the Public Holiday falls on, we usually continue deliveries, but the office part of the warehouse is "Closed" (no customer service or managers.) We will give you notice about Public Holidays and if anything to do with deliveries is changing.

What if we changed the delivery day for a public holiday and someone turns up on the wrong day?

We always give people a lot of notice, but sometimes there can be one or two who slip through the net. What you can do is:

- Inform them that the delivery day is the next day, and they should email us with any concerns or questions.

What happens when I am going to be away?

PLEASE give us at least 2 weeks' notice where possible. Your options are:

- A. Find a friend who can be the Food Host at your place while you're away;
- B. We can canvass your members to find a temporary Food Host in your area while you're away;
- C. We can close your location temporarily and direct members to the next closest location.

4. Food Hosting Space and Safety questions

What if someone injures himself or herself on my property as a result of picking up their Box?

- As a CERES volunteer, you are covered by our insurance policy, so you are not liable.
- Contact us as soon as possible so we can sort out the details.

What if there is damage done to my property as a result of the box delivery/pick-up?

- Let us know as soon as possible and we will fix the damage promptly.
- As a CERES volunteer, you are covered by our insurance policy.

5. Promotion and others Questions

How can I help promote CERES Fair Food?

- Please refer to the “*How-to Guide for Food Hosts*” for step-by-step instructions and suggestions about what you can do to promote your location.
- There are also downloadable and printable resources from the Food Host Resource page on the website: <http://www.ceresfairfood.org.au/contact/food-host-resources/>

Can I hold events for the other members at my location?

Yes! Some of our Food Hosts have had informal get togethers like Christmas parties with their members.

- You can create your own community buzz at your location and get people together for BBQ’s, movie nights and farm visits.
- We can help you get started. Contact Jesse: jesse@ceresfairfood.org.au
- Please refer to the “*How-to Guide for Food Hosts*” for more information.

How does the discount system work for Food Hosts buying Boxes?

- You receive 25% discount on all fresh produce, including set boxes for the time you are a Food Host. This discount doesn’t extend to fridge or grocery items.

6. Complaints

What should I do if a member complains about the quality of produce or customer service?

Quality issues are not your responsibility and you shouldn’t have to handle them. Please redirect them to us.

- Email info@ceresfairfood.org.au or call (03) 8673 6288 and we will respond ASAP
- Assure them that we will sort it out as soon as possible. We are always happy to credit or refund and thing that isn’t up to scratch.

People are coming to pick up after my opening hours and it's annoying. What do I do?

Contact the Food Host Liaison ASAP with details! The Liaison is Monique,
foodhosts@ceresfairfood.org.au

A big **thank you** from CERES Fair Food.

