



82 S. Winooski Ave
BurLinton VT.
05401
802-861-9700
www.citymarket.coop

Member Worker orientation

Membership

Membership at City Market can be paid \$15 annually. Full equity is \$200. Households may share one Membership, and receive the following benefits:

- **Patronage Refund Program** - Members are provided an annual refund based on a percentage of purchases (subject to the discretion of the Board of Directors).
- **Discount Programs – (EXCLUDING ALCOHOL)**
 - **Food for ALL** - Community members who are eligible for 3SquaresVT, WIC or Disability are provided a 10% discount on purchases.
 - **7% & 12% Member Workers**
 - **Non-Profit** - A 15% discount for non-profit programs. Application required.
 - **Senior Discount** - (60+) receive a 5% discount.
- **Free Water!** - Members enjoy free water from the reverse osmosis water machine.
- **Member Artist Program** - An opportunity to become the featured Artist of the Month and display your work on our Member Artist Wall. Please contact Member Services for an application.
- **Community Connections Program** - Take advantage of discounts at a variety of area businesses. Check out our Community Connections brochure at Customer Service, or go to www.citymarket.coop for a complete listing.
- **Fall Member Meeting** - You are invited to attend a meeting to evaluate and determine where we are as a Co-op and possible directions for our future. Free food, entertainment, activities and childcare!
- **Onion Skin E-Newsletter** - Our monthly newsletter. Keep up to date on store events, Co-op news, Community Outreach Partners, Community Connections Partners, Member Artists and more!
- **Monthly Board Meetings** - Learn more about Board governance, our Co-op's policies and procedures, even run for a seat on the Board. Look in the Onion Skin or on the Board bulletin board for dates, times and locations. Generally occur on the fourth Monday of each month.
- **Member Work with Community Outreach Partners**

Policies & Expectations

- **You must be 16.** All Member Workers must be at least 16 years of age to participate in the program. Member Workers are not permitted to be accompanied by children under the age of 16.
- **ALL WORKERS MUST attend an orientation.** Any household members who work under your account must attend an orientation before they can sign up for Member Work.
- **Park Offsite.** Employees and Member Workers are not permitted to park in the City Market parking lot. If you need to park in the lot, please contact Member Services *prior* to your shift. City Market tows unauthorized vehicles.
- **Dress Guidelines.** Member Workers adhere to the same dress guidelines as employees. This includes:
 - A Member Worker button.
 - Closed-toed shoes at all times.
 - Clean hair and good personal hygiene.
 - Avoid inappropriate or offensive ads on clothing.
 - No holes, shorts skirts or tank tops
- **Electronic Devices.** Electronic devices (cell phones, iPods, etc.) are not to be used while on the sales floor.
- **Outstanding Customer Service.** City Market prides itself on its outstanding customer service. Please represent your Co-op by maintaining a friendly and courteous attitude to all customers and staff.
- **Missed Shifts.** To cancel a scheduled shift, please contact Member Services or the department in which you are scheduled. Three “no call, no show” = possible termination from the Member Worker program.
- **Compliments & Constructive Criticism.** Please expect occasional feedback from City Market employees. This feedback is in an effort to maintain a productive and efficient environment.
- **Harassment & Discrimination Policy.** City Market strives to maintain a professional work environment that requires the highest standard of personal conduct. In keeping with this standard, any type of unlawful harassment or discrimination on the basis of race, color, religion, national origin, ancestry, place of birth, sex, age, sexual orientation, gender identity, veteran status, disability, HIV positive status or any other status protected by state or federal law is strictly prohibited.
- **Termination.** Termination is at the discretion of City Market. Reasons for termination from the Member Worker program include, but are not limited to:

Questions? Contact Liz at 861-9707 or Ldykes@citymarket.coop

- Abuse of your worker discount; harassment or discrimination; refusal to perform assigned tasks; customer and/or employee complaints; inappropriate conduct.

Member Worker Discounts

- Two hours of work = 7% discount for one month.
- Four hours of work = 12 % discount for one month.
- Discounts applied to the first of the following month (work in April = discount in May).
- Households may bank up to 48 hours.

Member Worker Process

- 1) **Attend a Member Worker Orientation.** Every working household member must attend an orientation before beginning Member Work at the Co-op. Member Worker Orientations count as one hour of member work.
- 2) **Sign Up for Shifts.** You should sign up for shifts at least one week in advance. Bulk, Produce and Grocery require additional training. Please sign up for individual trainings and shifts at the kiosk or from home through www.citymarket.coop/memberwork.
- 3) **Please be on time for your shift!**
- 4) **Store Personal Belongings Upstairs.** Before you start your shift, please store bags, coats, etc. in the hallway outside Member Services. Feel free to use the hooks, table and empty bins provided. Please note: there is no space on the sales floor for your personal belongings, so you must store them in the cubby area.
- 5) **Sign In/Out of Shifts.** Please sign in/out for all shifts and trainings in the binder at Customer Service. Remember to sign in AND out and include your member number; otherwise, you may not get credit for your shift.
- 6) **Wear a Member Worker Button.** Please wear a button during all shifts worked at City Market. Buttons are located above the sign in/out sheets at Customer Service. Make sure to return the button at the end of your shift!

Job Summaries

Community Outreach

- Member Workers can work in the community with one of our Community Outreach Partners.
- To view a list of the Co-op's current partners, please check the Member Worker Binder or visit: www.citymarket.coop/memberwork/community.
- Contact each Outreach Partner directly and be sure to log your hours offsite by the 28th of each month.

BULK Department

- Member Workers are expected to keep the Bulk Department clean, bag products, fill jars of product; and to provide prompt, friendly, courteous customer service.
- Requires an initial training, which you can sign up for at www.citymarket.coop/memberwork.

PRODUCE Department

- Member Workers are expected to keep department displays fully stocked with produce according to product standards, and to provide prompt, friendly, courteous customer service.
- Requires an initial training, which you can sign up for at www.citymarket.coop/memberwork.

GROCERY Department

- Member Workers are expected to keep displays, shelves, freezers, and endcaps fully stocked in the grocery (dry goods, general merchandise and frozen) areas; and to provide prompt, friendly, courteous customer service.
- Requires an initial training, which you can sign up for at www.citymarket.coop/memberwork.

FRONT End

- Member Workers are expected to provide quality service to customers and support to Cashiers, Store Supervisors or Front End Manager and other managers as needed. Responsibilities include bagging and helping load customer purchases, retrieving carts and completing assigned tasks to help maintain cleanliness and order around the Co-op.
- Does not require an initial training.

Demos

- Member Workers are expected to set up the table, trash, and any special materials needed for the demo, to be knowledgeable of the product that they are demoing, and to provide prompt, friendly, courteous customer service.
- Does not require a special training. To sign up, contact Simon at demo@citymarket.coop or at 802-861-9721.

Questions? Contact Liz at 861-9707 OR Ldykes@citymarket.coop