

## Client Choice Model Overview

Model	Description	Equipment	Space	Advantages	Disadvantages
<b>Supermarket</b>	Food is set up by food groups inside the pantry. Clients choose their food as they walk through the pantry. Workers may help guide clients through their choices or check them out when they have finished shopping.	<p>Necessary:</p> <ul style="list-style-type: none"> <li>- Shelving</li> </ul> <p>Optional:</p> <ul style="list-style-type: none"> <li>- Refrigerators and freezers with clear glass doors to view products</li> <li>- Grocery carts</li> <li>- Check-out table</li> </ul>	A space large enough to display food on shelves. There needs to be enough room for clients to walk through safely.	<ul style="list-style-type: none"> <li>- Pantry workers have more one-on-one time with clients, enriching their volunteer experience. This also allows clients to ask workers specific questions.</li> <li>- Many clients can be served at one time.</li> <li>- Considered to be the most client friendly, as it gives patrons a typical shopping experience.</li> </ul>	May need additional shelving, tables, or equipment.
<b>Table</b>	Food is set out on tables by food groups. Clients walk by each table to choose and pack their food.	<p>Necessary:</p> <ul style="list-style-type: none"> <li>- Tables</li> </ul> <p>Optional:</p> <ul style="list-style-type: none"> <li>- Dollies/Carts to move food</li> <li>- Grocery carts</li> </ul>	An indoor or outdoor space large enough to set up tables with room to walk in between the tables.	<ul style="list-style-type: none"> <li>- Many clients can be served at one time. Volunteers can help guide clients.</li> <li>- Clients can handle food like they would in a grocery store.</li> <li>- Considered to be the most client friendly, as it gives patrons a typical shopping experience.</li> </ul>	<ul style="list-style-type: none"> <li>- Workers need to set up and break down tables.</li> <li>- Lifting food onto tables may be difficult for some workers.</li> </ul>
<b>Inventory List</b>	A list of food in stock is posted or given to clients. This type can be a paper list or an online list. Clients choose their food from the list. Workers then assemble the clients' food bags.	<p>Necessary:</p> <ul style="list-style-type: none"> <li>- Paper or board to list food in stock</li> <li>- Excel to create/manage list or online shopping / inventory program</li> </ul> <p>Optional:</p> <ul style="list-style-type: none"> <li>- Clipboards</li> <li>- Copier/Printer</li> </ul>	- Will work in any space. Needs only enough space to store food and have intake area.	<ul style="list-style-type: none"> <li>- Very small space needed to offer client choice.</li> <li>- Clients can choose food for themselves without leaving their seat in the intake area.</li> <li>- Online ordering &amp; scheduled pickups can save time.</li> <li>- Can work for a drive through distribution.</li> </ul>	<ul style="list-style-type: none"> <li>- Hard for clients with low reading level or English as a 2nd language.</li> <li>- Need to update food list as inventory changes.</li> <li>- Clients are unable to read labels.</li> </ul>



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### **Advantages for all types of client choice**

- Clients can tailor their selections based on their preferences.
- Clients can consider religious, cultural, and dietary needs which increases feelings of dignity and respect.
- This model reduces waste because clients are only taking what they need.
- Future ordering becomes easier since you will see what is being chosen more often and stock up on those items.
- There is potential for relationship building with the increased interaction between staff and clients.
- Pantry does not need to be a dedicated space; it can share space with others.

### **Disadvantages for all types of client choice**

- Starting up requires planning since you are setting up the foods by food groups.