

Format: Best when held in person with groups of up to 10 volunteers. Provide a presentation as outlined below. When possible follow the presentation with a walkthrough/mock market set up.

Market Assistant Volunteer Training Outline

1. Welcome, Introductions and setting expectations for the training
2. Overview on food insecurity in community
3. Program description– the why and how of your mobile market
4. Detail market assistant volunteer duties
5. Overview of market process from start to finish
6. Address proper market attire
7. Customer service basics
8. Engaging with non native English speakers
9. Volunteer Sign in/out process and insurance waiver

Food Demo Volunteer Training Outline

1. Same as above
2. Food demonstration specific supplies
3. Safe Food Handling
4. Food safety quiz

Walkthrough/Mock Market

1. Park your mobile market vehicle in the parking lot as you would showing up to market for the day
2. Have volunteers demonstrate the processes as defined in your training
 - a. Market assistant volunteers prep the scene for market to “open”
 - b. Food demonstration volunteers will prep food demo
3. Once the mock market is in position, have market assistant volunteers rotate between the roles and duties they may perform during market operations
4. Have remaining volunteers and staff act as customers
5. Answer questions and offer coaching moments as needed
6. Volunteers will then demonstrate the close up process
7. Once market is packed up, answer any outstanding questions
8. Allow newly training volunteers to sign up for shifts