



10 Tips to Enhance the Participant Experience

- 1. Start with a Smile!** Smiling puts participants at ease and signals that you are ready to help.
- 2. Be respectful.** Showing professionalism and respect lets participants know that you value them.
- 3. Show empathy and understanding.** Participants want to feel that you understand their situations and their special, sometimes challenging, life circumstances.
- 4. Make information accessible by responding promptly and accurately.** Let participants know what they can expect and when to expect results or changes, by having a transparent system and someone who can follow up with participant questions and requests. If you don't have the information they need, please reach out to your Neighborhood Representative for support.
- 5. Be reliable, and be the expert.** Show the participant that you are the right person with the right expertise to deliver what they need.
- 6. Explain the process.** Make sure that your participants understand your process and procedures. Take advantage of that initial enrollment period to fill them in. Poster, flyers, and announcements can help communicate changes before they happen.
- 7. Look for ways to get a YES.** If a participant's situation isn't a perfect fit for your pantry, keep an open mind to exploring ways, within the rules, to find a solution.
- 8. Follow up.** It's a great idea to follow up with participants the next time you see them to make sure their needs were met.
- 9. Own up to mistakes with humility.** We ALL make mistakes. When they occur, apologize, take ownership, and help to solve the problem. Remember to stay calm and positive!
- 10. Make Relationships Matter!** We ALL need to remember that the success of our participants is your success. Thank you so much for your partnership and for all you do to serve our community.

Together, we can end hunger in San Francisco and Marin



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