

# Welcome

Would you like a tea or coffee?

Do they have a voucher?

Yes No

**Verify the Voucher**

Enter code or postcode if 'no voucher found' message

Is the voucher unfulfilled/less than 1 week old/valid/no multiple vouchers active?

Yes No

**Voucher details**

How many people in total (including checking age of dependent children)?

1 = Single Box, 2 = Couple Box,  
3 or 4 = Family Box,  
5+ = Combination of the above

**Dietary requirements**

Does the voucher notes have any dietary requirements?

*It's always good practise to check the voucher notes which can be found at the bottom of the voucher by clicking on the voucher code and/or ask.*

**Any Extras? (including toiletries/petfood)**  
may be on voucher notes

**Offer a listening ear whilst the food parcel is being prepared**

**Offer a small selection of tinned goods from over stock**

**Signposting**

Having listened to and understood more about persons' situations, food bank centre volunteers are ideally placed to point people in the right direction for further help and support, including professional partners on site. NCAN referrals can be made onsite or via the office if needed.