



## For Volunteers: Client Registration Script - English

Welcome! We are so glad you are here. My name is *[NAME]* and I'm going to sign you up for Free Groceries.

I'm going to ask you a few questions to get you registered - so we understand more about who we are serving. You only need to provide the information you are comfortable sharing. It is not required to get food. We will be asking for your name, address, zip code, birthyear, numbers of people in your household, your ethnicity, and cell phone number so we can get in touch if needed.

Your information will be stored in a secure database and will not be shared between anyone other than Second Harvest and the organizations where you get food.

Is it ok for Second Harvest to collect and safely store the information you are providing?

- *If the client says "ok" for SH to collect and safely store, ask the Registration questions. Give them a Client card.*
- *If the client says "no, it's not ok" or seems very skeptical/unsure:*
  - That is fine. If you are willing to share your name or your initials, and then just one of the following, your birth year, your zip code, your cell phone number or family composition, we can still register you and you won't have to re-register next time. Is that OK with you?
    - *If it is ok, go ahead with those registration questions only. Give them a Client card.*
    - *If it is not ok, then say, "OK, no problem. Please join the line and enjoy the food."*
  - *Enter "Declined" under Name on the Registration form. If you are using a tablet, please keep a tally of the number of people who "Declined" and give it to the Registration Lead at the end of the distribution.*

*For clients who provide registration information, say:*

"Next time you come, you'll be on our client list and will just need to show your Client card. And if you want to go to a different Second Harvest-run food location, you can use the same Client card."

*And for all clients, say,*

"This Free Grocery program happens every *[DAYS and TIMES]*. We'll look forward to seeing you again on *[DATE]*. Thank you for coming!"



## For Volunteers: Client Registration Script - Spanish

¡Bienvenido/a! Estamos muy contentos de que esté aquí. Mi nombre es [NOMBRE] y voy a inscribirle en el programa de alimentos gratuitos.

Le voy a hacer algunas preguntas para que registrarle, para entender más sobre a quién servimos. Solo necesita dar la información con la que se sienta bien compartir. No es necesario obtener comida. Le pediremos su nombre, dirección, código postal, año de nacimiento, número de personas en su hogar, su origen étnico y número de teléfono celular para que podamos comunicarnos si es necesario.

Su información se guardará en una base de datos segura y no se compartirá con nadie, solo con Second Harvest y las organizaciones donde obtiene sus alimentos.

¿Está bien que Second Harvest recopile y guarde, de forma segura la información que nos proporcione?

- *If the client says "ok" for SH to collect and safely store, ask the Registration questions. Give them a Client card.*
- *If the client says "no, it's not ok" or seems very skeptical/unsure:*
  - *Muy bien. Si está dispuesto/a a compartir su nombre o sus iniciales, además solo uno de los siguientes: año de su nacimiento, su código postal, su número de teléfono celular o composición familiar, aún podemos registrarle y, no tendrá que volver a hacerlo la próxima vez. ¿Está bien con usted?*
    - *If it is ok, go ahead with those registration questions only. Give them a Client card.*
    - *If it is not ok, then say, "Muy bien, no hay problema. Bienvenido/a, formese en la línea y disfrute la comida".*

*Enter "Declined" under Name on the Registration form. If you are using a tablet, please keep a tally of the number of people who "Declined" and give it to the Registration Lead at the end of the distribution.*

*For clients who provide registration information, say:*

"La próxima vez que venga, estará en nuestra lista y solo tendrá que mostrar su tarjeta de cliente. Si desea ir a otra ubicación de alimentos, administrada por Second Harvest, puede usar la misma tarjeta de cliente".

*And for all clients, say,*

"Este programa de Alimentos gratuitos ocurre los [DÍAS y HORAS]. Esperamos verle de nuevo el [FECHA]. ¡Gracias por venir!"



## For Volunteers: Client Registration Script – Chinese

歡迎! 我們很高興您的光臨. 我的名字是[NAME], 我將協助您申請免費食物.

我將請問您幾個問題以便申請 – 使我們增加對客戶的了解. 您只需提供您樂意告知的訊息. 這不是獲取食物的硬性規定. 我們會請問您的姓名, 地址, 郵政區號, 生日年份, 家中人數, 族裔, 和手機號碼以便聯絡.

您的資料將被存放在安全的數據庫中, 不會與糧食銀行以外的其它機構(包括您領取食物的所在單位)分享. 您是否願意糧食銀行保留您所提供的資料並將它安全地存放?

- *If the client says “ok” for SH to collect and safely store, ask the Registration questions. Give them a Client card.*
- *If the client says “no, it’s not ok” or seems very skeptical/unsure:*
  - *沒關係. 如果您願意告知您的姓名或您姓名的縮寫, 再加上以下其中之一項, 生日年份, 郵政區號, 手機號碼或家庭組成, 我們仍可為您登記, 而且下次您將不需要再次登記了. 您同意嗎?*
    - *If it is ok, go ahead with those registration questions only. Give them a Client card.*
    - *If it is not ok, then say, 好的, 沒問題. 請排隊並享受此食物.*
  - *Enter “Declined” under Name on the Registration form. If you are using a tablet, please keep a tally of the number of people who “Declined” and give it to the Registration Lead at the end of the distribution.*

*For clients who provide registration information, say:*

“下次光臨時, 您將在我們的客戶名單上, 您只需顯示您的客戶卡. 而且如您要到其它糧食銀行的食物站, 也可用這張客戶卡.”

*And for all clients, say,*

“這項免費食物服務是每逢[ DAYS and TIMES ]. 我們期待在[ DATE ]與您再次相見. 謝謝您的光臨!”



## For Volunteers: Client Registration Script – Tagalog

Maligayang pagdating! Tuwang-tuwa kaming nandito kayo. Ang pangalan ko ay [NAME] at ililista ko kayo para sa mga Libreng Grocery.

Magtatanong ako sa inyo ng ilang mga katanungan upang marehistro kayo - para mas mauunawaan namin ang tungkol sa kung sino ang pinagsisilbihan namin. Kailangan lamang ninyong ibigay ang impormasyong komportable kayong ibahagi. Hindi ito kinakailangan upang makakuha ng pagkain. Hihingin namin ang inyong pangalan, tirahan, zip code, taon ng kapanganakan, bilang ng mga tao sa inyong sambahayan, inyong etnisidad, at numero ng cell phone upang maaari kaming makipag-ugnay kung kinakailangan.

Ang inyong impormasyon ay maiimbak sa isang may seguridad na database at hindi ibabahagi sa pagitan ng sinuman maliban sa Second Harvest at mga organisasyon kung saan kayo makakakuha ng pagkain.

Ok lang ba na mangolekta ang Second Harvest at iimbak ng may seguridad ang impormasyong inyong ibibigay?

- *If the client says “ok” for SH to collect and safely store, ask the Registration questions. Give them a Client card.*
- *If the client says “no, it’s not ok” or seems very skeptical/unsure:*

Mabuti iyon. Kung nais ninyong ibahagi ang inyong pangalan o inyong mga inisyal, at pagkatapos ay isa lamang sa mga sumusunod, ang inyong taon ng kapanganakan, inyong zip code, inyong numero ng cell phone o komposisyon ng inyong pamilya, maaari pa rin namin kayong irehistro at hindi ninyo kailangang muling magparehistro sa susunod. OK lang ba sa inyo?

- *If it is ok, go ahead with those registration questions only. Give them a Client card.*
- *If it is not ok, then say, "Ok walang problema. Mangyaring sumali sa linya at tamasahin ang pagkain.*

*Enter “Declined” under Name on the Registration form. If you are using a tablet, please keep a tally of the number of people who “Declined” and give it to the Registration Lead at the end of the distribution*

*For clients who provide registration information, say:*

"Sa susunod na pagpunta, kayo ay nasa listahan na ng aming kliyente at kakailanganin lamang na ipakita ang inyong Client card. At kung nais ninyong pumunta sa ibang lokasyon ng pagkain na pinapatakbo ng Second Harvest, maaari ninyong gamitin ang parehong Client card. "

*And for all clients, say,*

"Ang programa sa Libreng Grocery ay nangyayari tuwing [DAYS and TIMES]. Inaasahan namin na makita kayo ulit sa [DATE]. Salamat sa pagpunta!"