



**Nebraska WIC Program**

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# **Cashier Training Toolkit**

October 2009 Version

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# Employee Training Planning Guide

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## Introduction

Proper training of employees can increase customer satisfaction, reduce errors and save your store time and money. Your contract requires that you provide training on the WIC program and related procedures to involved employees – primarily cashiers and bookkeepers. Specific WIC training activities have been developed to make it easier for you to plan and deliver effective and efficient training programs.

## Step 1: Select Training Activities

### Cashier Training

Find the sheet titled “Cashier Training Activity Selection Guide” in this section and use it to help you select the training activities for your training program. You can add your own activities and/or modify the activities provided to fit your situation, but please use the sheet titled, “WIC Cashiers Learning Objectives” to ensure that all listed objectives are included in your final training program design.

### Bookkeeper Training

Find the sheet titled “Bookkeeper’s Guide to WIC” included in the Vendor Handbook. Use this sheet, the WIC training video and other reference materials from the Vendor Handbook to help you design a training program for your store’s bookkeeper(s).

## Step 2: Conduct Training

Deliver training using the materials provided. Each training activity includes an instructor’s sheet with suggestions for preparation and delivery.

## Step 3: Give Assessment and Award Certificates (optional)

It is recommended that you provide the post-training assessment to employees as a method of assuring quality in training events. A 20-question assessment is included. Please maintain the security of this assessment. A certificate for completing the training and passing the assessment also is included in this toolkit. Although the assessment and certificate are not to be interpreted as guarantees of proficiency, they are useful training tools. The certificate also can be found on the state WIC Web site. The online file can be downloaded and edited to add the employee’s name and date of completion.

## Step 4: Document Training of Employees

Once training is complete, record the training event. A training log is provided in this toolkit. You are not required to use this form, but your store is required to maintain documentation of the training. This documentation must be ready for your vendor manager to review at any time. An electronic copy of the training log is acceptable; a hard copy is not required. The electronic version is available as a downloadable file on the state WIC Web site.



# Cashier Training Activity Selection Guide



The following guide assists in planning cashier training at your store. All of the training options listed are available in the Cashier Training Toolkit.

Training Components	Training Activities Available in Toolkit Select at least one activity for each training component.		
1. Overview	1. Cashier Training Video		
2. Selecting WIC Foods	2a. Selection Worksheet	2b. Flashcards Activity	2c. In-store Exercise
3. Evaluating WIC Shopping Carts	3a. Evaluation Worksheet	3b. Flashcards Activity	3c. In-store Exercise
4. Calculating Fruit and Vegetable Costs	4a. Calculation Worksheet		4b. Rehearsal at Checkout
5. WIC Transaction Process	5a. Mnemonic Worksheet		5b. Rehearsal at Checkout
6. WIC Transaction Issues	6a. Scenarios Worksheet		6b. Role Play Scenarios
7. Approach to WIC Customers	7a. Reactions Worksheet		7b. Role Play Reactions
8. Assessment	8. Post-training Test – 25 Questions		

## Notes about Training Design

- Choose activities that fit your situation and your approach to training.
- Modify and add activities as you see fit.
- Use multiple activities (i.e., 2a, 2b and 2c) if desired to provide more practice.

## Suggested Sequences

### Instructor-Led Training Event

- Single 60-minute training event
- Classroom-type setting with store manager as instructor

Suggested Sequence: 1, 2b, 3b, 4a, 5a, 6a, 7a, 8

### Blended Training

- Initial 20-minute training event followed by series of hands-on exercises
- Exercise results reviewed with store manager

Suggested Sequence: 1, 2c, 3c, 4b, 5a, 5b, 6b, 7b, 8

### Self-Paced Training

- Trainee receives packet and works at own pace
- Returns completed exercises to manager for review and feedback

Suggested Sequence: 1, 2a, 3a, 4a, 5a, 6a, 7a, 8



# WIC Cashiers Learning Objectives



## KNOWLEDGE

K1. Explain the general purposes of the WIC program

- Help women eat better, have healthier babies and receive early prenatal care
- Help infants grow and develop better through the promotion of breastfeeding
- Help children eat more nutritious foods, visit doctors regularly and receive immunizations

K2. Explain to a store the benefits of being a WIC authorized retailer

- Increase sales
- Service to community: part of your store's commitment to help all families have access to healthy and nutritious foods

K3. Explain the general procedure for WIC

- Participant receives WIC checks, WIC identification folder and Nebraska WIC Approved Foods List at clinic
- Participant selects WIC approved foods authorized by valid WIC check(s)
- Participant groups food purchases by WIC check in cart and at checkout
- At checkout, participant states, "I'm using my WIC check today"
- Participant presents WIC foods and corresponding WIC check for purchase in separate transaction at checkout
- Cashier recognizes separate WIC transaction and scans items one-by-one, checking that each item is authorized by provided WIC check
- Cashier completes purchase date and amount on WIC check
- Cashier asks participant to sign WIC check
- Cashier checks that a complete signature has been entered on WIC check
- If other items selected for purchase, cashier totals separate transaction at checkout
- Participant provides nutritious meals to infants and children and/or herself

K4. Recognize by image and explain the purpose of WIC checks and Nebraska WIC Approved Foods List

- WIC check: provides payment to retailer for WIC approved foods
- Nebraska WIC Approved Foods List: provides visual images of approved foods and additional useful reference information

K5. Locate the following on a WIC check:

- Date range for valid use
- Description of authorized foods for this check
- Signature line
- Purchase date box
- Purchase amount box

K6. Determine the validity of WIC checks based on the date

- Locate first date to use
- If today's date is before first date to use, check cannot be used yet
- If today's date is the first date to use or after the first date to use, proceed
- Locate last date to use
- If today's date is before the last date to use or is the same as the last date to use, the check is valid for use today
- If today's date is after the last date to use, check is no longer valid and cannot be used

K7. Explain the differences and similarities between WIC fruit/vegetable checks and other WIC checks

- Differences:
  - Dollar amount on fruit/vegetable check, not item
  - Specific approved items not defined on fruit/vegetable check
- Similarities:
  - Only used for WIC approved foods
  - Must be valid (within date range)
  - Requires signature
  - Requires purchase amount box and purchase date box to be completed
  - Participant cannot pay to make up difference between what is authorized on check and what is presented at checkout

K8. Define a proxy/alternate shopper as a person authorized by the WIC participant to use WIC checks to purchase food on her/his behalf

K9. Describe the process for checking the proper proxy/alternate shopper use of WIC checks

- Participant gives proxy/alternate shopper valid WIC checks
- Participant reviews proper food selection and checkout procedures with proxy/alternate shopper
- Proxy/alternate shopper completes shopping transaction on behalf of participant
  - Cashier is not required to guarantee that person using WIC checks is authorized proxy/alternate shopper

K10. List the consequences of incorrect or mismanaged WIC transactions

- Poor customer experience
- Delays in checkout time
- Lack of payment to your store
- Possible sanctions against WIC participant
- Possible sanctions against your store

K11. Describe the rule that applies to each of the following common WIC transaction issues:

- Invalid date
  - WIC check cannot be used at this time
- Incorrect food type (not on approved foods list)
  - Food cannot be purchased with WIC check; no exceptions
- Incorrect size/weight of food
  - Replace with correct size/weight
- Attempt to return infant formula
  - Stores cannot accept or exchange formula since it is prescribed according to medical condition
- Use coupons for food items
  - Coupons can be used and applied to transaction, but amount of discount is not returned to participant
- Attempt to pay difference in approved food and non-approved food
  - Not allowed; only authorized foods can be purchased with WIC checks
- Attempt to combine use of WIC fruit/vegetable checks for single transaction
  - Not allowed; must be used in separate transactions

## SKILL

S1. Use the Nebraska WIC Approved Foods List to determine if the food items are approved for purchase with the provided WIC checks

- Read description of authorized WIC foods on WIC check
- Find section(s) of foods in Nebraska WIC Approved Foods List
- Scan section for all available options in food category – both national brands (if any) and store brands/private label
- Compare images on list to products presented by WIC participant to find product match
- Read food list for additional requirements (i.e., number of ounces)
- Review product selection for compliance with additional requirements (i.e., locate weight of product on food label)

S2. Complete the WIC purchasing transaction at checkout (for all checks except WIC fruit/vegetable checks)

- Determine if WIC check is valid for use on today's date
- Scan items, checking that each one is on approved foods list and is authorized for purchase on provided WIC check
- Find total amount of WIC items purchased
- Write today's date in "Purchase Date" box on provided check
  - Preferred format is 01/01/2010
- Write total amount of WIC items purchased in "Purchase Amount" box on provided check
- Present WIC check to participant to sign on "Authorized Signature" line
- Check that signature is complete
- Complete transaction at register (follow store procedure)
- Secure WIC check in location determined by your store

S3. Complete the WIC purchasing transaction for produce at checkout

- Identify that WIC check is for approved produce
- Identify dollar amount worth of WIC check
- Determine if WIC check is valid for use on today's date
- Scan produce items, checking that each one is on approved foods list
  - Items in produce area that are not authorized:
    - Potatoes (only sweet potatoes allowed)
    - Party trays
    - Items from salad bar
    - Herbs, spices and edible flowers/blossoms
    - Dehydrated fruits or fruit leathers/roll-ups
- Recognize running total of purchases; as total approaches/exceeds check value, notify participant and ask for preferred course of action:
  - Stop and complete purchase, returning remaining items to store or setting aside for non-WIC purchase
  - Remove scanned items and replace with preferred remaining items, returning other items to store or setting aside for non-WIC purchase
- Find total amount of eligible produce presented for purchase
- If total exceeds dollar value of WIC check, ask participant to identify items to remove from WIC transaction and either return to store or set aside to purchase in non-WIC transaction
  - After participant chooses to remove items, recalculate total purchase price until total is equal to or less than WIC check value
  - Assist participant in choosing items that utilize as much of check value as possible without exceeding limit
- Write today's date in "Purchase Date" box on provided check
  - Preferred format is 01/01/2010
- Write total amount of WIC produce purchased in "Purchase Amount" box on provided check
  - Be sure not to exceed maximum amount of check
- Present WIC check to participant to sign on "Authorized Signature" line
- Check that signature is complete
- Complete transaction at register (follow store procedure)
- Secure WIC check in location determined by your store

S4. Edit the total purchase amount if entered incorrectly

- Verify that entry error has occurred
  - Errors can only be corrected using this method at point of purchase (i.e., checkout with participant still present)
- Calculate correct total purchase amount
- Draw solid, single line through incorrectly entered total purchase amount
- Enter correct total purchase amount in "Corrections Only" space



## **ATTITUDE**

A1. Demonstrate an understanding that WIC participants cannot be stereotyped easily by age, gender, race/ethnicity or appearance

A2. Show respect and discretion to WIC participants at all times during checkout

A3. Demonstrate cooperation and patience when helping new WIC participants manage the WIC transaction at checkout

- Share tips and helpful hints
- Seek to reinforce healthy and nutritious choices
- Assure participant that transaction can be handled smoothly and with discretion

A4. Demonstrate politeness, control and understanding when confronted with WIC check errors

A5. Seek to provide solutions and solve problems for participant while maintaining rules and requirements of WIC program





# 1. Cashier Training Video Instructor's Guide

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## Set-up

- Make copies of "Cashier Training Video Worksheet" for each trainee
- Ensure DVD will play successfully in your system (audio and video)
- Arrange room so all trainees can see video and complete worksheet while watching
- Review answer key

## During the Video

- Hand out copies of "Cashier Training Video Worksheet"
- Explain directions
  - Have trainees attempt to answer worksheet questions before watching video and then use the video to correct answers, or have trainees complete the worksheet while watching the video
- Check for questions
- Pause video, if needed, to allow trainees to complete worksheet

## After the Video

- Discuss video; ask for questions
- Review correct answers (see "Cashier Training Video Worksheet Answer Key")
- Have trainees capture correct answers
- Review parts of video, if needed, to review key points



# 1. Cashier Training Video Worksheet Answer Key

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**TRUE** 1. WIC stands for women, infants and children.

**TRUE** 2. It is part of my job to help make sure WIC participants have access to healthy and nutritious foods.

**TRUE** 3. WIC participants are everyday people trying to make sure their families are getting the nutrition they need.

**FALSE** 4. WIC checks are mailed to participants on a bi-weekly basis. *(WIC participants get Approved Foods List and WIC checks from local WIC clinics.)*

**FALSE** 5. Only WIC participants can use their checks to buy WIC foods. *(WIC participants can have alternate shoppers/proxies shop for them.)*

**TRUE** 6. WIC participants have been advised to keep all WIC purchases separate to make WIC transactions easier.

**TRUE** 7. Hopefully WIC shoppers say, "I have WIC foods today" immediately to help you know that you'll have separate transactions.

**TRUE** 8. Before scanning items, ask for the WIC check.

**FALSE** 9. WIC checks never expire; you may see a check that is 10 years old. *(Look for the date to use on the WIC check and verify that today's date falls on or between the first date to use and the last date to use.)*

**TRUE** 10. You will fill in the purchase date and the amount purchased in the proper boxes on the WIC check.

**FALSE** 11. You can ring up WIC food purchases along with regular purchases – the register will sort it out. *(Ring up non-WIC foods in a separate transaction.)*

**FALSE** 12. WIC fruit and vegetable checks are like other checks – they list the specific foods that may be purchased. *(Fruit and vegetable checks have a maximum dollar value assigned to the check and are used as a voucher.)*

**TRUE** 13. WIC shoppers cannot pay the difference if their fruit and vegetable purchase exceeds the maximum value of their WIC check.

**FALSE** 14. Any vegetable can be purchased with a WIC fruit and vegetable check. *(Potatoes cannot be purchased with a WIC fruit and vegetable check, except for sweet potatoes.)*

**TRUE** 15. You can change the total purchase amount if you enter it incorrectly on the WIC check.

# 1. Cashier Training Video Worksheet

**Name:** \_\_\_\_\_

**Directions:** Determine if each statement is TRUE or FALSE. Circle your answers.

**T or F** 1. WIC stands for women, infants and children.

**T or F** 2. It is part of my job to help make sure WIC participants have access to healthy and nutritious foods.

**T or F** 3. WIC participants are everyday people trying to make sure their families are getting the nutrition they need.

**T or F** 4. WIC checks are mailed to participants on a bi-weekly basis.

**T or F** 5. Only WIC participants can use their checks to buy WIC foods.

**T or F** 6. WIC participants have been advised to keep all WIC purchases separate to make WIC transactions easier.

**T or F** 7. Hopefully WIC shoppers say, "I have WIC foods today" immediately to help you know that you'll have separate transactions.

**T or F** 8. Before scanning items, ask for the WIC check.

**T or F** 9. WIC checks never expire; you may see a check that is 10 years old.

**T or F** 10. You will fill in the purchase date and the amount purchased in the proper boxes on the WIC check.

**T or F** 11. You can ring up WIC food purchases along with regular purchases – the register will sort it out.

**T or F** 12. WIC fruit and vegetable checks are like other checks – they list the specific foods that may be purchased.

**T or F** 13. WIC shoppers cannot pay the difference if their fruit and vegetable purchase exceeds the maximum value of their WIC check.

**T or F** 14. Any vegetable can be purchased with a WIC fruit and vegetable check.

**T or F** 15. You can change the total purchase amount if you enter it incorrectly on the WIC check.





# 2a. Selection Worksheet Instructor's Guide

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## Set-up

- Make copies of "WIC Foods Selection Worksheet" for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Review answer key

## During the Activity

- Explain that the following exercise will increase awareness of whether foods are WIC approved and increase familiarity with WIC Approved Foods List
- Hand out worksheet and WIC Approved Foods List to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

## After the Activity

- Review correct answers
- Discuss errors made
  - Emphasize need to carefully read labels and compare with details in WIC Approved Foods List
  - Have trainees correct errors on worksheet
- Ask for questions about WIC foods selection
- Remind trainees to use WIC Approved Foods List located at register to answer questions about food selection

# 2a. WIC Foods Selection Worksheet Answer Key



## 2a. WIC Foods Selection Worksheet

Name: \_\_\_\_\_

### Directions

Use the WIC Approved Foods List to determine if the following foods are in the correct column. Draw arrows to move those foods that should be in the other column.

#### WIC Approved

#### Not WIC Approved

1.



Fresh cucumbers, 1 lb.



Fresh-cut melon party tray, 2.5 lbs

2.



Infant rice cereal, 8-oz. box



Low-fat milk, 1 gallon

3.



Store brand baked beans, 16-oz. can



Store brand shredded low-fat cheddar cheese, 8 oz.

4.



Canned pink salmon, 14.75-oz. can



8<sup>th</sup> Continent original soymilk, ½ gallon



# 2a. WIC Foods Selection Worksheet Answer Key



## Worksheet Answer Key, page 2 of 2

### WIC Foods Selection Worksheet, page 2 of 2

5.



Sara Lee 100% whole wheat bread, 20-oz. loaf

Honey Nut Cheerios, 20-oz. box

6.



Tree Top apple juice, 46-oz. bottle

Beechnut apples & chicken infant food, 4-oz. bottle

7.



Store brand pinto beans, 1-lb. bag

Carnation evaporated milk, 12-oz. can

8.



Fresh Express lettuce mix, 6-oz. bag

Chicken of the Sea light tuna packed in oil, 5-oz. can

9.



Dole Pineapple Juice frozen concentrate, 12-oz. can

Kraft cheese singles, 16-oz. package

10.



Extra-large eggs, 1 doz.

Premium baking potatoes, 2 lbs.





# 2a. WIC Foods Selection Worksheet

Name: \_\_\_\_\_

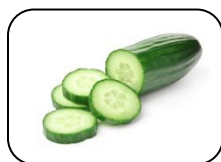
## Directions

Use the WIC Approved Foods List to determine if the following foods are in the correct column. Draw arrows to move those foods that should be in the other column.

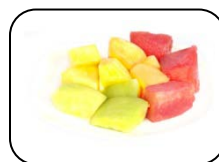
### WIC Approved

### Not WIC Approved

1.



Fresh cucumbers, 1 lb.



Fresh-cut melon party tray, 2.5 lbs

2.



Infant rice cereal, 8-oz. box



Low-fat milk, 1 gallon

3.



Store brand baked beans, 16-oz. can



Store brand shredded low-fat cheddar cheese, 8 oz.

4.



Canned pink salmon, 14.75-oz. can



8<sup>th</sup> Continent original soymilk, ½ gallon

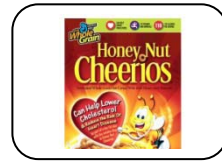


**WIC Foods Selection Worksheet, page 2 of 2**

**5.**



Sara Lee 100% whole wheat bread, 20-oz. loaf



Honey Nut Cheerios, 20-oz. box

**6.**



Tree Top apple juice, 46-oz. bottle



Beechnut apples & chicken infant food, 4-oz. bottle

**7.**



Store brand pinto beans, 1-lb. bag



Carnation evaporated milk, 12-oz. can

**8.**



Fresh Express lettuce mix, 6-oz. bag



Chicken of the Sea light tuna packed in oil, 5-oz. can

**9.**



Dole Pineapple Juice frozen concentrate, 12-oz. can



Kraft cheese singles, 16-oz. package

**10.**



Extra-large eggs, 1 doz.



Premium baking potatoes, 2 lbs.





## 2b. Flashcards Activity Instructor's Guide

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### Set-up

- Make copies of "WIC Foods Flashcard Activity" sheet for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Review answer key
- Determine if you want to lead activity or have trainees work in pairs/small groups

### During the Activity

- Explain that the following exercise will increase awareness of whether foods are WIC approved and increase familiarity with WIC Approved Foods List
- Hand out worksheet and WIC Approved Foods List to each trainee
- Read directions (using trainee worksheet as a guide) and answer questions
- Begin activity
- Assist as needed

### After the Activity

- Review correct and incorrect answers
- Discuss errors made
  - Emphasize need to carefully read labels and compare with details in WIC Approved Foods List
  - Have trainees correct errors on worksheet
- Ask for questions about WIC foods selection
- Remind trainees to use WIC Approved Foods List located at register to answer questions about food selection



## 2b. Flashcards Activity

# Answer Key

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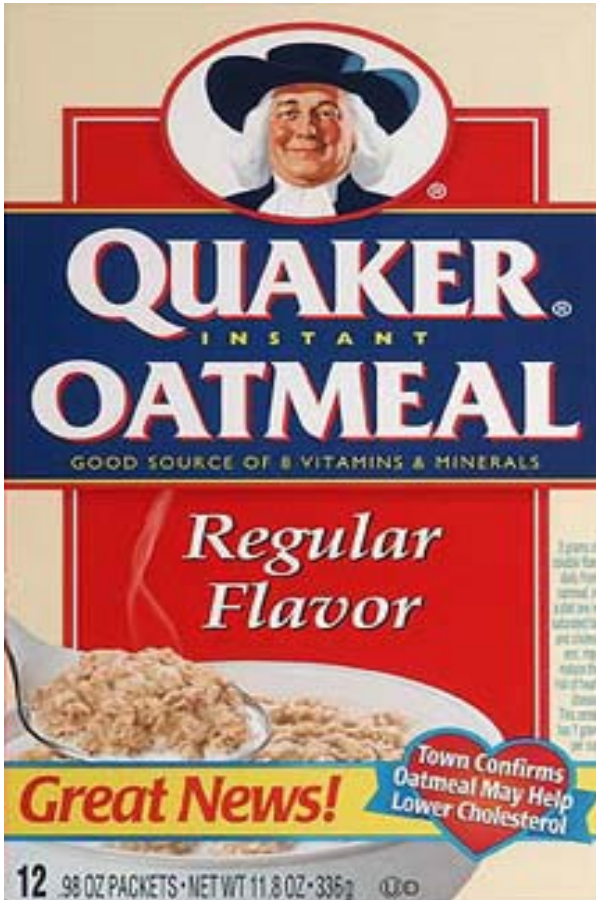
- Kellogg's Frosted Mini-Wheats – Bite Size, 18 oz. **YES**
- Quaker Instant Oatmeal – Regular Flavor, 11.8 oz. **NO**
- Tree Top 100% Apple Juice, 64-oz. bottle **YES**
- Healthy Choice 7-Grain Bread, 20-oz. loaf **NO**
- Uncle Ben's Instant Brown Rice, 14-oz. box **YES**
- Store Brand Evaporated Milk, 12-oz. can **YES**
- Bush Black Beans, 16-oz. can **YES**
- Chicken of the Sea Pink Salmon – Oil-Packed, 14.75-oz. can **YES**
- StarKist Albacore Tuna in Water, 6-oz. can **NO**
- Jif Creamy Peanut Butter, 18-oz. container **NO**
- Silk Soymilk Beverage, ½ gallon **NO**
- Cabot Monterey Jack Cheese, 8 oz. **NO**
- Eggland's Best Grade A Extra Large Eggs, 1 dozen **NO**
- Fresh Sweet Corn, 6 ears **YES**
- Fresh Ginger Root, 4 oz. **YES**
- Fresh Red Potatoes, 10-lb. bag **NO**
- Fresh Honeydew Melon – Wrapped, ½ melon **YES**
- Dried Banana Chips, 8-oz. bag **NO**
- Store Brand Skim Milk, 1 gallon **YES**
- Gerber Peas Infant Food, 4-oz. jar **YES**
- Nature's Goodness Chicken Infant Meat, 2.5-oz. jar **YES**
- Gerber Cereal Blend with Apples and Bananas, 6-oz. jar **NO**
- Post Grape Nuts Cereal, 24-oz. box **YES**
- Old Orchard 100% Grape Juice, 12-oz. frozen juice concentrate **YES**

# Kellogg's Frosted Mini-Wheats - Bite Size, 18 oz.



## WIC Approved?

# Quaker Instant Oatmeal - Regular Flavor, 11.8 oz.



## WIC Approved?

# Tree Top 100% Apple Juice, 64-oz. bottle



## WIC Approved?

# Healthy Choice 7-Grain Bread, 20-oz. loaf



## WIC Approved?



# Uncle Ben's Instant Brown Rice, 14-oz. box



## WIC Approved?

**Store Brand Evaporated Milk,  
12-oz. can**



**WIC Approved?**

# Bush Black Beans, 16-oz. can



## WIC Approved?

**Chicken of the Sea Pink Salmon -  
Oil-Packed, 14.75-oz. can**



**WIC Approved?**

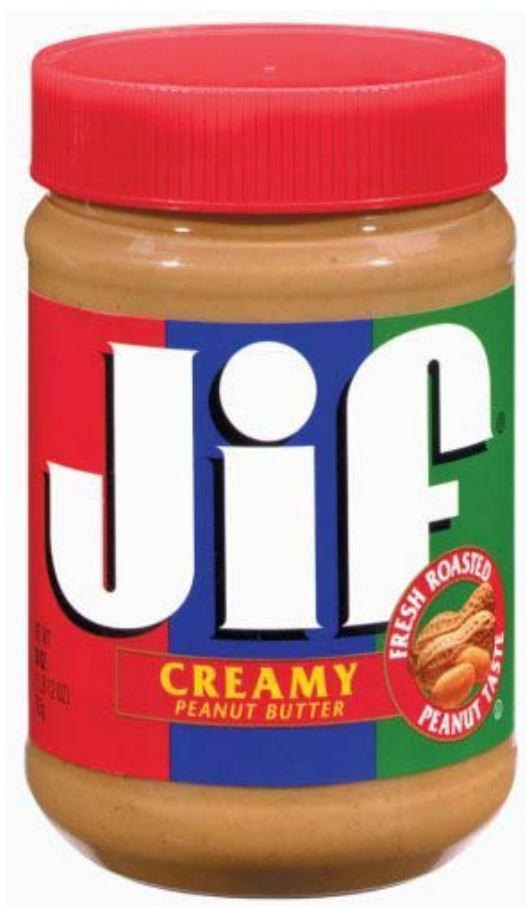
**StarKist Albacore Tuna in Water,  
6-oz. can**



**WIC Approved?**

**Jif Creamy Peanut Butter,**

**18-oz. container**



**WIC Approved?**

# Silk Soymilk Beverage, $\frac{1}{2}$ gallon



**WIC Approved?**

# Cabot Monterey Jack Cheese, 8 oz.



## WIC Approved?



# Eggland's Best Grade A Extra Large Eggs, 1 dozen



## WIC Approved?

## Fresh Sweet Corn, 6 ears



**WIC Approved?**

## Fresh Ginger Root, 4 oz.



**WIC Approved?**

**Fresh Red Potatoes,  
10-lb. bag**



**WIC Approved?**

**Fresh Honeydew Melon -  
Wrapped, ½ melon**



**WIC Approved?**

## **Dried Banana Chips, 8-oz. bag**



**WIC Approved?**

# Store Brand Skim Milk, 1 gallon



**WIC Approved?**

# Gerber Peas Infant Food, 4-oz. jar



## WIC Approved?



# Nature's Goodness Chicken Infant Meat, 2.5-oz. jar



**WIC Approved?**

# Gerber Cereal Blend with Apples and Bananas, 6-oz. jar



**WIC Approved?**

# Post Grape Nuts Cereal, 24-oz. box



## WIC Approved?

# Old Orchard 100% Grape Juice, 12-oz. frozen juice concentrate



## WIC Approved?

# 2b. WIC Foods Flashcards Activity

Name: \_\_\_\_\_

## Directions

If led by your instructor:

- Locate a copy of the Nebraska WIC Approved Foods List.
- Become familiar with the sections of the booklet and identify how to find specific information about food items.
- When your instructor holds up a flashcard with a food item and description, use your WIC Approved Foods List to determine whether the food is WIC approved. Be ready to share your answer.
- If your answer was incorrect, write down the reason the product is not WIC approved on this worksheet.

If working in pairs or small groups:

- Locate a copy of the Nebraska WIC Approved Foods List.
- Become familiar with the sections of the booklet and identify how to find specific information about food items.
- Have each person take a turn showing a flashcard with a food item and description.
- Use your WIC Approved Foods List to determine whether the food is WIC approved. Be ready to share your answer.
- Discuss as a group until you agree on the answer. If uncertain about the correct answer, ask your instructor for assistance.
- If your answer was incorrect, write down the reason the product is not WIC approved on this worksheet.

## Reminders about why food items are not approved:





## 2c. In-Store Exercise Instructor's Guide

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### Set-up

- Choose one of the four sample WIC checks for exercise
  - Recommendation: Have trainee complete shopping with one check at a time
- Make needed copies of sample check for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Determine time frame and other conditions for exercise

### During the Activity

- Explain that the following exercise will increase awareness of whether foods are WIC approved and increase familiarity with WIC Approved Foods List
- Hand out sample check and WIC Approved Foods List to each trainee
- Give directions and time frame for exercise
- Begin activity
- Assist as needed

### After the Activity

- Review correct and incorrect food selections
- Discuss errors made
  - Emphasize need to carefully read labels and compare with details in WIC Approved Foods List
  - Have trainees replace non-approved foods with approved foods
- Ask for questions about WIC foods selection
- Remind trainees to use WIC Approved Foods List located at register to answer questions about food selection

# 2c. WIC Foods In-Store Exercise

## Directions

Using the Nebraska WIC Approved Foods List as your guide, shop for the items identified on the following sample WIC check. Bring the items to the location identified by your instructor.

Sample WIC Check #1

PARTICIPANT ID <b>654321</b>	PARTICIPANT NAME <b>TAYLOR, JALANI</b>	AGENCY/CLINIC <b>000/00</b>	FIRST DATE TO USE <b>OCT 5, 2009</b>
NEBRASKA WIC PROGRAM 301 CENTENNIAL MALL, SO. LINCOLN, NE 68509		NE WIC USE ONLY	PURCHASE DATE / /
SOLUTIONARY SECURITY STATE BANK HOWARD LAKE, MN 55349 75-1248/919 ACCT # 804 807		NO. <b>12345678</b>	LAST DATE TO USE <b>NOV 4, 2009</b>
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY		FTYPE	PAY TO THE ORDER OF:
1 BOT 64 oz Juice		TOD	
36 OZ (OR LESS) Cereal		PURCHASE AMOUNT	
1 LB Whole Wheat Brd OR 14-16 oz Brown Rice		CORRECTION ONLY	
2 GAL Whole Milk		DOLLARS	
1 DOZ Medium OR Large Eggs		CENTS	
****	****	\$	
****	****		
****	****		
****	****		
****	****		
****	****		
****	****		
****	****		
		NOT PAYABLE WITHOUT VENDOR ID STAMP	
		AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)	
		MP	
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE			



# 2c. WIC Foods In-Store Exercise

## Directions

Using the Nebraska WIC Approved Foods List as your guide, shop for the items identified on the following sample WIC check. Bring the items to the location identified by your instructor.

Sample WIC Check #2

PARTICIPANT ID: <b>654 321</b>	PARTICIPANT NAME: <b>TAYLOR, JALANI</b>	AGENCY/CLINIC: <b>000/00</b>	NO. <b>12345678</b>	FIRST DATE TO USE: <b>OCT 5, 2009</b>
NEBRASKA WIC PROGRAM 301 CENTENNIAL MALL SQ LINCOLN, NE 68509		NE WIC USE ONLY	12345678	PURCHASE DATE: / /
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY		TYPE EMA	PURCHASE AMOUNT	LAST DATE TO USE: <b>NOV 4, 2009</b>
<b>3 CAN 11.5 - 12 oz Juice</b> <b>36 OZ (OR LESS) Cereal</b> <b>1 180Z Peanut Btr OR Beans-4 Cans OR 1 lb Dry</b> <b>2 GAL 2%, 1%, AND/OR Skim Milk</b> <b>1 DOZ Medium OR Large Eggs</b> ***** ***** ***** *****		DOLLARS	CENTS	PAID TO THE ORDER OF:
<b>*****</b> <b>*****</b> <b>*****</b> <b>*****</b>		\$		NOT PAYABLE WITHOUT VENDOR ID STAMP
<b>*****</b> <b>*****</b> <b>*****</b> <b>*****</b>		AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)		AP
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE				





# 2c. WIC Foods In-Store Exercise

## Directions

Using the Nebraska WIC Approved Foods List as your guide, shop for the items identified on the following sample WIC check. Bring the items to the location identified by your instructor.

Sample WIC Check #3

PARTICIPANT ID: <b>654321</b>	PARTICIPANT NAME: <b>TAYLOR, JALANI</b>	AGENCY/CLINIC: <b>000/00</b>	FIRST DATE TO USE: <b>OCT 5, 2009</b>
NEBRASKA WIC PROGRAM 301 CENTENNIAL MALL SQ LINCOLN, NE 68599		NE WIC USE ONLY	PURCHASE DATE: / /
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY		NO. <b>12345678</b>	LAST DATE TO USE: <b>NOV 4, 2009</b>
16 JAR Baby Food Fruit AND/OR Vegetable 4 oz 2 BOX Infant Cereal WITHOUT Fruit 8 oz		DEE	PAY TO THE ORDER OF:
***** ***** ***** ***** ***** ***** *****		PURCHASE AMOUNT CORRECTION ONLY	
		DOLLARS	
		CENTS	
		\$	
		NOT PAYABLE WITHOUT VENDOR ID STAMP	
		AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)	
		MP	
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE			



# 2c. WIC Foods In-Store Exercise

## Directions

Using the Nebraska WIC Approved Foods List as your guide, shop for the items identified on the following sample WIC check. Bring the items to the location identified by your instructor.

Sample WIC Check #4

<b>WIC</b> NEBRASKA PROGRAM 301 CENTENNIAL MALL SQ. LINCOLN, NE 68509	PARTICIPANT ID <b>654321</b>	PARTICIPANT NAME <b>TAYLOR, JALANI</b>	AGENCY/CLINIC NO. <b>000/00</b>	FIRST DATE TO USE <b>OCT 5, 2009</b>
	NEBRASKA WIC PROGRAM 301 CENTENNIAL MALL SQ. LINCOLN, NE 68509	SOLUTRA SECURITY STATE BANK HOWARD LAKE, MN 55349 75-1248/919 ACCT # 804 607	NE WIC USE ONLY	PURCHASE DATE / /
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY <b>Fresh Fruits AND/OR Fresh Vegetables</b> <b>Maximum Amount \$6.00</b>		FTYPE <b>F06</b>	PURCHASE AMOUNT CORRECTION ONLY	PAY TO THE ORDER OF
*** *** *** *** *** *** ***	*** *** *** *** *** *** ***	*** *** *** *** *** *** ***	DOLLARS <b>\$</b>	NOT PAYABLE WITHOUT VENDOR ID STAMP
		AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)		MP
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE				





# 3a. Evaluation Worksheet Instructor's Guide

---



## Set-up

- Make copies of "Shopping Cart Evaluation Worksheet" for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Review answer key

## During the Activity

- Explain that the following exercise will help them learn how to evaluate items presented with WIC check
- Hand out worksheet and WIC Approved Foods List to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

## After the Activity

- Review correct answers
- Discuss errors made
  - Review need to check approval of foods
  - Emphasize requirement to compare items presented to listing of what is authorized on WIC check
  - Have trainees correct errors on worksheet
- Ask for questions about reviewing items presented in WIC shopping cart



# 3a. Evaluation Worksheet Answer Key



## 3a. Shopping Cart Evaluation Worksheet

Name: \_\_\_\_\_

### Directions

Review the section of a sample WIC check shown on the left side of the page and compare that to the items presented in the shopping cart on the right side of the page.

- If a presented item is acceptable, draw a ✓ beside the item.
  - If a presented item (or combination of items) is not acceptable, draw a ★ beside the item(s).
- Be ready to discuss your responses.

### WIC Check Presented

1. 

1	BOT 64 oz Juice
1	LB Whole Wheat Brd OR 14-16 oz Brown Rice
1	18OZ Peanut Btr OR Beans-4 Cans OR 1 lb Dry
2	GAL 2%, 1%, AND/OR Skim Milk
1	LB (OR LESS) Cheese
****	*** *****
****	*** *****
****	*** *****
****	*** *****

### Items in Shopping Cart

- Pepperidge Farm 100% Whole Wheat bread, 24-oz. ★
- Our Family White Grape Juice, 64-oz. bottle ✓
- Store brand 1% milk, 1 gallon ✓
- Store brand skim milk, 1 gallon ✓
- Store brand cheese sticks, 12-oz. ★
- 4 – Bush Pinto Beans, 14-oz. can ✓

Comments on this WIC shopping cart:

**Bread – 24-oz. loaf of Pepperidge Farm is not approved**

**Cheese sticks not allowed**





# 3a. Evaluation Worksheet Answer Key



## Worksheet Answer Key, page 2 of 2

### WIC Check Presented

2.

```

1 BOT 64 oz Juice
36 OZ (OR LESS) Cereal
1 LB Whole Wheat Brd OR 14-16 oz Brown Rice
2 GAL 2%, 1%, AND/OR Skim Milk
1 DOZ Medium OR Large Eggs
**** *
**** *
**** *
**** *
**** *

```

### Items in Shopping Cart

- Store brand large eggs, 1 dozen ✓
- Store brand whole milk, 1 gallon ★
- Store brand, 2% milk, 1 gallon ✓
- Uncle Ben's Instant Whole Grain Brown Rice, 14-oz. ✓
- Kellogg's Corn Flakes, 24-oz. ✓ ★
- Best Choice Happy Os, 18-oz. ✓

Comments on this WIC shopping cart:

- Whole milk not allowed
- Too much total cereal; one box okay, but not both

### WIC Check Presented

3.

```

16 JAR Baby Food Fruit AND/OR Vegetable 4 oz
2 BOX Infant Cereal WITHOUT Fruit 8 oz
**** *
**** *
**** *
**** *
**** *
**** *
**** *
**** *

```

### Items in Shopping Cart

- 4 jars – Nature's Goodness squash, 4-oz. ✓
- 4 jars – Beechnut pears, 4-oz ✓
- 4 packs – Beechnut applesauce, 2 3.5-oz. ★
- 4 jars – Hy-Vee broccoli w/ cheese, 4-oz. ★
- 2 boxes – Gerber cereal rice with apples, 8-oz. ★

Comments on this WIC shopping cart:

- Applesauce not allowed and only 4oz jars approved
- No cheese or other additions – only fruits and/or vegetables
- No fruit in the cereal



# 3a. Shopping Cart Evaluation Worksheet

Name: \_\_\_\_\_

## Directions

Review the section of a sample WIC check shown on the left side of the page and compare that to the items presented in the shopping cart on the right side of the page.

- If a presented item is acceptable, draw a ✓ beside the item.
- If a presented item (or combination of items) is not acceptable, draw a ★ beside the item(s).

Be ready to discuss your responses.

### WIC Check Presented

1.

```
1 BOT 64 oz Juice
1 LB Whole Wheat Brd OR 14-16 oz Brown Rice
1 18OZ Peanut Btr OR Beans-4 Cans OR 1 lb Dry
2 GAL 2%, 1%, AND/OR Skim Milk
1 LB (OR LESS) Cheese
**** *** *****
**** *** *****
**** *** *****
**** *** *****
```

### Items in Shopping Cart

Pepperidge Farm 100% Whole  
Wheat bread, 24-oz.

Our Family White Grape Juice, 64-oz. bottle

Store brand 1% milk, 1 gallon  
Store brand skim milk, 1 gallon

Store brand cheese sticks, 12-oz.

4 – Bush Pinto Beans, 14-oz. can

Comments on this WIC shopping cart:



## WIC Check Presented

2.

```
1 BOT 64 oz Juice
36 OZ (OR LESS) Cereal
1 LB Whole Wheat Brd OR 14-16 oz Brown Rice
2 GAL 2%, 1%, AND/OR Skim Milk
1 DOZ Medium OR Large Eggs
**** ** *****
**** ** *****
**** ** *****
**** ** *****
```

Comments on this WIC shopping cart:

## Items in Shopping Cart



Store brand large eggs, 1 dozen

Store brand whole milk, 1 gallon  
Store brand, 2% milk, 1 gallon

Uncle Ben's Instant Whole Grain  
Brown Rice, 14-oz.

Kellogg's Corn Flakes, 24-oz.  
Best Choice Happy Os, 18-oz.

## WIC Check Presented

3.

```
16 JAR Baby Food Fruit AND/OR Vegetable 4 oz
2 BOX Infant Cereal WITHOUT Fruit 8 oz
**** ** *****
**** ** *****
**** ** *****
**** ** *****
**** ** *****
**** ** *****
**** ** *****
```

Comments on this WIC shopping cart:

## Items in Shopping Cart



4 jars – Nature's Goodness squash, 4-oz.

4 jars – Beechnut pears, 4-oz

4 packs – Beechnut applesauce, 2 3.5-oz.

4 jars – Hy-Vee broccoli w/ cheese, 4-oz.

2 boxes – Gerber cereal rice with apples, 8-oz.





## 3b. Flashcards Activity Instructor's Guide

---



### Set-up

- Make copies of "Shopping Cart Flashcards Activity" for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Have food flashcards (from 2b training activity) ready
- Identify groups of flashcards that relate to items presented on each sample check
  - Recommendation: Have at least two products that are either not approved foods or are not authorized by sample check

### During the Activity

- Explain that the following exercise will help them learn how to evaluate items presented with WIC check
- Hand out worksheet and WIC Approved Foods List to each trainee
- Read directions and answer questions
- Present first grouping of food flashcards for sample WIC check #1
- Give trainees time to finish evaluation of items
- Discuss results and answer questions
- Repeat with sample checks #2 and #3

### After the Activity

- Review common mistakes and challenges when evaluating foods presented in WIC shopping cart:
  - Approved foods
  - Total amounts of cereal
  - Amount on fruit and vegetable check
- Ask for questions about reviewing items presented in WIC shopping cart



# 3b. Shopping Cart Flashcards Activity - #1

Name: \_\_\_\_\_

## Directions

Review the sample WIC check #1 shown on this page. When presented with the collection of flashcards, determine which items are/are not authorized and approved.

<b>NEBRASKA WIC PROGRAM</b> 301 CENTENNIAL MALL, SO LINCOLN, NE 68509		<b>PARTICIPANT NAME</b> <b>TAYLOR, JALANI</b>		<b>AGENCY/CLINIC</b> 000/00	
<b>NEBRASKA WIC PROGRAM</b> SECURITY STATE BANK HOWARD LAKE, MN 55349 75-12483919 ACCT # 804 637		<b>NO. 12345678</b>		<b>FIRST DATE TO USE</b> OCT 5, 2009	
<b>FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY</b> 1 BOT 64 oz Juice 36 OZ (OR LESS) Cereal 1 LB Whole Wheat Bkd OR 14-16 oz Brown Rice 2 GAL Whole Milk 1 DOZ Medium OR Large Eggs ***** ***** ***** *****		<b>PURCHASE AMOUNT</b> 12345678		<b>LAST DATE TO USE</b> NOV 4, 2009	
<b>NE WIC USE ONLY</b>		<b>TYPE</b> TOD		<b>BUY TO THE ORDER OF:</b>	
<b>NEBRASKA WIC PROGRAM</b> 301 CENTENNIAL MALL, SO LINCOLN, NE 68509		<b>DESCRIPTION ONLY</b> DOLLARS CENTS \$		<b>NOT PAYABLE WITHOUT VENDOR ID STAMP</b>	
<b>NEBRASKA WIC PROGRAM</b> 301 CENTENNIAL MALL, SO LINCOLN, NE 68509		<b>AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)</b>		<b>MP</b>	
<b>VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE</b>					

Items authorized and approved:

Items not authorized or approved:



# 3b. Shopping Cart Flashcards Activity - #2

Name: \_\_\_\_\_

### Directions

Review the sample WIC check #2 shown on this page. When presented with the collection of flashcards, determine which items are/are not authorized and approved.

PARTICIPANT ID <b>654321</b>	PARTICIPANT NAME <b>TAYLOR, JALANI</b>	AGENCY/CLINIC NO. <b>000/00</b>	FIRST DATE TO USE <b>OCT 5, 2009</b>
NEBRASKA WIC PROGRAM 391 CENTENNIAL MALL, SO LINCOLN, NE 68509		NE WIC USE ONLY SOLUTRA SECURITY STATE BANK HOWARD LAKE, MN 55349 75-1248919 ACCT # 804 807	PURCHASE DATE / /
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY 1 BOT 64 oz Juice 1 LB Whole Wheat Brd OR 14-16 oz Brown Rice 1 18OZ Peanut Btr OR Beans-4 Cans OR 1 lb Dry 2 GAL 2%, 1%, AND/OR Skim Milk 1 LB (OR LESS) Cheese ***** ***** ***** *****		FIVE NO. <b>12345678</b> CAS PURCHASE AMOUNT CORRECTION ONLY DOLLARS CENTS \$	LAST DATE TO USE <b>NOV 4, 2009</b> TRY TO THE ORDER OF:
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE			NOT PAYABLE WITHOUT VENDOR ID STAMP AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER) _____ MP

Items authorized and approved:

Items not authorized or approved:



# 3b. Shopping Cart Flashcards Activity - #3

Name: \_\_\_\_\_

## Directions

Review the sample WIC check #3 shown on this page. When presented with the collection of flashcards, determine which items are/are not authorized and approved.

PARTICIPANT ID <b>654321</b>	PARTICIPANT NAME <b>TAYLOR, JALANI</b>	AGENCY/CLINIC <b>000/00</b>	FIRST DATE TO USE <b>OCT 5, 2009</b>
NEBRASKA WIC PROGRAM 391 CENTENNIAL WALL SQ LINCOLN, NE 68509		NE WIC USE ONLY	PURCHASE DATE / /
SOLUTRA SECURITY STATE BANK HOWARD LAKE, MN 55349 75-1248/919 ACCT # 804 607		EMVA	LAST DATE TO USE <b>NOV 4, 2009</b>
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY		PURCHASE AMOUNT	PAY TO THE ORDER OF
<b>3 CAN 11.5 - 12 oz Juice</b> <b>36 OZ (OR LESS) Cereal</b> <b>1 18OZ Peanut Btr OR Beans-4 Cans OR 1 lb Dry</b> <b>2 GAL 2%, 1%, AND/OR Skim Milk</b> <b>1 DOZ Medium OR Large Eggs</b> ***** ***** ***** *****		CORRECTION ONLY	
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE		DOLLARS	
		CENTS	
		\$	
		AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)	
		NOT PAYABLE WITHOUT VENDOR ID STAMP	

Items authorized and approved:

Items not authorized or approved:





## 3c. In-Store Exercise Instructor's Guide

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### Set-up

- Choose one of the three sample WIC checks for exercise
  - Recommendation: Have trainee complete shopping cart review with one check at a time
- Make needed copies of sample check for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Determine time frame and other conditions for exercise
- Collect foods in shopping carts that relate to items presented on each sample check
  - Recommendation: Have at least two products that are either not approved foods or are not authorized by sample check

### During the Activity

- Explain that the following exercise will help them learn how to evaluate items presented with WIC check
- Hand out sample check and WIC Approved Foods List to each trainee
- Bring forward each shopping cart of items for trainee review
- Begin activity
- Assist as needed

### After the Activity

- Review correct and incorrect food selections
- Discuss errors made
  - Emphasize need to carefully read labels and compare with details in WIC Approved Foods List
  - Have trainees replace non-approved foods with approved foods
- Ask for questions about WIC foods selection
- Remind trainees to use WIC Approved Foods List located at register to answer questions about food selection

# 3c. Shopping Cart In-Store Exercise - #1

Name: \_\_\_\_\_

## Directions

Review the sample WIC check #1 shown on this page. When presented with a shopping cart full of items, determine which are/are not authorized and approved.

PARTICIPANT ID: <b>654321</b>	PARTICIPANT NAME: <b>TAYLOR, JALANI</b>	AGENCY/CLINIC: <b>000/00</b>	NO. <b>12345678</b>	FIRST DATE TO USE: <b>OCT 5, 2009</b>
NEBRASKA WIC PROGRAM 301 CENTENNIAL MALL, SO. LINCOLN, NE 68509		NE WIC USE ONLY	12345678	PURCHASE DATE: / /
SOLUTIONARY SECURITY STATE BANK HOWARD LANE, WY 68540 76-1248/019 ACCT. # 804-607				LAST DATE TO USE: <b>NOV 4, 2009</b>
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY				EXP. TO THE ORDER OF:
<b>3 CAN 11.5 - 12 oz Juice</b> <b>36 OZ (OR LESS) Cereal</b> <b>1 180Z Peanut Btr OR Beans-4 Cans OR 1 lb Dry</b> <b>2 GAL 2%, 1%, AND/OR Skim Milk</b> <b>1 DOZ Medium OR Large Eggs</b> ***** ***** ***** *****		E/M/A PURCHASE AMOUNT DOLLARS CENTS \$		
NEBRASKA WIC		AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)		
NEBRASKA WIC		NOT PAYABLE WITHOUT VENDOR ID STAMP		
NEBRASKA WIC		VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE		

Items authorized and approved:

Items not authorized or approved:



# 3c. Shopping Cart In-Store Exercise - #2

Name: \_\_\_\_\_

### Directions

Review the sample WIC check #2 shown on this page. When presented with a shopping cart full of items, determine which are/are not authorized and approved.

PARTICIPANT ID: <b>654321</b>	PARTICIPANT NAME: <b>TAYLOR, JALANI</b>	AGENCY/CLINIC: <b>000/00</b>	NO. <b>12345678</b>	FIRST DATE TO USE: <b>OCT 5, 2009</b>
NEBRASKA WIC PROGRAM 301 CENTENNIAL MALL SQ. LINCOLN, NE 68509		NE WIC USE ONLY	PURCHASE DATE: <b>12345678</b>	PURCHASE DATE: / /
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY		TYPE: <b>DEE</b>	DOLLARS: \$	LAST DATE TO USE: <b>NOV 4, 2009</b>
<b>16 JAR Baby Food Fruit AND/OR Vegetable 4 oz</b> <b>2 BOX Infant Cereal WITHOUT Fruit 8 oz</b> ***** ***** ***** ***** ***** ***** ***** ***** *****		FRY TO THE ORDER OF:	NOT PAYABLE WITHOUT VENDOR ID STAMP	
NEBRASKA WIC PROGRAM SECURITY STATE BANK HOWARD LAKE, MN 55349 75-1245/919 ACCT # 804 607		PURCHASE AMOUNT CORRECTION ONLY DOLLARS CENTS	AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER) _____	
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE		MP		

Items authorized and approved:

Items not authorized or approved:



# 3c. Shopping Cart In-Store Exercise - #3

Name: \_\_\_\_\_

### Directions

Review the sample WIC check #3 shown on this page. When presented with a shopping cart full of items, determine which are/are not authorized and approved.

PARTICIPANT ID: <b>654321</b>	PARTICIPANT NAME: <b>TAYLOR, JALANI</b>	AGENCY/CLINIC NO: <b>000/00</b>	FIRST DATE TO USE: <b>OCT 5, 2009</b>
	NEBRASKA WIC PROGRAM 301 CENTENNIAL MALL, SO. LINCOLN, NE 68599	NE WIC USE ONLY	PURCHASE DATE: / /
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY		ITEM TYPE	LAST DATE TO USE: <b>NOV 4, 2009</b>
1 BOT 64 oz Juice 36 OZ (OR LESS) Cereal 1 LB Whole Wheat Brd OR 14-16 oz Brown Rice 2 GAL Whole Milk 1 DOZ Medium OR Large Eggs ***** ***** ***** *****		TOD	FRY TO THE ORDER OF:
***** ***** ***** *****		PURCHASE AMOUNT CORRECTION ONLY	NOTARY ABLE WITHOUT VENDOR ID STAMP
		DOLLARS	AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)
		CENTS	
		\$	
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE			

Items authorized and approved:

Items not authorized or approved:





# 4a. Calculation Worksheet Instructor's Guide

---



## Set-up

- Make copies of "Fruit and Vegetable Calculation Worksheet" for each trainee
- Secure handheld calculators for each trainee (optional)
- Review answer key

## During the Activity

- Explain that the following exercise will help them practice calculation skills so they can be useful in assisting and coaching WIC customer using WIC fruit and vegetable check
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

## After the Activity

- Review correct answers
- Have trainees add other correct options to offer for each exercise
  - Emphasize need to monitor amount of purchase on WIC fruit and vegetable check
  - Emphasize need for patience and assistance in helping WIC customers learn how to select amount of produce for maximum value on WIC check
- Ask for questions about WIC fruit and vegetable checks
- Remind trainees about which items from produce department are NOT approved for use with WIC fruit and vegetable check





# 4a. Fruit and Vegetable Calculation Worksheet

## Answer Key



### Practice Exercise 1

WIC fruit and vegetable check maximum cash value      \$8.00

Items you have already scanned:

1-lb. bag of baby cut carrots	\$1.39
2 lbs. of fresh green beans	\$3.38
4 lbs. of bananas	\$2.96

SUBTOTAL      \$7.73

Items remaining on checkout:

2 navel oranges, \$.69/ea.

1. Can the WIC customer purchase the remaining items with the value of the WIC check provided?

YES

**NO**

2. If the answer is no, what are two options you could provide to the customer?

- **Return the oranges to the store.**
- **Pay for the oranges in a separate transaction.**
- **Return one of the items (or portions of an item) already scanned.**



# 4a. Fruit and Vegetable Calculation Worksheet

## Answer Key



### Practice Exercise 2

WIC fruit and vegetable check maximum cash value      \$6.00

Items you have already scanned:

1 9-oz. bag of hearts of romaine lettuce	\$1.69
1 package of sweet grape tomatoes	\$1.29
1 whole cantaloupe	\$1.45

SUBTOTAL      \$4.43

Items remaining on checkout:

1.2 lbs. of plums, \$1.29/lb.

1. Can the WIC customer purchase the remaining items with the value of the WIC check provided?

**YES**

NO

2. If the answer is no, what are two options you could provide to the customer?

**N/A**

### Practice Exercise 3

WIC fruit and vegetable check maximum cash value      \$10.00

Items you have already scanned:

3-lb. bag of mixed apples and oranges	\$3.99
1 head of iceberg lettuce	\$1.21

SUBTOTAL      \$5.20

Items remaining on checkout:

1 container of organic strawberries, \$5.98/ea.  
12 ears of fresh sweet corn, \$.30/ea.

1. Can the WIC customer purchase the remaining items with the value of the WIC check provided?

YES

**NO**

2. If the answer is no, what are two options you could provide to the customer?

- **Purchase the sweet corn and return the strawberries to the store.**
- **Purchase the strawberries in a separate transaction.**
- **Return one of the items already scanned.**
- **Suggest replacing the organic strawberries with lower-priced, conventional strawberries.**

# 4a. Fruit and Vegetable Calculation Worksheet

Name: \_\_\_\_\_

## Directions

Read each of the WIC transactions dealing with WIC fruit and vegetable checks. Each practice exercise will help you practice calculation skills so you can best assist and coach the WIC customer.

### Practice Exercise 1

WIC fruit and vegetable check maximum cash value      \$8.00

Items you have already scanned:

1-lb. bag of baby cut carrots      \$1.39

2 lbs. of fresh green beans      \$3.38

4 lbs. of bananas      \$2.96

SUBTOTAL      \$7.73

Items remaining on checkout:

2 navel oranges, \$.69/ea.

1. Can the WIC customer purchase the remaining items with the value of the WIC check provided?

YES

NO

2. If the answer is no, what are two options you could provide to the customer?



## Practice Exercise 2

WIC fruit and vegetable check maximum cash value      \$6.00

Items you have already scanned:

1 9-oz. bag of hearts of romaine lettuce	\$1.69
1 package of sweet grape tomatoes	\$1.29
1 whole cantaloupe	\$1.45

SUBTOTAL      \$4.43

Items remaining on checkout:

1.2 lbs. of plums, \$1.29/lb.

1. Can the WIC customer purchase the remaining items with the value of the WIC check provided?

YES                  NO

2. If the answer is no, what are two options you could provide to the customer?

## Practice Exercise 3

WIC fruit and vegetable check maximum cash value      \$10.00

Items you have already scanned:

3-lb. bag of mixed apples and oranges	\$3.99
1 head of iceberg lettuce	\$1.21

SUBTOTAL      \$5.20

Items remaining on checkout:

1 container of organic strawberries, \$5.98/ea.  
12 ears of fresh sweet corn, \$.30/ea.

1. Can the WIC customer purchase the remaining items with the value of the WIC check provided?

YES                  NO

2. If the answer is no, what are two options you could provide to the customer?





## 4b. Rehearsal at Checkout Instructor's Guide

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### Set-up

- Determine time and location for rehearsal activity
- Prepare compilations of fruits and vegetables to present to trainee at checkout
  - Determine maximum value for each transaction
  - See "Fruit and Vegetable Calculation Worksheet" (from 4a training activity) for ideas
  - Create three or four compilations with at least one where WIC check will cover all produce presented
- Prepare your responses to trainees' suggestions for appropriate reactions to situation

### During the Activity

- Explain that the following rehearsal will help them practice calculation skills so they can be useful in assisting and coaching WIC customer using WIC fruit and vegetable check
- Begin activity
  - Tell trainee maximum amount of first WIC fruit and vegetable check
  - Present your prepared purchase of fruits and vegetables
  - As subtotal approaches total amount, pause scanning
  - Ask trainee to calculate remaining value
  - Have trainee review remaining items for checkout
  - Ask trainee whether remaining value will likely cover cost of remaining items
    - If not, ask trainee what two options could be given WIC customer in this situation
  - Discuss response and offer additional suggestions
- Repeat process, as necessary

### After the Activity

- Ask for questions about WIC fruit and vegetable checks
- Remind trainees about which items from produce department are NOT approved for use with WIC fruit and vegetable check

**NOTE:** There is no trainee activity sheet to accompany this training activity (4b). The instructor will provide all necessary materials and directions.



# 5a. Mnemonic Worksheet Instructor's Guide

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## Set-up

- Make copies of “Transaction Process Mnemonic Worksheet” for each trainee
- Review worksheet and be prepared to assist trainees

## During the Activity

- Explain that the following exercise will help them create a mnemonic – or saying – that will help them remember steps in transacting WIC check
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

## After the Activity

- Review answers by having trainees share mnemonic sayings
  - Emphasize need to remember these steps:
    - Ensures successful experience for WIC customer
    - Ensures successful check processing for store
- Ask for questions about steps in WIC transaction process

**NOTE:** There is no answer key to accompany this training activity (5a). Answers will vary by trainee. Use your professional judgment as to the appropriateness and usefulness of “good” answers.

# 5a. Transaction Process Mnemonic Worksheet

Name: \_\_\_\_\_

## Directions

Follow the steps to help you create a mnemonic – or saying – that will help you remember the sequence of steps when transacting a WIC check.

### Step 1 – Read This

Do you remember the saying “My Dear Aunt Sally” to recall the sequence of math operations (multiplication/division then addition/subtraction)? Such sayings are called mnemonics (nuh-mon’-icks), and they are useful in helping people remember steps in a process.

The steps of transacting a WIC check are really important to remember, and creating your own mnemonic will help.

### Step 2 – Look at This

Below is a summary of the steps for transacting a WIC check. In each step, the “trigger” word has been identified. The trigger word is one word that can remind you of what you need to do in that step.

1. Ask for the WIC **check** from the WIC customer.
2. Verify the **date**.
  - *Is the check valid for use today?*
3. Scan the food items one-by-one and make sure each item is **approved** and **authorized** on the check.
  - *Is the food item authorized (listed on the WIC check)?*
  - *Is the food item approved according to the WIC Approved Foods List?*
4. Write the **total** amount purchased on the WIC check.
5. Write **today’s** date.
6. Get a **signature**.
  - *There is no need to check identification, but do check that it is signed.*



### Step 3 - Check out the Example

Taking the first letter of each trigger word, you create a sequence from which you can create a phrase that helps you remember the order of the trigger words (and, thus, the order of things to do in the WIC transaction).

C – <b>Cows</b>	check (Ask for the WIC check.)
D – <b>don't</b>	date (Is the date valid?)
A – <b>always</b>	approved (Are the items on the approved list?)
A – <b>ask</b>	authorized (Are the items authorized on the check?)
T – <b>to</b>	total (Write the total amount.)
T – <b>take</b>	today's (Write today's date.)
S – <b>stuff</b>	signature (Get a signature.)

### Step 4 - Create your Own

Now, create your own mnemonic that will help you remember the sequence of steps.

C – _____	check (Ask for the WIC check.)
D – _____	date (Is the date valid?)
A – _____	approved (Are the items on the approved list?)
A – _____	authorized (Are the items authorized on the check?)
T – _____	total (Write the total amount.)
T – _____	today's (Write today's date.)
S – _____	signature (Get a signature.)

### Step 5 - Rehearse until you Commit it to Memory

Use your mnemonic over and over again until it is stuck in your head. And make sure you remember the trigger words and the steps in the WIC transaction process. It doesn't do much good if you remember, "Cows don't always ask to take stuff," but you don't remember for what the letters stand!







# 5b. Rehearsal at Checkout

## Instructor's Guide

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### Set-up

- Determine time and location for rehearsal activity
- Rehearsal can be performed with or without sample WIC checks and food items
  - If you want to use sample WIC checks, see 3c training activity
- Rehearse key steps of WIC transactions in own mind to be able to coach trainee
  - Add in steps needed for your store's checkout experience/process

### During the Activity

- Explain that the following rehearsal will help them practice steps that must be followed in the WIC transaction to make it smooth and successful
- Review summary of key steps on "Transaction Process Rehearsal Worksheet" with trainee
- Announce sequence of events that occurs in typical checkout experience and have trainee explain appropriate steps to follow in WIC transaction process
  - Customer arrives
  - Customer announces use of WIC today
    - Ask for WIC check
  - Customer begins placing WIC items on checkout
    - Check that each item is authorized and approved
  - Customer finishes presenting WIC items for purchase
    - Write total amount and today's date
  - Customer waits
    - Get signature, secure check and present items
- Repeat process, as necessary
- Add in "wrinkles" to rehearsal and ask trainee to consider best response
  - Customer has mixed WIC and non-WIC items on checkout
  - You write incorrect total purchase amount on check
  - Customer does not sign check

### After the Activity

- Ask for questions about steps in WIC transaction process

## 5b. Transaction Process Rehearsal Worksheet

1. Ask for the WIC **check** from the WIC customer.
2. Verify the **date**.
  - *Is the check valid for use today?*
3. Scan the food items one-by-one and make sure each item is **approved** and **authorized** on the check.
  - *Is the food item authorized (listed on the WIC check)?*
  - *Is the food item approved according to the WIC Approved Foods List?*
4. Write the **total** amount purchased on the WIC check.
5. Write **today's** date.
6. Get a **signature**.
  - *There is no need to check identification, but do check that it is signed.*





# 6a. Scenarios Worksheet Instructor's Guide

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## Set-up

- Make copies of "Transaction Issues Scenarios Worksheet" for each trainee
- Review answer key

## During the Activity

- Explain that the following exercise will help them learn how to react when faced with issues during WIC transaction process
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

## After the Activity

- Review correct answers
- Discuss errors made
  - Emphasize need to comply with WIC rules and guidelines
    - Explain possible consequences to store
    - Explain possible consequences to WIC program
- Review other transaction issues
  - For a complete list, refer to section K11 in "WIC Cashiers Learning Objectives" found in introductory section of Cashier Training Toolkit
- Ask for questions about WIC transactions



# 6a. Transaction Issues Scenarios Worksheet Answer Key



## Scenario 1

A WIC customer presents a WIC check with May 14 of this year in the “First Date to Use” box. Today is May 12. He already has all of his items loaded on the checkout, and there is a long line of customers behind him. What do you do?

- A. Call the manager to seek an override on the WIC check and proceed with checkout.
- B. Tell the customer that the check can't be used for another two days and offer to return the items if he doesn't want to pay with his own money.
- C. Put your initials by the “First Date to Use” box, tell the customer to be more careful next time and proceed with checkout.
- D. Overlook the issue and proceed with checkout since there is no enforcement on valid dates anyway.

*Why did you select your answer?*

**Correct Answer: B**

**There are no exceptions provided by the state WIC office on this rule.**

## Scenario 2

A WIC customer has presented a valid WIC check, you have checked and scanned all of the items, you have written in the total amount and you are presenting the check to the customer to sign. She looks frustrated as she says, “I forgot my WIC identification folder! I can't get my food, can I?”

- A. Call the manager to seek an override on the need to check a signature against a WIC ID folder.
- B. Ask to see her driver's license and write a small note on the WIC check explaining you checked it, instead.
- C. Tell the customer that you are not required to check her signature against the one the WIC ID folder; she can have the food items with a signature only.
- D. She seems trustworthy; overlook the issue and tell her to bring it with her next time.

*Why did you select your answer?*

**Correct Answer: C**

**As of October 2009, it is no long necessary to check signatures against those on the WIC identification folder.**



# 6a. Transaction Issues Scenarios Worksheet Answer Key

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## Scenario 3

A WIC customer has selected a name brand cheese instead of the store brand cheese. She explains that her kids like it so much better and that she's willing to pay the difference in cost between the two items. You figure the cost difference to be \$1.22. What do you do?

- A. Call the manager to seek approval to conduct the transaction.
- B. Tell the customer that paying the difference is not allowed and that she can only get store brand cheese with a WIC check. Offer to get it for her.
- C. Scan the name brand cheese for the WIC transaction and then create a second transaction to collect the \$1.22.
- D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

*Why did you select your answer?*

**Correct Answer: B**

**There are no exceptions provided by the state WIC office on this rule.**

# 6a. Transaction Issues Scenarios Worksheet

Name: \_\_\_\_\_

## Directions

Read each of the following scenarios highlighting issues and challenges during a WIC transaction. Following each scenario is a list of possible responses. Choose what you believe is the right response and explain your reasoning.

### Scenario 1

A WIC customer presents a WIC check with May 14 of this year in the “First Date to Use” box. Today is May 12. He already has all of his items loaded on the checkout, and there is a long line of customers behind him. What do you do?

- A. Call the manager to seek an override on the WIC check and proceed with checkout.
- B. Tell the customer that the check can't be used for another two days and offer to return the items if he doesn't want to pay with his own money.
- C. Put your initials by the “First Date to Use” box, tell the customer to be more careful next time and proceed with checkout.
- D. Overlook the issue and proceed with checkout since there is no enforcement on valid dates anyway.

*Why did you select your answer?*



## Scenario 2

A WIC customer has presented a valid WIC check, you have checked and scanned all of the items, you have written in the total amount and you are presenting the check to the customer to sign. She looks frustrated as she says, "I forgot my WIC identification folder! I can't get my food, can I?"

- A. Call the manager to seek an override on the need to check a signature against a WIC ID folder.
- B. Ask to see her driver's license and write a small note on the WIC check explaining you checked it, instead.
- C. Tell the customer that you are not required to check her signature against the one on the WIC ID folder; she can have the food items with a signature only.
- D. She seems trustworthy; overlook the issue and tell her to bring it with her next time.

*Why did you select your answer?*

## Scenario 3

A WIC customer has selected a name brand cheese instead of the store brand cheese. She explains that her kids like it so much better and that she's willing to pay the difference in cost between the two items. You figure the cost difference to be \$1.22. What do you do?

- A. Call the manager to seek approval to conduct the transaction.
- B. Tell the customer that paying the difference is not allowed and that she can only get store brand cheese with a WIC check. Offer to get it for her.
- C. Scan the name brand cheese for the WIC transaction and then create a second transaction to collect the \$1.22.
- D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

*Why did you select your answer?*





## 6b. Role Play Scenarios Instructor's Guide

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### Set-up

- Determine time and location for role play activity
- Review scenarios listed below and those listed on "Transaction Issues Scenarios Worksheet" (from 6a training activity)
- Determine who will role play WIC customer in each scenario when presented to trainees

### During the Activity

- Explain that the following role play will help them learn how to react when faced with issues during WIC transaction process
- Put people in place for role play
- Conduct role play as outlined in scenario
- Choose an option:
  - OPTION A – Present options for trainees to consider and have them choose an answer
  - OPTION B – Ask the open-ended question: "What do you do in this situation?"
- Discuss responses and review rules and guidelines regarding WIC transactions
- Continue with additional role play scenarios, as desired

### After the Activity

- Emphasize need to comply with WIC rules and guidelines
  - Explain possible consequences to store
  - Explain possible consequences to WIC program
- Review other transaction issues
  - For a complete list, refer to section K11 in "WIC Cashiers Learning Objectives" found in introductory section of Cashier Training Toolkit
- Ask for questions about WIC transactions

### Scenario 1

A WIC customer brings a 46-oz. bottle of apple juice through checkout and asks that she be allowed to purchase this one instead of the 64-oz. bottle because the latter is too big for her refrigerator door. What do you do?

- A. Call the manager to seek approval and proceed with checkout.
- B. Tell the customer that substituting products is not allowed and that she can only get the 64-oz. bottle. Offer to get it for her.
- C. Draw a line through "64 oz." on the check and write in "46 oz." with your initials. Then proceed with checkout.
- D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

**Correct Response: B**





## 6b. Role Play at Checkout Instructor's Guide

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### Scenario 2

A WIC customer shows you his two WIC fruit and vegetable checks – each for \$6. He'd like to use them both to pay for more than \$11 worth of produce he's selected. All the produce items are sitting on the checkout waiting to be scanned. Both checks are valid for use today. What do you do?

- A. Call the manager to seek approval and proceed with checkout.
- B. Tell the customer that combining fruit and vegetable checks on a single transaction is not allowed, but you will help him sort the items to make the best use of each \$6 check.
- C. Proceed with checkout; this is allowed.
- D. Overlook the issue and proceed with checkout, explaining that no one will be able to tell the difference.

**Correct Response: B**

### Scenario 3

A WIC customer presents Skippy brand peanut butter as part of her WIC transaction. You tell her that name brand peanut butter is not allowed and offer to get her the store brand. She gets upset and tells you that she was able to get the Skippy brand last time. It appears that she is very willing to "make a scene" during one of your store's busiest hours. What do you do?

- A. Call the manager to get an override and proceed with checkout.
- B. Explain that she can get the peanut butter, but she will have to pay the difference between the store brand and Skippy brand.
- C. Explain again, calmly and firmly, that you are not allowed to scan a non-WIC approved item and that she can discuss it further with your manager or her local WIC clinic manager.
- D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

**Correct Response: C**

**NOTE:** There is no trainee activity sheet to accompany this training activity (6b). The instructor will provide all necessary materials and directions.



# 7a. Reactions Worksheet Instructor's Guide

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## Set-up

- Make copies of "Customers Reaction Worksheet" for each trainee
- Review worksheet and be prepared to assist trainees

## During the Activity

- Explain that the following exercise will help them think about and prepare for their reactions to WIC customers
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

## After the Activity

- Review answers
- Discuss suggestions to improve reactions
  - Emphasize need to provide excellent customer service
    - Explain benefits to store
    - Explain possible consequences of very poor customer service
  - Emphasize customer service principles of your store
- Ask for questions about reactions to WIC customers

**NOTE:** There is no answer key to accompany this training activity (7a). Answers will vary by trainee. Use your professional judgment as to the appropriateness and usefulness of "good" answers.

# 7a. Customers Reaction Worksheet

Name: \_\_\_\_\_

## Directions

Read about the action of a WIC customer on the left. On the right, list the most useful and appropriate reaction (yours) AND then list one inappropriate reaction (one you would never use).

### WIC Customer Action

### Cashier (Your) Reaction

#### Example

Seems nervous and confused as she approaches the checkout. Explains that this is the first time she's shopped with a WIC check.

good →

Reassure her that you will help her be successful. Explain steps as you go.

not good →

Tell her to hurry up. Ask, "Why didn't you figure this out at the clinic?"

1. Looks around nervously and asks in a very quiet voice, "I'm not sure if this product is WIC approved. Who could help me?"

good →

not good →

2. Acts rushed and in a hurry. Practically throws all food items on the checkout. When asked if she separated WIC items from non-WIC items, she groans.

good →

not good →

3. Has selected a non-WIC approved flavor of fruit juice.

good →

not good →

4. Presents a WIC check that is not valid for another three days.

good →

not good →





# 7b. Role Play Reactions

## Instructor's Guide

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### Set-up

- Determine time and location for role play activity
- Review scenarios listed below, which are the same as those listed on "Customers Reaction Worksheet" (from 7a training activity)
- Determine who will role play WIC customer in each scenario when presented to trainees

### During the Activity

- Explain that the following exercise will help them think about and prepare for their reactions to WIC customers
- Put people in place for role play
- Conduct role play as outlined in scenario
- Ask trainees to share an appropriate/useful response
- Ask trainees to share an inappropriate/non-useful response
- Discuss responses and review customer service expectations
  - Emphasize that WIC customers appreciate:
    - Equity
    - Respect
    - Discretion
    - Assistance
    - Coaching
- Continue with additional role play scenarios, as desired

### After the Activity

- Discuss suggestions to improve reactions
  - Emphasize need to provide excellent customer service
    - Explain benefits to store
    - Explain possible consequences of very poor customer service
  - Emphasize customer service principles of your store
- Ask for questions about reactions to WIC customers

### Role Play Scenarios (actions of a WIC customer)

- Seems nervous and confused as she approaches the checkout. Explains that this is the first time she's shopped with a WIC check.
- Looks around nervously and asks in a very quiet voice, "I'm not sure if this product is WIC approved. Who could help me?"
- Acts rushed and in a hurry. Practically throws all food items on the checkout. When asked if she separated WIC items from non-WIC items, she groans.
- Has selected a non-WIC approved flavor of fruit juice.
- Presents a WIC check that is not valid for another three days.

**NOTE:** There is no trainee activity sheet to accompany this training activity (7b). The instructor will provide all necessary materials and directions.

# Certificate of Training Completion

\_\_\_\_\_ has successfully completed the  
Nebraska WIC training program at

\_\_\_\_\_  
Signature of trainer/manager

\_\_\_\_\_  
Date of completion



# Certificate of Training Completion

## Cindy Sample

has successfully completed the  
Nebraska WIC training program at

### Our Grocery Store #1234

---

Signature of trainer/manager

---

Date of completion





## 8. Training Assessment Instructor's Guide

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### **Set-up**

- Make copies of "Cashier Training Assessment" for each trainee
- Arrange room so all trainees can work quietly and independently
- Review answer key

### **During the Assessment**

- Hand out assessment to each trainee
- Explain directions
  - Provide time limit, if desired
- Tell the passing score needed
  - Suggested passing score: 15 correct of 20 items
- Check for questions
- Collect completed assessments

### **After the Assessment**

- Score assessments
- Review results individually with trainees and provide follow-up training as needed (recommended)
- Provide training completion certificates (recommended)
- Document training in WIC Training Log



# 8. Training Assessment Answer Key



Name: \_\_\_\_\_

### Directions

Write the letter of the correct answer in the blank for each question. Please **DO** use a copy of the Nebraska WIC Approved Foods List as you complete this assessment.

- D** 1. WIC stands for women, \_\_\_\_\_, and children.  
A. in need  
B. in hunger  
C. immature babies  
D. infants
- A** 2. Which action do you take before scanning the first WIC food item?  
A. Ask for the WIC check  
B. Ask to see the WIC identification folder  
C. Ask the WIC customer to sign the WIC check  
D. Complete the purchase amount on the WIC check
- B** 3. A WIC customer gives you the following check on November 5, 2009. Which is the right action to take?  
A. Tell the customer to bring the check back in a month when it is valid  
B. Tell the customer that the check is out of date and cannot be used  
C. Tell the customer to be more mindful of the date and accept it for use  
D. Tell the customer that this check just became valid today and accept it for use

8	FIRST DATE TO USE	OCT 5, 2009
	PURCHASE DATE	/ /
	LAST DATE TO USE	NOV 4, 2009
PAY TO THE ORDER OF:		

- A** 4. In the Nebraska WIC Approved Foods List, which page lists the approved Quaker hot cereals?  
A. 8  
B. 9  
C. 10  
D. 11

- D** 5. Which statement is true about WIC fruit and vegetable checks?  
A. They list specific food items approved for purchase  
B. They specify no organics  
C. The customer can make up the difference in the cost of items  
D. They have a maximum cash value



- C** 6. You make a mistake when writing in the total purchase amount on a WIC check. The customer has not yet signed the check. What should you do?
- A. Use WIC-provided white-out to cover the mistake and write it in again
  - B. Draw a large "X" through each incorrect number and write the correct numbers just below
  - C. Draw a single line through the entire amount and write the correct amount in the space above
  - D. Explain to the customer that the check is no longer valid

- A** 7. Which of the following items is WIC approved?
- A. Pepperidge Farm Stone Ground 100% Whole Wheat bread in a 16-oz. loaf
  - B. Sara Lee Soft Wheat bread in a 20-oz. loaf
  - C. Healthy Choice 100% Whole Wheat bread in a 24-oz. loaf
  - D. Wonder Soft 100% Whole Wheat bread in a 20-oz. loaf

- D** 8. Which statement is true about Dole 100% Pine-Orange Strawberry 11.5-oz. frozen juice concentrate?
- A. The size of this item is not approved
  - B. The flavor of this item is not approved
  - C. The brand of this item is not approved
  - D. This item is WIC approved



- C** 9. Which statement is true about WIC transactions?
- A. WIC items must be placed in a reusable bag at checkout
  - B. WIC items and non-WIC items should be mixed together
  - C. WIC items should be grouped by WIC check
  - D. WIC items do not qualify for coupons or store specials

- D** 10. Which statement is true about a proxy/alternate shopper?
- A. This person must show identification
  - B. This person must show a letter from the WIC participant
  - C. This person pays a small fee to be a proxy/alternate shopper
  - D. This person signs the WIC check just as the WIC participant would sign it

- A** 11. A customer wants to buy name-brand cheese instead of store-brand cheese with her WIC check. She offers to pay the difference in the cost between the two cheeses. What is the correct response?
- A. Explain that there are no exceptions to the rule and offer to have someone get the store-brand cheese
  - B. Explain that payment cannot be accepted, but you can make an exception if you initial the WIC check
  - C. Accept the payment and scan the name-brand cheese with the WIC check
  - D. Tell her that her request is illegal and deny her service

- D** 12. Which of the following items can be purchased with a WIC fruit and vegetable check?
- A. Cilantro
  - B. Salad bar items
  - C. Red potatoes
  - D. Fresh watermelon

- A** 13. A WIC customer is authorized to buy 36 oz. (or less) of WIC approved cereal. She has presented one 22-oz. box of General Mills Cheerios. Which of the following could she also add to this transaction?
- A. Kellogg's Corn Flakes, 12-oz. box
  - B. Quaker Oatmeal Squares Cinnamon, 16-oz. box
  - C. Malt-O-Meal Honey Graham, 14-oz. box
  - D. Kashi 9 Whole Grain Flakes, 10-oz. box
- B** 14. Which is likely a reason your store participates in WIC?
- A. Tax-credits
  - B. Service to the community
  - C. Shoplifting reduction
  - D. State law requirement
- C** 15. What is the next step after you complete the date and purchase amount on a WIC check?
- A. Scan the WIC food items
  - B. Check ID
  - C. Ask for a signature
  - D. Offer the purchase receipt

Identify the following components on the WIC check image shown below.

- D** 16. Beginning date range for valid use
- C** 17. Signature line
- E** 18. Purchase date box
- B** 19. Purchase amount box
- A** 20. Authorized food listing

PARTICIPANT ID: <b>654321</b>		PARTICIPANT NAME: <b>TAYLOR, JALANI</b>		AGENCY/CLINIC NO.: <b>000/00</b>		NO.: <b>12345678</b>		FIRST DATE TO USE: <b>OCT 5, 2009</b>	
 <b>NEBRASKA WIC PROGRAM</b> <small>301 CENTENNIAL MALL SQ. LINCOLN, NE 68599</small>		 <b>NE WIC USE ONLY</b> <small>SECURITY STATE BANK HOWARD LAKE, MN 55349 75-1248/919 ACCT. # 604 607</small>		12345678		PURCHASE DATE: / /		LAST DATE TO USE: <b>NOV 4, 2009</b>	
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY						F.I. TYPE: <b>CAS</b>		PAY TO THE ORDER OF:	
<b>1 BOT 64 oz Juice</b> <b>1 LB Whole Wheat Brd OR 14-16 oz Brown Rice</b> <b>1 18OZ Peanut Btr OR Beans-4 Cans OR 1 lb Dry</b> <b>2 GAL 2%, 1%, AND/OR Skim Milk</b> <b>1 LB (OR LESS) Cheese</b> **** * **** * **** * **** *						PURCHASE AMOUNT			
						CORRECTION ONLY			
						DOLLARS      CENTS			
						\$		NOT PAYABLE WITHOUT VENDOR ID STAMP	
						AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)			
									
						<small>VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE</small>			





# 8. Cashier Training Assessment

Name: \_\_\_\_\_

## Directions

Write the letter of the correct answer in the blank for each question. Please **DO** use a copy of the Nebraska WIC Approved Foods List as you complete this assessment.

- \_\_\_\_\_ 1. WIC stands for women, \_\_\_\_\_, and children.
- A. in need
  - B. in hunger
  - C. immature babies
  - D. infants
- \_\_\_\_\_ 2. Which action do you take before scanning the first WIC food item?
- A. Ask for the WIC check
  - B. Ask to see the WIC identification folder
  - C. Ask the WIC customer to sign the WIC check
  - D. Complete the purchase amount on the WIC check
- \_\_\_\_\_ 3. A WIC customer gives you the following check on November 5, 2009. Which is the right action to take?
- A. Tell the customer to bring the check back in a month when it is valid
  - B. Tell the customer that the check is out of date and cannot be used
  - C. Tell the customer to be more mindful of the date and accept it for use
  - D. Tell the customer that this check just became valid today and accept it for use

8	FIRST DATE TO USE	OCT 5, 2009
	PURCHASE DATE	/ /
	LAST DATE TO USE	NOV 4, 2009
PAY TO THE ORDER OF:		

- \_\_\_\_\_ 4. In the Nebraska WIC Approved Foods List, which page lists the approved Quaker hot cereals?
- A. 8
  - B. 9
  - C. 10
  - D. 11
- \_\_\_\_\_ 5. Which statement is true about WIC fruit and vegetable checks?
- A. They list specific food items approved for purchase
  - B. They specify no organics
  - C. The customer can make up the difference in the cost of items
  - D. They have a maximum cash value



- \_\_\_\_\_ 6. You make a mistake when writing in the total purchase amount on a WIC check. The customer has not yet signed the check. What should you do?
- A. Use WIC-provided white-out to cover the mistake and write it in again
  - B. Draw a large "X" through each incorrect number and write the correct numbers just below
  - C. Draw a single line through the entire amount and write the correct amount in the space above
  - D. Explain to the customer that the check is no longer valid

- \_\_\_\_\_ 7. Which of the following items is WIC approved?
- A. Pepperidge Farm Stone Ground 100% Whole Wheat bread in a 16-oz. loaf
  - B. Sara Lee Soft Wheat bread in a 20-oz. loaf
  - C. Healthy Choice 100% Whole Wheat bread in a 24-oz. loaf
  - D. Wonder Soft 100% Whole Wheat bread in a 20-oz. loaf

- \_\_\_\_\_ 8. Which statement is true about Dole 100% Pine-Orange Strawberry 11.5-oz. frozen juice concentrate?
- A. The size of this item is not approved
  - B. The flavor of this item is not approved
  - C. The brand of this item is not approved
  - D. This item is WIC approved



- \_\_\_\_\_ 9. Which statement is true about WIC transactions?
- A. WIC items must be placed in a reusable bag at checkout
  - B. WIC items and non-WIC items should be mixed together
  - C. WIC items should be grouped by WIC check
  - D. WIC items do not qualify for coupons or store specials

- \_\_\_\_\_ 10. Which statement is true about a proxy/alternate shopper?
- A. This person must show identification
  - B. This person must show a letter from the WIC participant
  - C. This person pays a small fee to be a proxy/alternate shopper
  - D. This person signs the WIC check just as the WIC participant would sign it

- \_\_\_\_\_ 11. A customer wants to buy name-brand cheese instead of store-brand cheese with her WIC check. She offers to pay the difference in the cost between the two cheeses. What is the correct response?
- A. Explain that there are no exceptions to the rule and offer to have someone get the store-brand cheese
  - B. Explain that payment cannot be accepted, but you can make an exception if you initial the WIC check
  - C. Accept the payment and scan the name-brand cheese with the WIC check
  - D. Tell her that her request is illegal and deny her service

- \_\_\_\_\_ 12. Which of the following items can be purchased with a WIC fruit and vegetable check?
- A. Cilantro
  - B. Salad bar items
  - C. Red potatoes
  - D. Fresh watermelon

- \_\_\_\_\_ 13. A WIC customer is authorized to buy 36 oz. (or less) of WIC approved cereal. She has presented one 22-oz. box of General Mills Cheerios. Which of the following could she also add to this transaction?
- A. Kellogg's Corn Flakes, 12-oz. box
  - B. Quaker Oatmeal Squares Cinnamon, 16-oz. box
  - C. Malt-O-Meal Honey Graham, 14-oz. box
  - D. Kashi 9 Whole Grain Flakes, 10-oz. box
- \_\_\_\_\_ 14. Which is likely a reason your store participates in WIC?
- A. Tax-credits
  - B. Service to the community
  - C. Shoplifting reduction
  - D. State law requirement
- \_\_\_\_\_ 15. What is the next step after you complete the date and purchase amount on a WIC check?
- A. Scan the WIC food items
  - B. Check ID
  - C. Ask for a signature
  - D. Offer the purchase receipt

Identify the following components on the WIC check image shown below.

- \_\_\_\_\_ 16. Beginning date range for valid use
- \_\_\_\_\_ 17. Signature line
- \_\_\_\_\_ 18. Purchase date box
- \_\_\_\_\_ 19. Purchase amount box
- \_\_\_\_\_ 20. Authorized food listing

PARTICIPANT ID: <b>654321</b>		PARTICIPANT NAME: <b>TAYLOR, JALANI</b>		AGENCY/CLINIC: <b>000/00</b>	NO. <b>12345678</b>	FIRST DATE TO USE: <b>OCT 5, 2009</b>	
 <b>NEBRASKA WIC PROGRAM</b> <small>301 CENTENNIAL MALL, SO. LINCOLN, NE 68509</small>	 <b>SOLUTRA</b> <small>SECURITY STATE BANK HOWARD LAKE, MN 55349</small> <small>75-1248/919</small> <small>ACCT # 804 607</small>		NE WIC USE ONLY		12345678	PURCHASE DATE: / / LAST DATE TO USE: <b>NOV 4, 2009</b>	
	FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY					FTYPE: <b>CAS</b>	PAY TO THE ORDER OF:
	<b>1 BOT 64 oz Juice</b> <b>1 LB Whole Wheat Brd OR 14-16 oz Brown Rice</b> <b>1 18OZ Peanut Btr OR Beans-4 Cans OR 1 lb Dry</b> <b>2 GAL 2%, 1%, AND/OR Skim Milk</b> <b>1 LB (OR LESS) Cheese</b> **** * * * * **** * * * * **** * * * * **** * * * *					PURCHASE AMOUNT CORRECTION ONLY DOLLARS    CENTS \$	
**** * * * * **** * * * * **** * * * * **** * * * * <b>VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE</b>					AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)		

