

FAQ On Upstate Food Co-op

Updated July 2010

What is the Upstate Food Co-op?

The Co-op is an all-volunteer organization that incorporated in 1978 for the purpose of providing natural and organic foods to its members at the best possible price. Since we operate according to co-operative principles, we are all members rather than owners and customers.

Who runs the Co-op?

The Co-op is run by members and uses a team management approach to daily operations, known as the Board of Managers, which includes the officers of the Co-op as well as the daily managers. All have an equal voice in decision making. Everyone is a volunteer and no one is paid for the work they do for the Co-op.

When do the Managers meet?

The managers meet monthly on the second Monday at 5pm at the Co-op. All Co-op members are welcome to attend.

Tell me about the Board of Directors?

The Co-op also has a Board of Directors, consisting of 5-9 members. The Board meets quarterly and its meetings are also open to all Co-op members. The board's responsibilities include long-term planning, financial oversight, oversight of managers, settling disputes among managers, and hearing member grievances

How do I become more involved or become a working member?

To become a working member please complete a Work Interest form available at the Co-op or on our website and return it to Theresa Pizzuto, HR Manager. You can begin working immediately by signing up on the work calendar. A manager can assist you. If you would like to work at a job that is outside of normal Co-op hours you will need to speak with Theresa to see if there is one available that fits your experience and skills..

How do I become a manager or serve on the Board of Directors?

To become a manager or director please talk to the General Manager.

How long does a Direct Special Order take to fill?

Orders from *Direct Order Vendors* will be filled anywhere from 1 week to 3 months from the time you place your order. Please consult the *Direct Order Vendor List* for ordering frequency for each vendor (usually based on a minimum order amount). If you have questions about a Direct Order item, first determine which Co-op member you need to speak with by consulting the *Direct Order Vendor List* to see who placed the order, then contact that person with your question.

Where can I get a calendar with order deadlines and delivery dates marked?

Ordering calendars for each month are available at the Co-op displayed behind the checkout counter or on our website: www.upstatefoodcoop.com. Order deadlines and deliveries for UNFI, produce, bread, Frontier Herbs, etc. are noted on the calendar.

The Co-op can't Special Order what I need – now what?

If you are interested in an item that we are not currently able to order, we will consider carrying it if you research *all* of the details about the company, minimum order amounts, wholesale pricing, product descriptions & ingredients, etc. and if we can find someone to take that company on as their work. The first step is to research the information and present it at (or provide it for) the managers meeting for approval. Manager meetings occur monthly on the second Monday at 5pm. Any one is welcome to attend. Do not just give us a company name and phone number, and expect us to take it from there, as we do not have time to follow up on all of these requests.