



Tip: Go with learners to different food stores. Point out similarities and differences between the stores visited. This will familiarize learners with the layout of a variety of stores.

You will need:
Food receipts or bills

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Lesson 3 – Shopping Routines

Purpose: To teach food shopping routines.

Instructor’s Note: Learners need to become familiar with the food stores where they plan to shop and learn about the routines and procedures used in those food stores. Shopping is an important part of healthy eating because what you choose to bring home provides much of what you will eat for the next few days or week.

Avoid rush hour shopping. Most people shop after work or on the weekends. Shop when the aisles are not so crowded.

Activity 1.1 - Shopping Routines

Literacy Stage 1

1. Talk about shopping in a grocery store.
2. Hand out [Resource Sheet 3.5: Shopping Tips](#). Discuss each point with learners.
3. Ask learners to find out from another group member what type of shopping routine they have – how often do they shop, alone or with someone else. Then reverse roles.
4. Ask learners to write down one tip they learned from the other group member.

Activity 1.2 - Benefits of Making a Shopping List

1. Hand out [Resource Sheet 3.6: Benefits of Making a Shopping List](#). Discuss each point with learners.
2. Ask learners to write their own shopping list based on the points discussed and their food choices.
3. Ask learners to write down the two most helpful points.

Activity 2.1 - Store Layouts

Literacy Stage 2

1. Explain to learners that food stores are laid out by department. If the learners are familiar with the items found in each department they will be able to shop in any store and find the items they want.
2. Hand out [Resource Sheet 3.7: What’s in a Grocery Store](#). Ask learners to read it to themselves or read it together as a group. Discuss each department.
3. Have learners write a short paragraph about one section of the grocery store.

Activity 2.2 - Reading a Receipt

1. Give each learner a copy of [Resource Sheet 3.8: How to Read a Grocery Store Receipt](#).
2. Talk about what the various numbers mean.
3. In advance, collect some food receipts. Give each learner one and ask them to find the total cost, the cost of a specific item, the date and the total tax.

**You will need:**

Flip chart or white board

Lesson 3 - Shopping Routines continued...**Activity 3.1 - Asking for Help****Literacy Stage 3**

1. Tell learners that it is often necessary to ask for help in a store. Ask them if they know who to ask for when shopping. Talk about ways to identify employees (e.g. name tags, uniforms, working behind the counter, etc.).
2. Have the learners role play asking where to find a specific item. Be sure that learners have the necessary vocabulary to understand answers they might get in a store. List the words that they will need to know on a flip chart or white board (e.g. excuse me, please, aisle, shelf, right, left, above, below, next to, etc.).

Activity 3.2 - Paying at the Checkout

1. Explain the process of lining up to pay for groceries, putting groceries on the counter and waiting for a cashier to total the items.
2. Talk about the kinds of questions the cashier might ask and the appropriate responses. Write these questions and answers on a flip chart or white board and talk about them.

Questions to discuss:

- Would you like help out?
 - Did you find everything you were looking for?
 - Is that everything?
 - Club card or air miles?
 - Parcel pick-up?
3. Have learners role play this situation.



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Tip: Make several visits to the store with learners. This will help learners practice their shopping routines and become comfortable with store procedures.

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Lesson 3 - Shopping Routines continued...

Field Trip - Visit a Food Store

Instructor's Note: It is a good idea to approach a store manager and make arrangements to visit the store for a "shopping tour". You will be able to find out the details of that particular store and teach only what learners need to know to shop there. Before you go, talk to learners about the routines you will be showing them.



Some examples of things to note at the beginning of a grocery store tour are:

- What signs do learners need to read or recognize?
- Are the carts locked up and will they need money to get one?
- Do the customers bag their own groceries or does the clerk?
- Is there a butcher who will cut meat for customers or is it all prepackaged?
- Is there a deli counter and do customers have to take a number for service?
- Is there a bulk food area?

While on the grocery store tour, show learners:

- Where to get a cart and if necessary how to pay in order to unlock one. Let them take turns unlocking a cart and locking it up again.
- Demonstrate moving the cart along the aisles and taking the food from the shelves and putting it in the cart. Explain why it is important to put the eggs, bread and soft fruit on top and heavier items, such as cans, on the bottom. Have learners practice moving the carts.
- Show how to bag vegetables and fruit in the produce department. Emphasize that only one kind of produce goes in each bag.



Lesson 3 - Shopping Routines continued...



Food Store Tour continued...

- Locate the customer service counter and talk about the reasons a shopper would go there. If the store is not busy ask the customer service representative to explain what services they provide.
- If there is a bulk food section in the store, show learners where to find the bags and twist ties for packaging their foods. Show learners the bin number and how to mark it on their purchase. Emphasize no tasting and safe food handling.
- If there are any departments where customers need to take a number and wait their turn, show them the dispenser where they get the number. Point out the indicator which shows the number of the customer being served.
- Locate the checkouts and show learners how to line-up, wait their turn, place their groceries on the counter and pay the cashier, and in some stores bag their own groceries. Point out the express line and explain when to use it. Some stores also have “cash only” lines.

Activity 1 - Grocery Store Tour

Literacy Stage 1

1. Have learners ask questions to employees and/or the manager while visiting the food store.
2. Discuss grocery store tour with learners.
3. Ask learners to finish writing this sentence and fill in the blanks: “My favourite part of the tour was _____.”

Activity 2 - Grocery Store Tour

Literacy Stage 2

1. Have learners ask employees and/or the manager questions while visiting the food store.
2. Ask them to take notes while they are on the tour.
3. Discuss grocery store tour with learners.
4. Ask learners to write down five things they remember from the trip.

Activity 3 - Grocery Store Tour

Literacy Stage 3

1. Have learners ask employees and/or the manager questions while visiting the food store.
2. Ask them to take notes while they are on the tour.
3. Discuss the grocery store tour with learners.
4. Have learners write a short report about their favourite part of the food store tour.

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Shopping Tips

- Push carts carefully. Some stores make you pay for broken or damaged goods.
- Park your cart at the side of the aisle, not in the middle so other shoppers will be able to get by.
- If you change your mind about an item before you pay for it, return it to its proper shelf or give it to the cashier.
- Tasting food before buying is not allowed, unless staff is giving out food samples for customers to try. Samples are given to customers to increase sales of the food product. An in-store sale or coupon is usually offered for the foods being sampled to encourage you to buy.
- Finish all your shopping before entering the check-out line.
- Have coupons, money, cheque and cheque cashing card, bank card, credit card, and store club or points card ready at check out time.
- Return your cart to the cart storage area when you have paid for your food.
- Buy produce in season when quality and price is at its best



Benefits of Making a Shopping List

1. A shopping list lets you figure out the total cost of food before going to the store. If necessary, adjustments can be made to use less expensive foods than originally planned. Keeping receipts which list each item and its price can be helpful for estimating costs.
2. If you plan your meals and make a detailed list, everything can be bought at one time and extra trips to the store can be avoided.
3. A shopping list can be organized by different store departments. Example: bakery, produce, meat, deli, dairy and fish/seafood. If you have a list organized by store departments, you will be less likely to miss an item and your shopping time will be reduced.
4. A shopping list may help to stop you from picking up impulse items or items that you had not considered buying before walking into the store.
5. A shopping list helps you to remember how much you need to purchase of a certain food item. Example: two cans of soup, three boxes of macaroni and cheese, four apples and so on.



Food List

What's in a Grocery Store?

Most grocery stores and supermarkets have these departments:

The Meat Department

Includes fresh meat such as beef, pork, chicken, turkey. Packaged luncheon meat can also be found in this area along with other meat products like ham, bacon, sausage and wieners.

The Produce Department

Includes all fresh vegetables and fruit. Customers choose the items they want and then put them into the plastic bags provided.

The Fish and Seafood Department

Includes all fresh and previously frozen fish and seafood. These departments may be self-serve.

The Dairy Case or Department

Includes a variety of milk and milk products such as yogurt, cheese, sour cream, butter, cream cheese. Eggs are usually found in this area as well.

The Frozen Foods Department

Includes frozen vegetables and fruits, fruit juices, convenience foods such as frozen dinners and pizzas, waffles, ice cream, and frozen yogurt.

The Dry Goods Department

Includes foods in cans, bags, boxes and bottles. Some of these foods would be good choices for an emergency food shelf.

The Bakery Department

Includes bread, rolls, bagels and other baked goods. In some grocery stores and supermarkets these products are baked in the store.

The Deli Department

Includes processed luncheon meat, ready-made salads, some cheeses and breads. It can also include fresh pizzas or some hot foods such as chicken.

How to Read a Grocery Store Receipt

FOOD STORE		GST #RXXXXXXXXX	
	COLA (12 cans)	3.48 GP	
environmental charge	→ ENVIRO LEVY	.24 GP	
	CANOLA OIL	2.89	
weight	→ 0.405 kg NET @ 3.51/kg		
	WT BROCCOLI SPEARS	1.42	
	YOGURT	1.98	
	CHEESE	4.09	
coupon	→ COUPON CHEESE	-.50	
	BREAD	1.99	
	**** 5.0% GST DUE	.17	← goods and services tax
	**** 7.0% PST DUE	.24	← provincial sales tax
	**** TAX .41	BAL 16.00	← total tax and total cost
money given	→ CASH	20.00	
	CHANGE	4.00	← change received
	TOTAL SAVINGS	.50	
	NUMBER OF ITEMS =	6	
date, time, store number	→ 9/07/08 13:27 1234 56 7890 1123		