**[March 2025 eLearning Challenge: How to Properly Bag Groceries](https://community.elearningacademy.io/c/design-challenges/march-2025-elearning-challenge-how-to-properly-bag-groceries)**

Mashed bread, broken eggs, bruised produce, and leaky raw meat are ingredients for disaster when unpacking bags after a trip the grocery store—especially as food prices have been high. Shoppers expect their items to be packed safely and securely for transport home, and this responsibility lands on the bagger working a full-service checkout lane.

Packing a bag that protects fragile items or isn’t too heavy to lift requires strategy that goes beyond the bagger’s classic opening question of “Paper or plastic?” Baggers not only must choose the right type of bag but also need to assess the volume and speed of items crossing the scanner while determining their bagging tactics to pack the food.

At a time when most grocery stores are expanding self-checkouts and curbside pickup, Thompson’s Grocery Market provides a personalized shopping experience, right down to the well-packed bags placed in carts. Thompson’s is a regional grocery chain that prioritizes traditional checkout lanes staffed by cashiers and baggers. After a busy run to the store, customers at Thompson’s know they will buy quality food handled with care.

**The Challenge**

Thompson’s customer satisfaction scores have plummeted over the past two quarters as complaints have arisen about damaged items, heavy bags, and long wait times in checkout lanes due to poor bagging technique. Customers take online surveys linked from their receipts or communicate concerns to customer service desks in store.

You work as an instructional designer on Thompson’s Grocery Market Store Operations corporate training team. Operations leadership wants to improve customer satisfaction scores linked to their checkout experience. This eLearning course will be assigned to all baggers with the goal of retraining existing employees and establishing standards for new hires.

**After completing your course, learners will be able to complete one or more of the following objectives:**

* Determine customers’ bag preferences (paper, plastic, or reusable)
* Protect breakable and/or crushable items by bagging them separately or placing them on top of a mixed bag of items
* Maintain proper bagging pace to match the cashier’s scanning speed and volume of goods
* Ensure the weight and product mix in grocery bags is able to be lifted by the average customer

**Requirements & Constraints**

As you design and develop your course, keep the following requirements and constraints in mind:

**Interactivity & Content Presentation:** Ideally, your solution will include decision-based interactions or scenarios to reinforce the skills being taught. Here are some ideas for how you might present your content and make it interactive:

* A drag-and-drop interaction where the bagger must sort items at the end of the belt and determine the best way to group them for bagging
* A tabs interaction with details about the strengths and weaknesses of different types of grocery bags
* A branching scenario where a bagger must handle an entire order and make key decisions about fragile, leaky, or heavy items as they progress through the order
* Assigning weights by using variables assigned to each grocery item to keep each bag under a certain weight (2 pounds, etc.)
* An interaction with a customer who is giving the bagger specific orders about how to pack their bag
* Creative use of motion paths, states, or animations to simulate the scanning process as items stack up for the bagger to pack

**Authoring** **Tools:** You are free to use any eLearning authoring tool you’d like; however, Articulate Storyline or Rise are recommended. If you’re new to Articulate Storyline, [check out this playlist of videos](https://www.youtube.com/playlist?list=PLqq0if6rsK0pwcQxgWRxLSHp1qHi7sDuZ) to help you get started.

**Visual** **Design:** You are free to design the course in any way you’d like; however, it should demonstrate good visual design best practices with a cohesive and consistent use of font, colors, images, and graphics. If you’re new to visual design, [check out this playlist of videos](https://www.youtube.com/playlist?list=PLqq0if6rsK0odEg2ZfuN5cx9I03icILDo) to help you get started.

**Reference Materials**

As you design and develop your course, you can create your own content from scratch or source your content from the following references:

* [How to Bag Groceries](https://www.wikihow.com/Bag-Groceries)
* [The Importance of Customer Service in Grocery Stores](https://naturalgrocers.org/the-importance-of-customer-service-in-grocery-stores-best-practices/)
* [How to Bag Your Groceries, According to an Expert](https://www.americastestkitchen.com/articles/8219-how-to-bag-groceries)
* [What’s the Best Way to Pack Groceries?](https://www.pccmarkets.com/sound-consumer/2022-11/in-the-bag-whats-the-best-way-to-pack-groceries/)
* [Courtesy Clerk & Grocery Bagger](https://www.krogerfamilycareers.com/en/sites/CX_2001/job/44272?utm_medium=search+engine&utm_source=oraclecloud)

**Submission Guidelines & Contest Rules**

Once you're done building your course, you can submit it by commenting below and sharing a link to your finished project. If you’re using Articulate Storyline or Rise, you can publish and [share a link from Articulate Review](https://youtu.be/SvdA55-6jUQ) or [on the web using Google Cloud](https://youtu.be/TaV7s5s0yH4). Along with a link to your published course, share a few words explaining your design decisions, challenges, inspiration, etc.

**To be eligible to win the $100 Amazon gift card, your submission must be posted no later than Friday, March 28th, at 11:59 PM ET.**

You can learn more about the [contest rules and criteria here](https://community.elearningacademy.io/c/design-challenges/how-the-community-design-challenges-work).

If you’d like to get more eyes on your submission and encourage others to participate in the challenges, you might also consider…

* **Writing a Blog Post:** If you happen to have a blog or online portfolio, write a post about your submission and share it on social media. Make sure to link to it in the comments below for others to see!
* **Record a Video:** If you want to share how you went about designing your submission, record and share a screen recording video (via Loom, Camtasia, SnagIt, or YouTube) to showcase and explain your process. And, of course, don't forget to share a link to it in the comments below!
* **Share on Social Media:** If you’re active on LinkedIn, Twitter, or another social media platform, create a post to share your submission. If possible, make sure to link back to this page and tag The eLearning Designer’s Academy on [LinkedIn](https://www.linkedin.com/company/elearningacdmy/) or [Twitter](https://twitter.com/eLearningAcdmy) in your post.

**Give & Get Feedback**

After you've shared your submission, make sure to review what others have submitted and provide constructive feedback. Remember, the monthly challenges (and this community as a whole) are meant to provide an inclusive and supportive environment. As you provide feedback, make sure to keep our [Code of Conduct](https://elearningacademy.io/code-of-conduct/) in mind.

As you work to develop your project, also consider sharing your work-in-progress for community feedback in our [Get Feedback space here](https://community.elearningacademy.io/c/get-feedback/).

**Challenge Recap, Submissions & Winner**

Congrats on this month’s eLearning challenge winner, , for his winning submission: [The Art of Grocery Bagging](https://360.articulate.com/review/content/232ffeff-59b6-4467-8ab9-95efe80257a5/review)!

With Billy’s project, we loved the funky background music, snappy animations, fun sound effects, and the engaging bagging challenge at the end.

**Winner – Billy: *The Art of Grocery Bagging***

1. **Creative Use of Media**
   * He added **funky background music** 🎶 and **fun sound effects** 🔊.
   * This made the course feel lively and entertaining, not boring training.
2. **Strong Visual & Animation Work**
   * Used **snappy animations** to show items being scanned and bagged.
   * This visual movement helped learners feel like they were in a real checkout line.
3. **Engaging Final Challenge**
   * Ended with a **bagging challenge game** where learners had to apply all skills.
   * This reinforced learning through *doing*, not just reading.
4. **Balanced Learning & Fun**
   * While fun, it still taught **key bagging skills**: speed, weight, fragile items, etc.
   * This balance between **real skills + fun experience** made his submission stand out.