

Shift  
@ Publix

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1. Can you briefly walk through a recent typical professional shopping experience (maybe walk through a day or a shift)?

log on to app, pick shifts, order will come in, you pick orders you want to accept. Go to store & start shopping.

2. When shopping for customers instead of shopping for yourself, what differs about the experience?

quicker for customers as I go directly to the items & I have app to help me.

3. What is your main focus when shopping for customers?

a) making sure exact product/item is picked  
b) good product & fresh

4. How many customers are you typically shopping for at a time?

1 Customer at a time.

5. What tools does your shopping company (Instacart) provide you with?

we have app which helps us in shopping. It tells us list & other details

6. Is there anything you can think of that could improve your shopping experience?

Accuracy of App in the store

7. What do you do if a particular item is not available in store?

Ask for substitute

8. How frequently do you need to ask for help in locating an item?

1 or 2 time per customer