



CTFS Gather Conference 2026

Peer Connect Session:

**Welcoming
Line
Management**

A decorative vertical bar on the left side of the slide, composed of numerous small, rectangular segments in various shades of blue, green, and yellow, arranged in a pattern that resembles a mosaic or a stylized barcode.

Agency partners have some amazing and creative strategies to manage lines in a welcoming manner. Different strategies may work best for different pantries. Let's look at a few examples!

Randomized Colored Sticks: Enfield Food Shelf

Colored popsicle sticks are distributed fifteen minutes before opening. When it's time to open, a staff member draws a random color, and everyone with that color is invited into the pantry. After that group of shoppers has rounded the first corner of shelving, another color is drawn and the next group is invited in.



No Appointment Required: Helping Hand Pantry

Volunteers welcome neighbors and give them tickets numbered in the order that they arrive. Neighbors also receive an updated copy of the pantry's calendar for the year and a food resource guide.



Appointments: TEEG Community Market

TEEG Community Market uses an appointment-based model to help with efficient staffing, inventory control, and consistency. Appointments also ensure that neighbors have plenty of time to shop without feeling rushed.



On-Site Partner Support Program

Need help figuring out a line management system?

Our AmeriCorps VISTAs provide customized, in-person support to help agency partners strengthen operations and better serve their communities.

Support may include (but is not limited to):

- Using social media to raise awareness, increase donations, and recruit volunteers
- Guidance on starting a small herb or vegetable garden and/or improving fresh food production
- Brainstorming and planning action steps to put your ideas into practice

 **Scan the QR code to schedule a consultation.**



What about you?

How does your
organization manage
lines?

What ideas do you
have to make waiting
in line feel more
welcoming to
neighbors?

