

B14

Organise the receipt and storage of goods in a retail environment (Skillsmart Retail)(SQA Unit Code-F09S 04)

Element B14.1 Organise staff to receive and check incoming deliveries in a retail environment

Element B14.2 Organise and maintain storage facilities in a retail environment

Element B14.3 Check the storage and care of stock in a retail environment

Overview

This standard is firstly about organising staff to receive goods, for example when preparing for seasonal intake of stock. Secondly, the standard involves organising storage facilities and training and supervising staff in the use of the storage system.

Element B14.1 Organise staff to receive and check incoming deliveries in a retail environment(SQA Unit Code-F09S 04)

What you must be able to do:

- 1 gather enough competent staff and brief them well enough before deliveries are received
- 2 make sure that the area for receiving goods is prepared and that you have enough storage space for the delivery
- 3 check that deliveries are unloaded safely and securely
- 4 make sure that goods are promptly checked against requirements
- 5 make sure that delivery records are complete and accurate and processed promptly
- 6 use delivery records to check that each supplier has met your company's service needs
- 7 spot problems with deliveries and sort them out properly

What you must know and understand:

- (a) how to prepare to receive and handle different types of goods
- (b) procedures for receiving goods, including dealing with incorrect, damaged and late deliveries
- (c) staff involved in or affected by a delivery schedule and the information they need to receive goods efficiently
- (d) the company's standards for acceptable goods
- (e) why incoming goods must be checked against requirements straight after unloading
- (f) recording and control system including procedures for checking goods received
- (g) safety and security procedures for receiving goods

**Element B14.2 Organise and maintain storage facilities in a retail environment
(SQA Unit Code-F09S 04)**

What you must be able to do:

- 1 organise storage facilities to take account of day-to-day work, safety requirements and the need to keep goods in a saleable condition
- 2 give staff accurate, up-to-date information and suitable training so they can use the storage system properly
- 3 give staff clear roles and responsibilities for storing and moving goods and check they understand these roles and responsibilities
- 4 develop and update plans to cope with unforeseen storage problems
- 5 check regularly that staff are storing and moving goods competently, safely and securely
- 6 keep complete, accurate and up-to-date stock records that can be found easily by everyone who needs them

You must know and understand:

- (a) how to work out what storage facilities are needed for goods on order
- (b) how to protect goods from various causes of deterioration and damage
- (c) how to work out suitable storage layouts and solve storage problems efficiently, safely and securely
- (d) how to run the stock recording and controlling systems efficiently and accurately
- (e) the legal requirements for storing stock

**Element B14.3 Check the storage and care of stock in a retail environment
(SQA Unit Code-F09S 04)**

What you must be able to do:

- 1 keep up a routine for checking storage facilities and stock
- 2 carry out spot checks of storage facilities and stock at suitable intervals
- 3 make sure staff have the information and training they need to spot stock that is out of date or at risk of deteriorating, and to deal with it in line with legal and company requirements
- 4 check the storage and movement of stock to make sure that stock is reaching the shop floor as it is needed
- 5 evaluate the storage, care and movement of stock and find ways of running storage and movement systems more profitably

You must know and understand:

- (a) when and how to check stock and storage, including both routine and spot checks
- (b) legal and company requirements for removing out-of-date stock
- (c) the company's requirements for storing and moving stock, and how to check that these requirements are being met
- (d) how to work out if ideas for improving the ways stock is stored and moved are likely to be profitable
- (e) the causes of stock deterioration and damage and how these affect products
- (f) the company's requirements and quality standards for storage
- (g) the information colleagues need to be able to use the storage system effectively
- (h) company policy and procedures for protecting goods that are at risk of damage or deterioration
- (i) the company's systems and procedures for moving and storing stock