

B.3**Receive goods and materials in a retail environment
(Skillsmart Retail)(SQA Unit Code-F8JT 04)**

Element B.3.1

Prepare to receive deliveries in a retail environment

Element B.3.2

Receive deliveries into storage in a retail environment

Overview

This standard is about two aspects of receiving deliveries. The first concerns preparing the receiving and storage areas and making sure the relevant paperwork is in order. The second is about checking deliveries, making sure that they are satisfactory and are of-loaded into the right areas, and updating the stock control records.

B.3.1. Prepare to receive deliveries in a retail environment(SQA Unit Code-F8JT 04)

What you must be able to do

- 1 identify accurately the quantity and nature of the items that are expected and the storage space needed
- 2 check accurately the storage space that is available and promptly report any shortage to the right person
- 3 check that the receiving area is clean, tidy and free from obstructions and dangers
- 4 check that the handling equipment you need is available and is in good working order
- 5 check that the relevant paperwork is complete, accurate and up-to-date

What you must know and understand

- (a) why you need to prepare thoroughly to receive deliveries
- (b) the information you need about the quantity and nature of deliveries, and how to access and interpret this information
- (c) how to identify the quantity and type of storage space needed, and how to check if this is available
- (d) who to tell about any shortage of storage space, and why you should do so promptly
- (e) company procedures for receiving deliveries
- (f) why accurate, complete and up-to-date paperwork is needed, and the possible consequences of not having this
- (g) the paperwork you must check and how to identify problems with it
- (h) legal and company requirements for maintaining security and safety during deliveries, and how these relate to the preparations you are required to make

**B.3.2. Receive deliveries into storage in a retail environment
(SQA Unit Code-F8JT 04)**

What you must be able to do:

- 1 check that the type, quantity and quality of items deliveries are acceptable
- 2 follow company procedures and policies for refusing faulty deliveries
- 3 record any refusals accurately and tell the right person about them promptly
- 4 check deliveries using methods that are safe and hygienic and that protect the items from damage
- 5 allow deliveries to be off-loaded only into the right areas
- 6 update stock control systems promptly, fully and accurately
- 7 follow legal and company requirements for maintaining security and safety while receiving deliveries

What you must know and understand

- (a) the handling equipment you need, where to find it and how to use it
- (b) how to recognise faulty equipment
- (c) who to tell about any faulty equipment that you are not responsible for fixing
- (d) why you must handle goods safely and hygienically, and how to do so
- (e) why you must handle goods without damaging them, and how to do so
- (f) where deliveries should be offloaded
- (g) legal and company requirements for maintaining security and safety while receiving deliveries