

## Manage the receipt, storage or dispatch of goods

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### Overview

This standard is about managing the receipt, storage or dispatch of goods. This standard is for hospitality team leaders, first line managers or supervisors.

The logistics chain from goods arriving, being stored safely and then sent on to the next destination requires careful planning, monitoring and control.

An obvious example is perishable goods which have a relatively short life cycle. However, all goods being transported and stored are subject to any number of possible hazards and so require constant vigilance and contingency plans to deal with any identified risks that could arise.

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

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### Performance criteria

You must be able to:

1. Confirm the goods are of the quality and type required
2. Determine the storage conditions and equipment required to manage the goods
3. Assess the capacity of the storage facility and identify appropriate areas for receiving, storing or dispatching goods
4. Organise the movement or rotation of goods to assist receiving, storing or dispatching goods
5. Ensure any monitoring activities, tests and other storage arrangements required for the goods are carried out in accordance with organisational procedures
6. Identify and confirm requirements for facilities and equipment to be used with the goods
7. Utilise and maintain the organisation's logistics resources effectively to manage the receipt, storage and dispatch of goods
8. Provide information on the goods and their requirements to all relevant people using appropriate communication methods
9. Identify any relevant health, safety and security issues relating to the management of the goods
10. Identify any problems with managing the goods and take the appropriate action to deal with them
11. Report work activities and record them in the appropriate information systems according to organisational procedures
12. Comply with all relevant work and safety legislation, regulations, standards and organisational procedures

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### Knowledge and understanding

You need to know and understand:

1. Sources of information on the capacity and limitations of a storage facility
2. Types of goods to be received, stored or dispatched
3. Storage areas relevant to the type of goods to be received, stored or dispatched
4. Special requirements relating to the receipt, storage or dispatch of goods
5. Monitoring and testing systems and procedures
6. Methods of stock rotation and movement
7. Resources available in the organisation
8. Types of problem arising from managing the processing of goods
9. Sources of information on legislation and regulations
10. Legislation and regulations that apply to own area of responsibility
11. Legal requirements for the storage and distribution of specific goods and materials
12. Reporting responsibilities and information systems used by the organisation for specific work activities
13. Working practices, operating procedures, guidelines and codes of practice
14. Roles and responsibilities of different colleagues

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**Behaviours**

**The following behaviours are provided as guidance to underpin effective performance of a hospitality supervisor**

1. You recognise recurring problems and promote changes to structures, systems and processes to resolve these
2. You reflect regularly on your own and other's experiences and use these to inform future action
3. You are vigilant for possible hazards
4. You calculate risks and develop contingencies to deal with unexpected events which may impede the achievement of objectives
5. You focus personal attention on specific details that are critical to achieving successful results
6. You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes

**Links to other NOS**

This standard has particular links with the following standards in the Hospitality Supervision & Leadership suite of standards:

- HSL3
- HSL7
- HSL8
- HSL11
- HSL13
- HSL15
- HSL17
- HSL18
- HSL20
- HSL21
- HSL22
- HSL26
- HSL30



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**Relevant Occupations** Supervisor; Team Leader

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**Suite** Hospitality Supervision and Leadership

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