JOBS 4ALL

STRENGTHENING THE EMPLOYABILITY AND KEY COMPETENCES OF YOUNG PEOPLE WITH DISABILITIES THROUGH THE DIGITAL TRANSFORMATION AND MODERNISATION OF YOUTH WORK

BOOKLET 4: WAREHOUSE ASSISTANT

PR2/A2: JOBS4ALL TRAINING PACK FOR SPECIFIC JOBS IN 3 DIFFERENT SECTORS

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JOBS 4ALL

PROJECT INFORMATION

PROJECT ACRONYM: JOBS4ALL

WEBSITE: HTTPS://JOBS4ALL-PROJECT.EU/

SUB-PROGRAM OR KA: KA220-YOU - COOPERATION PARTNERSHIPS IN YOUTH

CONSORTIUM:

DEMOKRITOS NATIONAL CENTRE FOR SCIENTIFIC RESEARCH

Emphasys CENTRE

MetropolisNet
European network of local development partnerships in metropolitan areas

LC YOUTH

APPDA | Coimbra

Zespół Szkół Specjalnych im. Janiny Porazińskiej w Ignacowie

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INTRODUCTION

THIS BOOKLET IS ABOUT DANIEL. DANIEL IS 25 YEARS OLD AND WANTS TO BECOME A WAREHOUSE ASSISTANT.

HIS JOB INCLUDES MANY DIFFERENT TYPES OF TASKS.

DANIEL'S TASKS ARE DIVIDED INTO THREE LEVELS:

- BEGINNER LEVEL
- INTERMEDIATE LEVEL
- ADVANCED LEVEL

FROM EACH LEVEL YOU WILL LEARN
HOW TO PERFORM THE RESPECTIVE TASKS.

START WITH THE BEGINNER LEVEL.

THESE ARE THE EASIEST ACTIVITIES
TO DO IN A WAREHOUSE.

THEN MOVE ON TO THE INTERMEDIATE LEVEL.

AT THE END YOU WILL FIND THE MOST
DIFFICULT ACTIVITIES IN A WAREHOUSE
IN THE ADVANCED LEVEL.

THE ADVANCED LEVEL IS NOT MANDATORY IN ALL PLACES.

AFTER LEARNING ALL THE TASKS,
YOU WILL BE READY TO TEST YOUR SKILLS IN A WAREHOUSE.

ONCE YOU START WORKING IN A WAREHOUSE,
IT IS IMPORTANT THAT YOU DO EVERYTHING YOURSELF
FROM START TO FINISH.

DON'T WORRY IF YOU DON'T UNDERSTAND SOMETHING.

ASK FOR HELP WHEN YOU NEED IT.

GOOD LUCK!

WAREHOUSE ASSISTANT PROFILE

MEET DANIEL!

HE WORKS AS A
WAREHOUSE ASSISTANT.

THE JOB INVOLVES
WORKING IN A WAREHOUSE.

HE HAS PREPARED
VERY WELL FOR HIS TASKS.

HE HAS PUT ON HIS UNIFORM AND
HE IS READY FOR HIS TASKS.

HE IS GOING TO TELL YOU SOME THINGS
YOU NEED TO KNOW ABOUT HIS JOB.

HE IS ALSO GOING TO SHOW YOU
STEP BY STEP HOW TO DO THE TASKS
WHICH A WAREHOUSE ASSISTANT DOES.

LEARN ABOUT DANIEL'S TASKS.

THIS WILL HELP YOU TO KNOW THE DUTIES
OF AN EMPLOYEE IN THE POSITION OF
WAREHOUSE ASSISTANT.

THIS BOOKLET WILL HELP WITH THE PROCESS
TO LEARN THE TASKS CORRECTLY.

WHAT DOES THE WAREHOUSE ASSISTANT DO?

A WAREHOUSE ASSISTANT TAKES CARE OF THE EFFICIENT FUNCTIONING OF A WAREHOUSE.
DANIEL IS STARTING HIS JOB IN THE WAREHOUSE.

SOME OF HIS MAIN TASKS ARE:

- ORGANIZE AND DISPLAY PRODUCTS

- MANAGE INVENTORY

- STOCK MAINTENANCE

- ORDER PROCESSING

- PACKAGING AND LABELLING

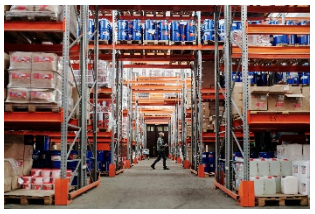
- EQUIPMENT HANDLING

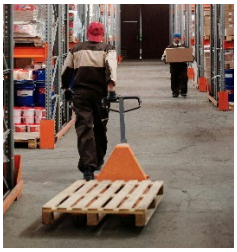
TO BE A GOOD WAREHOUSE ASSISTANT,
DANIEL KNOWS THAT IT´S NECESSARY:

• TO BE PUNCTUAL AND ORGANIZED
• TO BE COMPLIANT OF RULES AND PROCEDURES IN THE WORKPLACE
• TO BE POSITIVE AND FRIENDLY TOWARDS CUSTOMERS AND COLLEAGUES
• TO HAVE A CLEAN APPEARANCE
• TO BE ATTENTIVE TO FINE DETAIL
• TO BE OPEN TO LEARN AND IMPROVE
• TO WORK IN A TEAM

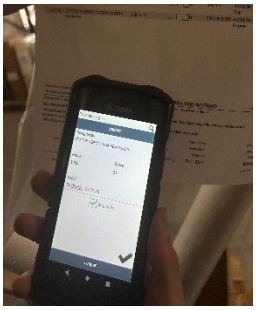
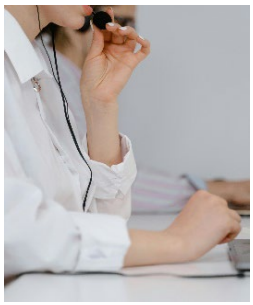
TO PERFORM HIS WORK WITH SAFETY, DANIEL HAS TO WEAR PROTECTIVE MATERIAL SUCH AS STEEL-TOE BOOTS, A SAFETY HELMET AND PROTECTIVE GLOVES

GLOSSARY

WAREHOUSE	A LARGE BUILDING FOR STORING THINGS BEFORE THEY ARE SOLD, USED, OR SENT OUT TO SHOPS	
SHOP OR STORE	A PLACE TO BUY THINGS OR SERVICES	
SHELVES	LONG, FLAT BOARDS FIXED HORIZONTALLY, SO THAT OBJECTS CAN BE STORED ON THEM	
CUPBOARD	A PIECE OF FURNITURE OR A SMALL PART OF A ROOM WITH A DOOR BEHIND WHERE THERE IS SPACE FOR STORING THINGS, USUALLY ON SHELVES	
DRAWER	A BOX-SHAPED CONTAINER, WITHOUT A TOP, THAT IS PART OF A PIECE OF FURNITURE. IT SLIDES IN AND OUT TO OPEN AND CLOSE AND IS USED FOR KEEPING THINGS IN	

CABINET	A PIECE OF FURNITURE WITH SHELVES, CUPBOARDS, OR DRAWERS, USED FOR STORING OR SHOWING THINGS	
FRIDGE OR FREEZER	CONTAINERS, OPERATED WITH ELECTRICITY, THAT STORE FOOD AT A COLD TEMPERATURE (FRIDGE) OR A VERY COLD TEMPERATURE (FREEZER) SO IT CAN BE KEPT SAFELY FOR A LONGER TIME	
PALLETS	A FLAT WOODEN STRUCTURE THAT HEAVY GOODS ARE PUT ONTO SO THAT THEY CAN BE MOVED USING A FORK-LIFT TRUCK	
FORK-LIFT TRUCK	A SMALL VEHICLE WITH TWO STRONG BARS OF METAL ON THE FRONT THAT IS USED FOR LIFTING HEAVY GOODS THE ONE SPECIFIC FOR PALLETS IS CALLED A PALLET TRUCK	
MANUAL PALLET JACK	HAND-POWERED JACK MOST COMMONLY SEEN	

	IN RETAIL AND PERSONAL WAREHOUSING OPERATIONS	
SHOPPING CART	A SMALL VEHICLE WITH TWO OR FOUR WHEELS THAT YOU PUSH OR PULL TO TRANSPORT LARGE OR HEAVY OBJECTS	
DISPLAY	PUTTING SOMETHING IN A PROMINENT PLACE SO THAT IT IS READILY SEEN	
PACKAGING	THE PROCESS OF PUTTING PRODUCTS INTO PACKAGES SO THAT THEY CAN BE SOLD OR SENT SOMEWHERE	
LABELING	TO ATTACH A LABEL TO A PRODUCT WITH INFORMATION ABOUT IT A LABEL CAN BE A PIECE OF PAPER, FABRIC OR PLASTIC	

PDA	ABBREVIATION FOR PERSONAL DIGITAL ASSISTANT. IT IS A VERY SMALL COMPUTER THAT YOU CAN CARRY WITH YOU TO STORE INFORMATION AND TO DO SIMPLE COMPUTER JOBS	
ORDER	REQUEST SOMETHING TO BE MADE, SUPPLIED, OR SERVED.	
INVENTORY	A DETAILED LIST OF ALL THE GOODS IN A WAREHOUSE THE AMOUNT OF GOODS A STORE OR BUSINESS HAS FOR SALE AT A PARTICULAR TIME, OR THEIR VALUE	
CUSTOMER SERVICE	THE WAY THAT AN ORGANIZATION DEALS WITH CUSTOMERS BEFORE, DURING, AND AFTER A SALE, AND THE ACTIVITIES INVOLVED IN DEALING WITH CUSTOMERS	

TASKS

NOW LET ME SHOW YOU
STEP BY STEP HOW TO DO THE
SIMPLE TASKS WHICH
A WAREHOUSE ASSISTANT DOES.

DON'T WORRY IF YOU DON'T
UNDERSTAND SOMETHING.

ASK FOR HELP WHEN YOU NEED IT.

GOOD LUCK!

BEGINNER LEVEL

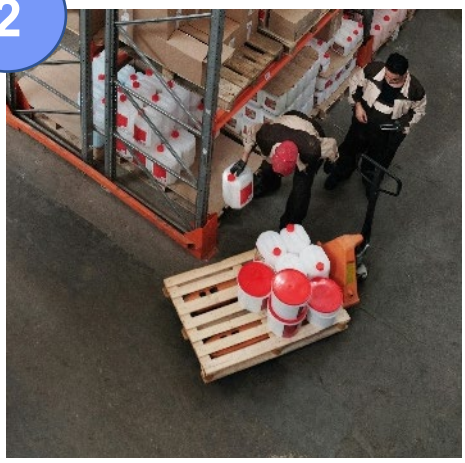
ORGANIZATION OF PRODUCTS ON SHELVES

WE WILL LEARN WITH DANIEL HOW TO ORGANIZE, REPLACE AND DISPLAY THE PRODUCTS ON SHELVES

1

1. HE PICKED UP A CART (SHOPPING, PALLET JACK OR TROLLEY) IN THE WAREHOUSE

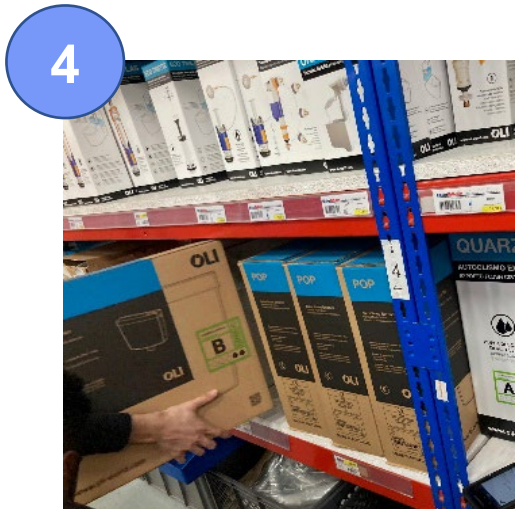
2



2. HE PLACED THE PRODUCTS THAT WERE ORDERED IN THE CART

3. HE FOLLOWED INSTRUCTIONS TO GO TO THE RESPECTIVE AISLES AND SHELVES OF THE WAREHOUSE

4. HE DISPLAYED THE PRODUCTS IN THE ASSIGNED PLACE WITH THE MARKS FACING THE FRONT SO THAT THE CUSTOMER COULD QUICKLY IDENTIFY THE PRODUCT



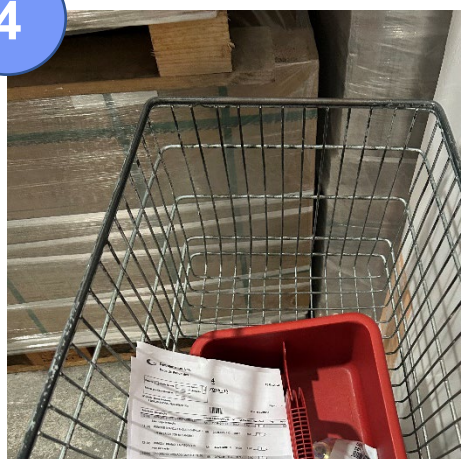
REPLACEMENT OF PRODUCTS

1. DANIEL SAW THE EXPIRY DATE OF THE PRODUCTS

2. HE PUT THE PRODUCTS WITH LATER EXPIRATION DATE BEHIND THE PRODUCTS WHICH ARE ABOUT TO EXPIRE

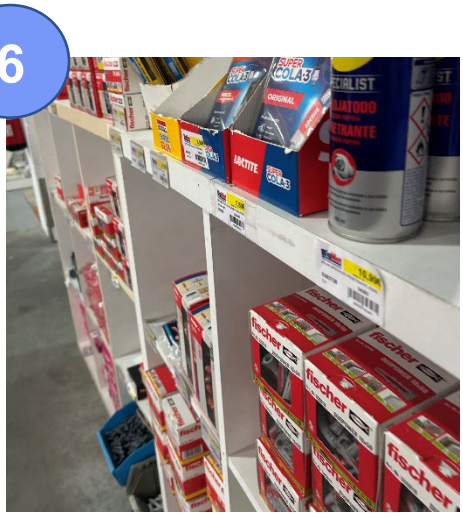
3. HE TOOK OUT THE PRODUCTS THAT WERE ALREADY EXPIRED OR THAT WERE NOT SUITABLE FOR CONSUMPTION

4. HE PLACED THE PRODUCTS THAT WERE UNUSABLE IN THE SHOPPING CART



5. HE PUT IDENTIFICATION CARDS, SO THEY CAN BE COLLECTED.

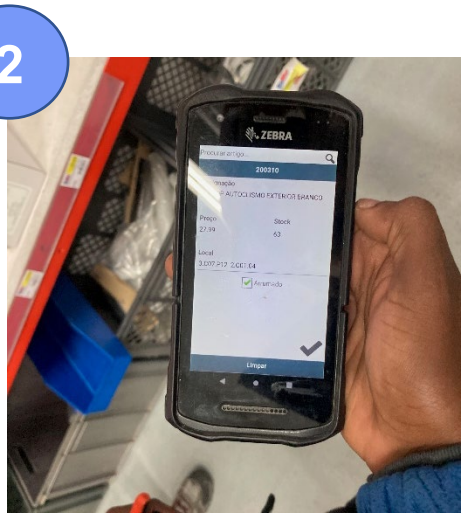
6. HE REPLACED PRODUCTS TO REFILL STORE SHELVES



VERIFY OUT OF STOCK PRODUCTS

1. DANIEL IDENTIFIED WHICH PRODUCTS WERE MISSING

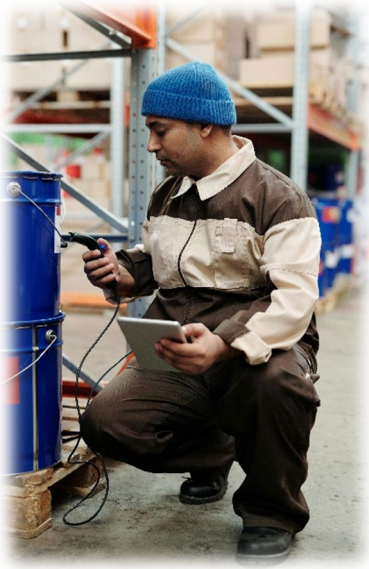
2. THEN, WITH THE PDA, HE CHECKED THE STOCK AVAILABILITY AND ITS LOCATION IN THE WAREHOUSE



3. HE PICKED UP THE PRODUCTS IN THE LOCATION OF THE WAREHOUSE

4. FINALLY, HE REFILLED THE SHELF IN THE DESIGNATED SPACE

INTERMEDIATE LEVEL



AFTER TWO MONTHS OF INTERNSHIP DANIEL IS READY FOR THE NEXT STEP.

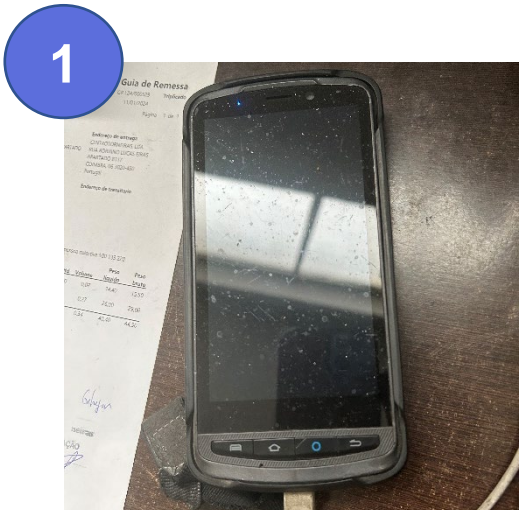
IN THE INTERMEDIATE LEVEL WE WILL LEARN WITH HIM:

- HOW TO LABEL PRODUCTS WITH A PDA
- MANAGE THE INVENTORY
- PREPARE ORDERS

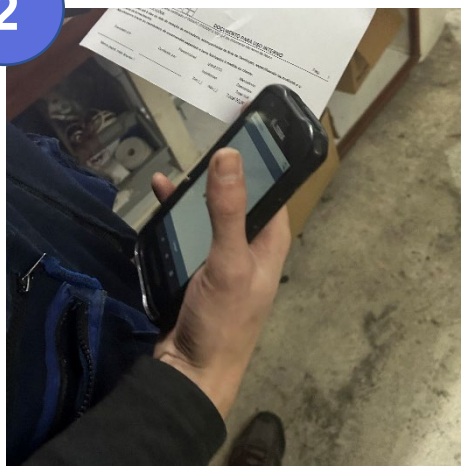
PRODUCT LABELING

DANIEL'S NEW TASK IS TO PUT NEW LABELS ON PRODUCTS WHEN THERE ARE DISCOUNTS OR WHEN PRICES CHANGE

1. DANIEL LEARNED HOW TO USE THE PDA FUNCTIONS WITH THE HELP OF A COLLEAGUE

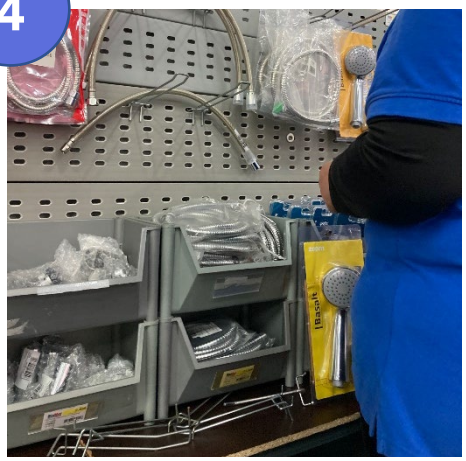


2. HE PRINTED THE PRICES



3. HE PLACED THEM IN THE UNLABELLED PRODUCTS

4. HE PRINTED NEW PRICES AND PLACED THEM IN THE RESPECTIVE AISLE AND SHELF

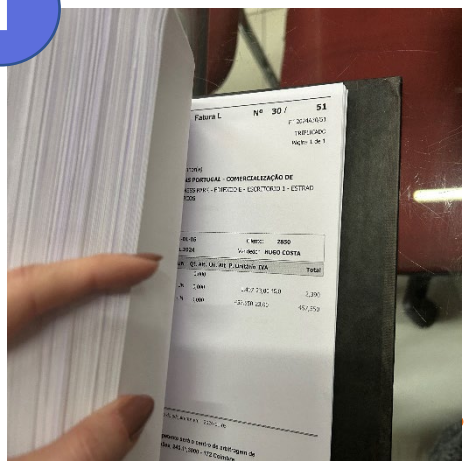


INVENTORY CONTROL

1. DANIEL TOOK THE INVENTORY OF ALL EXISTING PRODUCTS IN THE WAREHOUSE AND IN THE STORE.

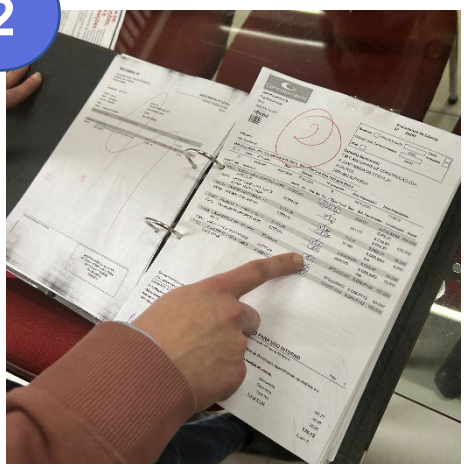
   THEN, ACCORDING TO A STOCK LIST HE LOCATED AND CONFIRMED THAT THE PRODUCTS EXIST.

1



2. HE PRINTED, REGISTERED AND UPDATED DATA, MANUALLY OR USING SPECIFIC COMPUTER APPLICATIONS.

2

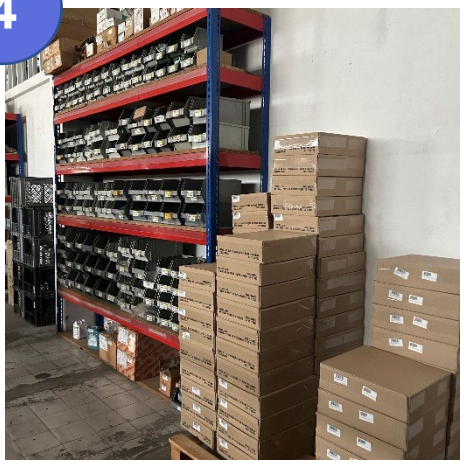


3. HE ORGANIZED DOCUMENTS NUMERICALLY, ALPHABETICALLY OR BY SUBJECT, FOR EXAMPLE, INVOICES, CONTRACTS, AND GUIDES.

3

4. HE GAVE SUPPORT IN THE ORGANIZATION OF PRODUCTS IN THE WAREHOUSE ACCORDING TO THE IDENTIFICATION ON THE SHELVES, EXPIRY DATE AND BRAND

4

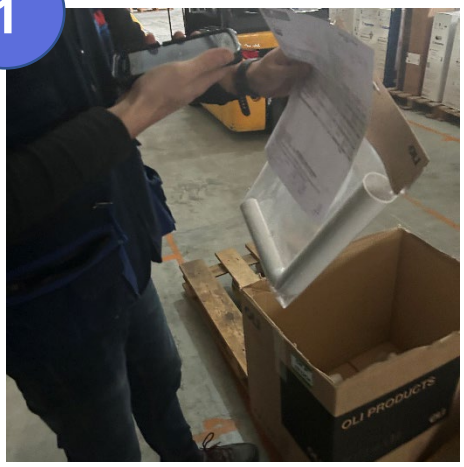


5. HE GAVE SUPPORT IN RECEIVING GOODS AND PLACED PRODUCTS BY CATEGORY

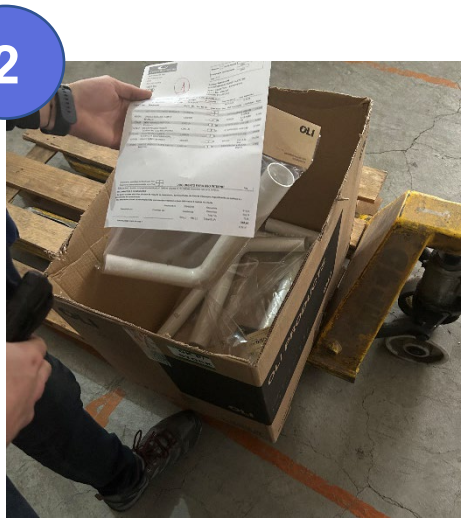
5

PREPARATION OF ORDERS

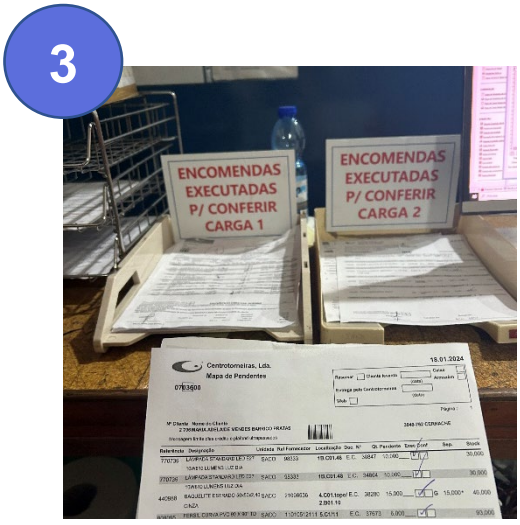
1. FIRST, DANIEL CHECKED THE ONLINE ORDER LIST



2. THEN HE REMOVED THE ORDERED PRODUCTS FROM THE WAREHOUSE



3. HE PLACED THE PRODUCTS IN THE SPACE FOR THE ORDERS, FOR THEM TO BE DOUBLE CHECKED BY ANOTHER COLLEAGUE



ADVANCED LEVEL

CUSTOMER SERVICE

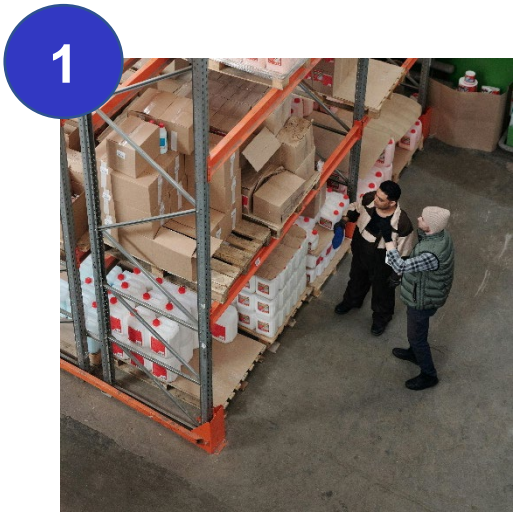
NOT ALL WAREHOUSE ASSISTANTS DO COSTUMER SERVICE.

DANIEL WILL INITIATE SOME OF THESE TASKS AFTER FOUR MONTHS OF INTERNSHIP.

LET´S TRY TO LEARN HOW TO HELP CUSTOMERS WITH THEIR QUESTIONS: TO FIND PRODUCTS AND ORDER THINGS.

CUSTOMER SERVICE - IN WAREHOUSE

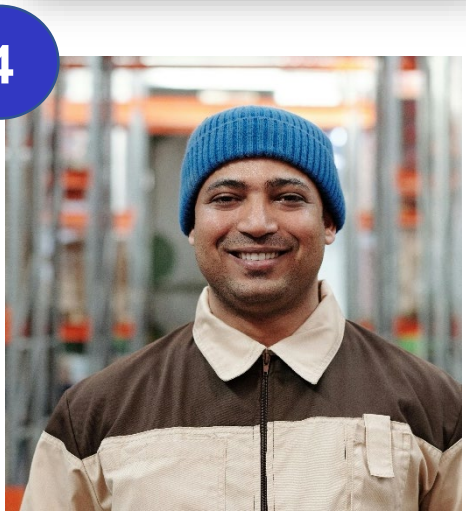
1. DANIEL RECEIVED AND WELCOMED THE CUSTOMER INTO THE WAREHOUSE AND ASKED HIM IF HE NEEDED HELP



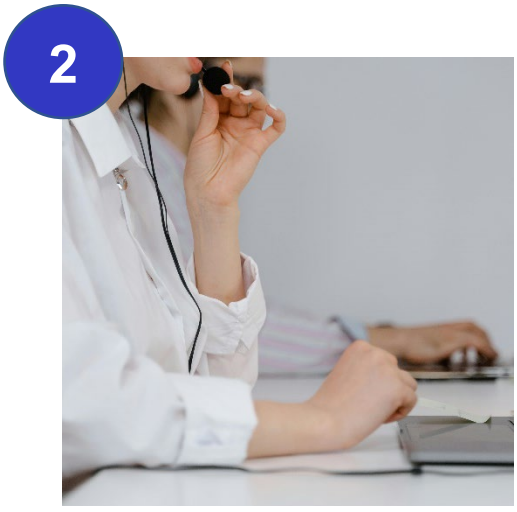
2. WHEN THE CUSTOMER ASKED HIM ABOUT FINDING A SPECIFIC PRODUCT, HE GUIDED THE CLIENT TO THE CORRECT AISLE AND SHOWED THEM THE PRODUCT

3. THEN, THE CUSTOMER ASKED HIM THE PRICE OF A PRODUCT, HE CHECKED THE BARCODE WITH THE SCANNER AND PROVIDED THE PRICE TO THE CUSTOMER

4. DANIEL ASKED THE CUSTOMER IF HE HAD ANY MORE QUESTIONS AND THANKED HIM FOR THE VISIT



CUSTOMER SERVICE - TELEPHONE

1. DANIEL ANSWERED TELEPHONE CALLS, GREETING THE CALLERS PROFESSIONALLY.
   HE PROVIDED THE REQUESTED INFORMATION.
   MOST OF THE QUESTIONS WERE RELATED TO PRODUCT ORDERS' OR INFORMATION.

2. AT THE END OF THE CALL, HE ASKED THE COSTUMERS IF THEY HAD ANY MORE QUESTIONS AND THANKED THEM FOR THEIR CALL.