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| **TRAINING OCCUPATION:RETAIL OPERATIONS (DEPARTMENT)** | | | |
| **CU : STORAGE ARRANGEMENT HANDLING** | **Code : DT-010-3:2014-C03** | | |
| **Work Activity 1:Arrange stock received** | **Duration : 6 Hours** | | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   1. Classify the categorisation of stock according to company practise    1. Hardline such as:       1. Household       2. DIY       3. Stationary       4. Electrical       5. Etc    2. Soft line/Apparel such as:       1. Men       2. Women       3. Baby       4. Shoes & bag       5. Etc    3. Fresh such as:       1. Poultry       2. Meat       3. Seafood       4. Bakery       5. Ready to eat       6. Chill & frozen       7. Vegetables       8. Dried Goods       9. Etc    4. Grocery such as:       1. Can food       2. Beverage       3. Non food       4. Confectionery       5. Etc 2. Understand method of stock arrangementsuch as    1. First In First Out (FIFO)    2. Last In First Out (LIFO)    3. Date coding    4. Etc 3. Understand process of product stacking according to Company practice    1. By weight and height    2. By dimension/size    3. By product type (fragile / non fragile)    4. By space management    5. Holding period    6. Etc 4. Describe types of tools & equipment and handling procedure such as:    1. Hand held scanner    2. Temperature gun    3. Basket and crates    4. Weighing machine    5. Forklift    6. Hand jack    7. Roll cage    8. Palette    9. Trolley    10. Industrial ladder    11. Etc 5. Understand the importance of date coding such as    1. To apply FIFO/LIFO    2. To ensure sufficient shelf life    3. To identify batch of manufacturing    4. Etc 6. Understand the differences between stock movement record (system) and stock card (manual) 7. Understand related authority requirements in storage arrangement such as    1. Malaysia Fire and Rescue Department    2. Ministry of Health    3. Ministry of Domestic Trade, Co-operative and Consumerism *(Akta Barangan Kawalan)*    4. National Pharmaceutical Control Board (NPCB)    5. Department of safety and Health(DOSH)    6. Jabatan Kemajuan Islam Malaysia(JAKIM)    7. Etc | | | |
| **Work Activity 2: Monitor storage area condition** | | | **6** |
| **Learning objectives**  At the end of learning session the apprentice will be able to:   * 1. Understand types of storage area   2. Warehouse /mini store   3. Pharmaceutical product storage   4. Cold room   5. Chiller room  1. List storage area requirements according to product categorysuch as    1. Temperature       1. Ambient/room temperature environment       2. Chill       3. Frozen    2. Humidity    3. Lighting    4. Etc 2. Understand the importance of checking temperature on a periodical basis 3. Describe function of temperature checklist 4. Understand the best practices in maintaining store area condition such as    1. Security    2. Safety    3. Pest control    4. Housekeeping    5. Halal and Non-Halal    6. Etc | | | |
| **Work Activity 3 : Prepare selling floor stock** | | **12** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Understand the best practices in preparing SKU by categories such as:    1. Carton/Bulk/Pallet replenishment    2. Prioritise stock from loose carton    3. FIFO/LIFO    4. Quality Checking (QC)    5. Etc 2. Identify types of high pilferage SKU by categories such as:    1. Milo    2. Baby milkpowder    3. Nescafe    4. Razor blade    5. Listerine    6. Liquor    7. Etc 3. Identify types of high value SKU by categories such as:    1. Television (TV)    2. Camera    3. Laptop    4. Battery    5. Hand watch    6. Etc 4. List types and function of security tag by categories such as:    1. Label / soft tag    2. Hard tag    3. Cable / collar    4. Pin    5. Case Alarm    6. Etc 5. Understand steps in handling security tag below:    1. Installation    2. Activation    3. Deactivate 6. Describe preparation process of SKU based on nature of SKU such as:    1. Soft line       1. Cloth must be ironed       2. By size and colour       3. Etc    2. Fresh       1. Bundle pack/repackaging       2. Clean/Cut/Trim fruits, seafood, poultry and vegetable product       3. Etc | | | |
| **TOTAL** | | **24 Hours** | |