

# An Introduction to Working in Receiving & Stocking

## 1) Receiver / Stockers do various tasks geared towards keeping the shelves stocked.

You will bring items up from the basement, put them out onto the shelves, and keep the Receiving area clear of debris so the working area is unobstructed. Work can include unloading delivery trucks, working in coolers or freezers, working in the backyard, cleaning, emptying garbage, and lifting, in addition to stocking the shelves. Most of the time Receiving and Stocking squads work in cooperation with one or more paid staff Receiving Coordinators, who will have primary responsibility for writing lists of products that need to be stocked. If you need work, consult Receiving Monitor (a staff person), the Squad Leader, and/or the "What to Do When you Think there is 'Nothing' To Do" list located at the end of the produce aisle and in the Receiving/Stocking attendance book.

## 2) Do NOT pull products forward on the shelves.

This is called "Facing Up" and we do NOT want members to do it. Even though "Facing Up" the shelf can make the display look more full and accessible, it is NOT productive. Sometimes the shelf will look a little low: that's OK. "Faced up" shelves make list writing more difficult because shelves appear to be full but are in fact hollow behind the front items. Also, people stocking shelves may think the shelf is full and send stock back downstairs. (There is one exception to this rule—workers stocking the large chips displays should pull bags of chips forward.)

## 3) Only send up items from the basement if there is enough room on the shelf for an entire case.

Do not stock partial cases -- it will save time and energy and avoid confusion. When partial cases are sent downstairs they often don't get put back correctly, making it diffi-

cult to stock the remainder of the case later. We encourage members to use the paging system to find out if a product that is low or out on the shelves is available in the basement.

## 4) Perishable products should be stocked first and must be closely monitored.

The stocking of perishable products waiting in the aisles—produce, frozen, refrigerated—must always take precedence over the stocking of grocery items. When you are working on a perishable item, never walk away from the job until it is finished or passed on to another worker or to staff. Pay attention to the dates of perishable products—the product with the date closest to today must be positioned to sell first. This is called "rotation" and it ensures the freshness of the maximum number of products on our shelves. If you find a product with a "sell-by" date prior to today (meaning the sell by date is yesterday or before) please remove it from the shelf and bring it to the attention of a Receiving Coordinator (staff member) who will help you decide whether it is a product we can return to our supplier for credit, soup kitchen, compost or trash.



## 5) Using the freight lifts.

No passengers are allowed on the freight lifts, ever. Whenever you work one of the two freight lifts (big one in the receiving area or smaller one in the back of the store by the chicken case) you must leave it in the following condition—manual safety gate rolled down and electric gate rolled down. This is true both when you fill the lifts and when you empty them. Before you walk away from any lift make sure the safety gate and the electric door are down.

## 5) Using the conveyor belt.

The conveyor, also known as "the belt," is a piece of heavy machinery and you should not use it unless you know how—it's best to ask someone

familiar with its operation to give you a review. At both the top and the bottom of the conveyor there are three main buttons that control its action—"up" "down" and "stop." There needs to be communication between ends of the belt to ensure that products don't get piled up at the top or bottom. Never press "up" or "down" and walk away. If you send things up or down you need to make sure that someone is there to receive them, or that someone will be there soon. Never assume that someone will simply find the items that you sent up or down.

## 7) Work clothes available to borrow during your shift.

To protect you and your clothes, gloves, sweat-shirts, freezer garb, aprons and rain-coats are available. Gloves are in the Receiving area—take from the "clean gloves" bin and return soiled or wet gloves to the "dirty gloves" bin. Warm clothes are hanging in various places around the Coop. Those available for borrowing are marked "Coop"—be careful, because members also sometimes hang their personal stuff in these locations.

## 8) Case cutters.

Please be very careful with these simple looking but very sharp tools. This may sound silly, but please get someone to explain how they open and close if you have not used one before. Don't use them unless you have to—many of our cardboard boxes can easily be opened by hand for shelf-stocking. Don't leave case cutters open when not in use. Don't leave them around at all when you are done. If you find them in the Coop, return them, closed, to the metal shelves in the Receiving area.



continued over

**9) Cardboard Management.** On the weekend, boxed cardboard is stored in the basement to the right of the rear lift. If this area is already full of cardboard, make stacks of additional cardboard behind the produce-processing table (NOT on U-Boats). If that area gets full place additional cardboard on U-boats in less trafficked areas in the basement. For details on cardboard recycling, read the instructions posted on the wall in the receiving area. During the week, cardboard is stored on U-Boats in the basement until the evening, when it gets put out by the dumpster.

**10) Milk crates, chicken boxes and wooden crates.** Empty milk crates should be stacked in the basement to the right of the rear lift. If this space is taken up by cardboard (on the weekends, for instance) milk crates can be stored on a U-boat near the rear lift. Working hinged wooden crates and complete chicken boxes (those with both a top and a bottom that fit) go into the backyard. Stack chicken boxes and hinged crates separately. Chicken boxes must be stored with the tops on. Damaged hinged crates, and all non-hinged wooden crates must be broken down completely flat and thrown into the dumpster. Incomplete or damaged chicken boxes must be recycled along with all the other cardboard.

**11) Keep the Receiving Area clean and cleared of debris.** After emptying the garbage, cleaning the sinks and cutting cardboard, clear the room of overstock items that go back downstairs. Overstock items must be returned to their proper places in the basement. On the weekend, U-boats and Hollywood carts should be distributed around the basement. During the weekday, check with the Receiving Monitor before sending U-Boats and

Hollywood Carts to the basement.)



**12) Always complete the jobs you start or ensure that they are passed along.** In a place as big as the Coop you must take responsibility for finishing what you start. As with perishable products—detailed above—never walk away from a job until it is finished or passed on to another worker or to staff. Communication is very important, don't assume others know what point you have reached in your assigned task.



**13) Know how to read Shelf Labels for information that will help you do your job.** The shelf labels display two pieces of information that are useful when stocking shelves.

Unit Price	RETAIL PRICE
<b>\$1.03</b>	<b>\$0.98</b>
LB	15.25 OZ 12.0
WESTBRAE CORN CANNED	
WHITE OG	
2 ROWS	

< B

< A

**A) How many rows on the shelf this product has been allotted.**

This information is usually hand written. Please adhere to the number of rows indicated: this is not randomly selected. Row allocation affects the way products fit on the shelves and directly correlates to how fast an item sells. If nothing is written, then that particular product only gets one row.

**B) The number of individual items in a case of this product.**

The "case" is the unit—often a box—in which multiples of a single product are packaged and transported to us from our distributor. In the above example, the number of individual cans of Westbrea canned Corn in a case is "12.0" When that number is "1" it does not mean that there is only one item in a case, it is an oddity produced by our computer ordering system. In these cases, you must inspect the case itself to determine how many pieces it contains.