SUPERVISE STOCK COUNTS

US ID 118043

LESSON 1:
STOCK COUNT PREPARATION

1. Check and verify stationery and administrative requirements
2. Identify the sections to be counted
3. Verify all stock count preparation procedures
4. Implement operational systems that impact on stock count
5. Schedule staff for stock count
6. Train staff for the stock count
7. Communicate duties to staff

Outcomes:

Activity 1

There are a number of operational processes that take place when preparing to do a stock count. Explain the processes involved in time limits in terms of transactions of existing stock to be counted before the count itself.

Activity 2

You are scheduled to take part in the stock counting process. What do you need to know before the process begins?

LESSON 2: THE COUNTING PROCESS

1. Monitor staff to ensure they are complying with the plan
2. Verify that the stock count meets the required standards
3. Action any stock count queries

Outcomes:

Activity 3

What type of counting method is used in your workplace? How are staff monitored during the process to ensure they are complying with the required standards?

Activity 4

How are discrepancies or queries during the stock take handled in your workplace? Provide an example of such a discrepancy or query.

LESSON 3:
POST STOCK COUNT PROCEDURES

1

Implement the post stock count administrative requirements

2

Remove evidence of stock counts from the store

3

Conduct an analysis of the stock count

Outcomes:

Activity 5

What is the impact on customers if evidence of stock counts are not removed from merchandise? Have you ever seen a product that has evidence of being counted? Did you purchase that specific product?

SUPERVISE IMPLEMENTATION OF LOSS PREVENTION MEASURES

US ID 118045

LESSON 1:
THE EFFECT OF SHRINKAGE AND LOSSES

1

Explain how shrinkage and losses impact on the profits of the business

2

Explain how shrinkage and loss occurs

3

Explain the effect of shrinkage and losses on the organization and employees

Outcomes:

Activity 1

Of the factors listed above, which one do you think is the most important in terms of being impacted by shrinkage and loss in the business? Explain your answer.

Activity 2

Why do you think shoplifting and employee theft are the major reasons for shrinkage? Think of your own store – is it easy for a customer to steal an item or an employee? Discuss this in your groups and note your findings.

LESSON 2: MINIMIZING LOSSES

1

Describe shrinkage and loss prevention techniques

2

Explain how prevention techniques can be implemented

3

Explain how non-adherence to prevention techniques should be managed

Outcomes:

Activity 3

Of the techniques for prevention listed above, which do you think is most effective – or do you think it is necessary to have as many techniques implemented as possible? Explain your answer in terms of how the technique or techniques will help prevent shrinkage and losses.

Activity 4

Refer to your Learner Workbook and PoE for this Activity.

LESSON 3: SHOPLIFTING

1

Explain how to identify shoplifters

2

Communicate ways to prevent shoplifting

3

Explain how to keep suspects under surveillance

4

Explain policies and procedures to apprehend suspected shoplifters

Outcomes:

Activity 5

How do you think you can spot a shoplifter? What would you look for?

Activity 6

What is the best way to approach or handle suspected shoplifter based on Section 3 of this Lesson? What is the policy in your own workplace?

MANAGE EXPENDITURE AGAINST A BUDGET

US ID 242810

LESSON 1: BUDGETING

1

Explain the concept of budgeting

2

Explain how to employ a budgeting technique

Outcomes:

Activity 1

Describe the managing of expenses within a team. How does this impact on the overall management function?

LESSON 2:
THE ELEMENTS OF A BUDGET

1

Identify the elements of a budget

2

Identify internal and external constraints on a budget

Outcomes:

Activity 2

Provide an example of an external factor that can negatively impact on a business budget.

LESSON 3: MONITOR AND CONTROL EXPENSES AGAINST A BUDGET

1

Monitor actual expenses

2

Identify variances and take corrective action

Outcomes:

Activity 3

What is the significance and impact of regular review and monitoring of a departmental budget?