

Stock Clerk

Orientation to the Scott Builders work placement

Course: Language for Work Master 2018

Book: Stock Clerk

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1. Introduction



(c) career.iresearchnet.com

You are assigned a work placement as a stock clerk at a grocery or department store in Edmonton. This Moodle Book will prepare you for your work placement. In this book, you will do the following:.

- Learn what a stock clerk might do and requirements for a job in a grocery or department store.
- Learn vocabulary words that you will need to use as a stock clerk.
- Learn about different tools, materials and equipment that might be used as a stock clerk.
- Read and listen to a story about someone who worked as a stock clerk.
- Learn different ways to check your comprehension and ask for help when you don't understand.
- Read a job profile and answer questions.
- Identify Essential Skills that are important in construction.
- Learn how to complete a volunteer registration form.
- Listen to and complete a work schedule and a time sheet.

2. Reading 1: What does a stock clerk do?

You will read information about what a warehouse worker does, the education you need to be a warehouse worker, and the industry. Then you will answer questions based on what you have read.

The information is divided into four parts. Read each part, then read the hint at the bottom of each section. The hint will give you suggestions on what information to focus on. Make notes on the important information. This will help you when you take the quiz. Then click on the next red toggle tab.

Words that are in red (or blue) are linked to their definitions in an online dictionary. If you don't know what the red (or blue) words mean, you can click on the word and you will be taken to its definition.

Job Description

Education

Career Path

Job Growth Outlook

Have you ever wondered how all the cans of green beans get on the shelves at the grocery store, or where store employees go when you ask them to "check in the back?" If you enjoy working behind the scenes, being a stock clerk just might be the perfect job for you.

A stock clerk is responsible for stocking shelves and maintaining the overall appearance of the store. That means you'll have to unload trucks and move the merchandise to the floor quickly and efficiently. You may be responsible for planograms (setting up the shelves according to company specifications), which means you'll need a good eye for detail. This is also the kind of job where your boss probably won't be looking over your shoulder. If you work well independently and you can motivate yourself to complete an assigned task from start to finish (without getting distracted), this will be perfect for you.

Some of these tasks can be completed when the store is open, but others have to happen early in the morning or late at night. Shifts are typically available around the clock, so this job offers is perfect for someone needing scheduling flexibility.

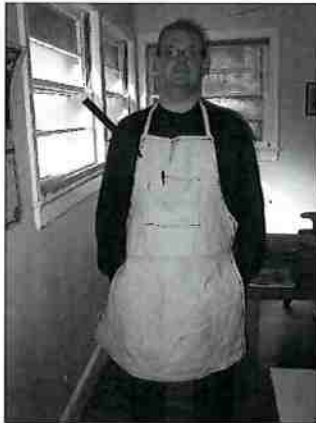
To be a stock clerk, you'll also need to physically be able to perform the tasks assigned to you. This means some heavy lifting, stooping, bending, and even climbing ladders. If you have a bad back, or if you're afraid of heights (10 to 20 feet), this probably isn't the job for you.

Employers will expect you to be hard-working and good with customers (especially if you work a day shift). You will be in the aisles stocking the shelves, so you'll be the very first person customers ask when they need to know what aisle the canned rutabaga is on (aisle 12, second shelf on the right).

Reading 1 Quiz: What does a stock clerk do?

Use your notes from the reading to answer the questions in the Reading 1 Quiz. You can access the quiz by clicking on this link or from the main course page.

1. **apron**



2. **arrange**



3. **assist**



4. **dolly**



5. **in stock**



6. **ladder**



7. **lift**



8. **organize**



9. **out of stock**



10. **price**



11. **receive**



12. **stock**



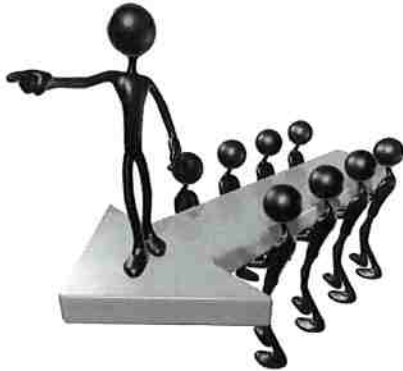
13. **track**



14. **unpack**



1. **CEO**



Chief Executive Officer - the person responsible for the overall performance of a company

2. **construction worker**



3. **crew**



a group of people working together

4. **expensive**



costing a lot of money

5. **flooring**



material that covers the floor (hard wood, laminate, carpet, etc.)

6. **guess**



to give an answer that you are not sure about

7. **home builder**



8. **impress**

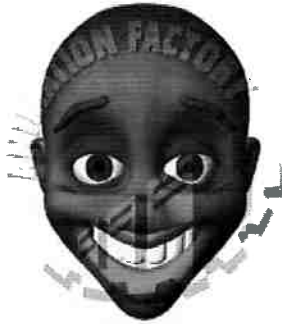


to make someone admire you

9. **living room**



10. **nod**



11. **paint**



12. **polite**



the opposite of this word is "rude"

13. **puddle**

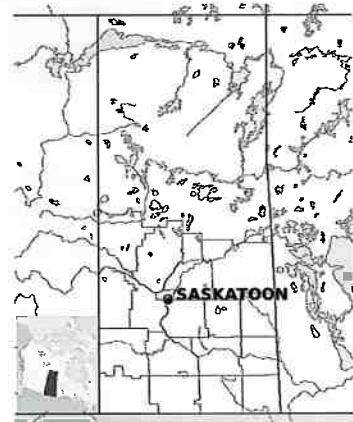


14. **repeat**



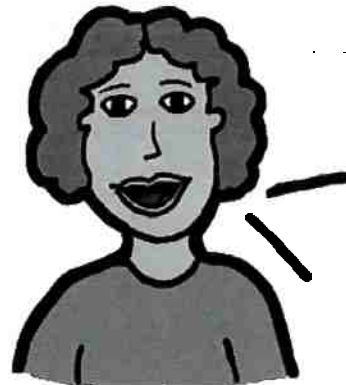
to say or do something again

15. **Saskatoon**



a city in Saskatchewan

16. **speak up**



to speak louder; to say something

17. **sponsor**

to pay for, finance, or be responsible for

3. Reading 2: The Danger of Nodding Your Head

You will read a story and take a quiz. First though, do the following vocabulary activity.

Practice vocabulary from the story below in this Quizlet. You will see a word from the reading. You will hear the word in a sentence. Flip the card and see the definition.

In the red Toggle Tabs below, you will read a story told by the owner of a company. This is the story of one of his father's employees. This is a true story, but some names and details have been changed.

The story is divided into 4 parts below. Read each part. Think about the question at the end of that section. Then click on the next red toggle tab. You can listen while you read:

The Danger of Nodding Your Head

Part 1

Part 2

Part 3

Part 4

Antonio was a construction worker in Mexico. A homebuilder from Saskatoon, Canada came to his town to help build a school. The homebuilder decided to sponsor Antonio to come work in Canada.

Antonio's friend and sponsor helped him find a construction job in Saskatoon. At first, Antonio couldn't speak English at all. However, he knew a lot about construction. Antonio felt very happy about his new job. He wanted to be very polite to his boss. Often he didn't understand what people were saying. But he could understand a few words and he was very good at guessing.

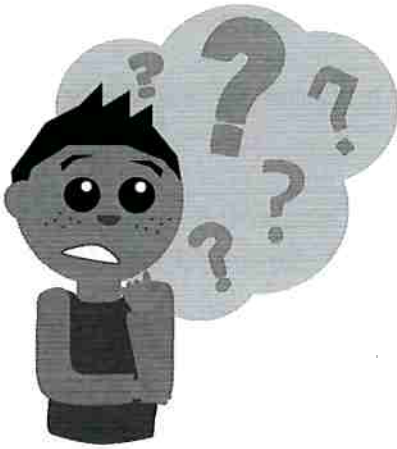
When people talked to him, he nodded his head. He guessed what they wanted. He didn't like to say he couldn't understand. He didn't want to make people repeat over and over. He liked his boss, and wanted to impress him.

Question: Do you think this is a good plan?

Reading 2 Quiz: The danger of nodding your head

Now take Reading 1 Quiz. You can access it from this link or from the main course page.

4. When you don't understand



*Question Guy by Scout
Public Domain*

If you don't understand someone in a social conversation, sometimes it is OK to nod. The person will keep on talking. You might figure out what the person is talking about. Then you can join in. Sometimes this works.

However, this is NOT a good strategy on the construction site!

Why is nodding and guessing a bad strategy for a stock clerk?

On the job, it is important to check that you heard right. It is important to check to be sure you understand.

Checking your comprehension helps YOU.

Checking comprehension helps your BOSS and CO-WORKERS.

There are many ways to check your comprehension. One way is to repeat with rising intonation.

1. Repeat with rising intonation

The easiest way to check your comprehension is to repeat what you heard, using rising intonation.

Sam: Can you get me the sledgehammer?

Jan: Get you the sledgehammer? Sure.

If you didn't hear or understand part of what they said, you can repeat the sentence, leaving a blank for the piece you missed. Again, use rising intonation.

Sam: OK. Pass me the flathead screwdriver over there.

Jan: Pass you the...?

Often we put in a question word, like **what** or **which** or **where**, for word we didn't understand.

Sam: OK. Pass me the flathead screwdriver over there.

Jan: Pass you the **what** screwdriver?

We also often say "again" at the end of the question to ask the person to repeat.

Sam: OK. Let's see. These three walls need to be painted with this honeymilk white paint. And the other wall...

Jan: Paint them with **what** color again?

Jan: Paint **which** three walls again?

Later you will practice other ways to check your comprehension. But first, on the next page, learn some construction vocabulary while you practice repeating with rising intonation.

5. Learn Stock Clerk vocabulary and practice checking comprehension

Stock Clerk Vocabulary Quizlet

Here is a Quizlet to help you:

- learn the names of stock clerk tools and duties

First, review the flashcards at this Quizlet. You will see a Stock Clerk picture. Click on the card and you'll see and hear a word.

Now practice the vocabulary using some of the following options:

- Do the Learn activities. These activities will help you master the vocabulary. It will give you more practice with the difficult items.
- Play the matching game.
- Test your knowledge of the vocabulary here. If you want to try more tests, click on "Options" and select "Create new test".

On the next page, you will practice other ways to check your comprehension.

1. **CEO**



Chief Executive Officer - the person responsible for the overall performance of a company

2. **construction worker**



3. **crew**



a group of people working together

4. **expensive**



costing a lot of money

5. **flooring**



material that covers the floor (hard wood, laminate, carpet, etc.)

6. **guess**



to give an answer that you are not sure about

7. **home builder**



8. **impress**



to make someone admire you

9. **living room**



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the opposite of this word is "rude"

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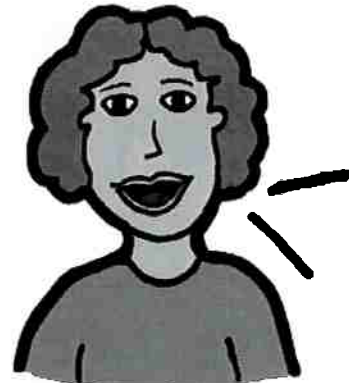
to say or do something again

15. **Saskatoon**



a city in Saskatchewan

16. **speak up**



to speak louder; to say something

17. **sponsor**

to pay for, finance, or be responsible for

6. When you don't know what to do

Sometimes repeating with rising intonation is not enough.

Listen to and read the following conversation. Then answer the questions which follow.

Connie: Hey Josh, could you kill the breaker for me?

Josh: Sorry... kill the what?

Connie: Um. The breaker. Kill the breaker.

Josh: I'm sorry, I still don't understand.

Connie: Cut the power.

Josh: Cut what?

Connie: I mean... Sorry. Shut off the electricity. Uh. Flip the switch on the breaker there – see the breaker on the wall? That grey box?

Josh: Ahhh. You want me to turn off the electricity?

Connie: Yeah.

Josh: OK... Um... the grey box. Yeah, I see the breaker, but there are 5 switches. Which one should I flip?

Connie: Um. I think it's the 5th one. On the left side. But it should be labeled bathroom.

Josh: Oh. OK

Connie: OK. Got it?

Josh: Yup.

Connie: OK. Thanks!

Answer the following questions. Then check your answers by clicking on the green button.

1. What does "Kill the Breaker" mean?

Show Answer

2. What does "Cut the power" mean?

Show Answer

3. What is a "breaker"?

Show Answer

4. What did Connie want Josh to do?

Show Answer

5. What could have happened if Josh had not checked his comprehension?

Show Answer

Strategies for checking comprehension

Listen to and read the dialogue again. Do you hear Josh using the following strategies? Click on the strategies below to see examples of each.

Repeat with a question word.

Directly say you don't understand.

Paraphrase. Repeat the same ideas in your own words.

Ask extra questions to figure out exactly what to do.

What could have happened if Josh did NOT use these strategies?

Listen here to find out!

7. Listening: Employment profile of a stock clerk

Employment Profile of a Stock Clerk

The following video explains the role of a grocery stock clerk and employees explain why they enjoy the job and the skills needed to do the job.

(c) kingsooperscareers

Listening 1 Quiz: Profile of a stock clerk

You will listen to a video about the role of a stock clerk and listen to employees and managers talk about the job. You will answer the questions in this quiz. You can listen to the video while you complete the quiz. You can listen as many times as you want. You can take the quiz as many times as you want.

9. Reading 4: Job Profile

© Government of Alberta

Job Profile



Easy Reading
Career Planning Series



Sell Things
to People

Shelf Stocker

Other names for this job

Food store clerk, grocery clerk,
retail shelf stocker, supermarket clerk

What do shelf stockers do?

Shelf stockers work in stores.
They take new stock (products) out of
boxes. They may count it, weigh it or
sort it into groups. They put prices on
the stock. They put the stock on shelves.
They scan items to check prices.

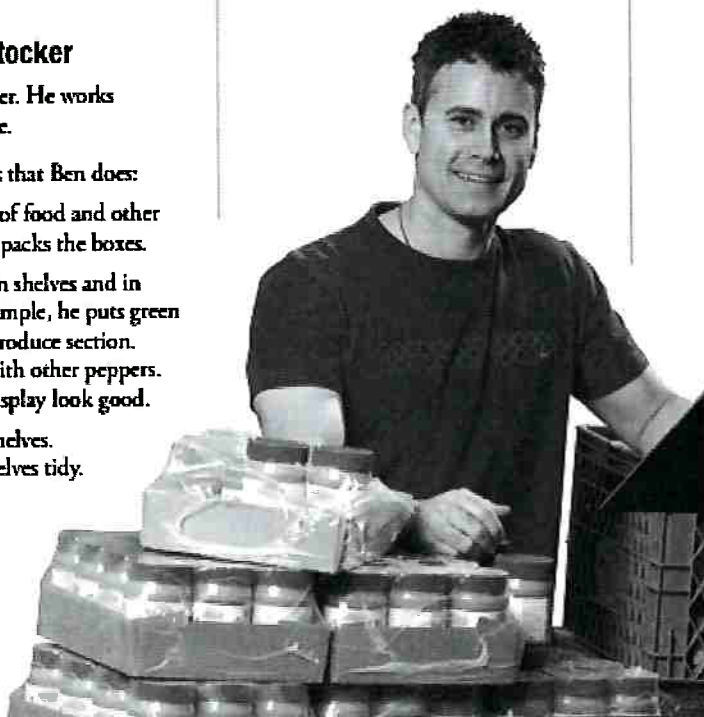
Meet a shelf stocker

Ben is a shelf stocker. He works
in a large food store.

Here are the things that Ben does:

- He opens boxes of food and other products. He unpacks the boxes.
- He puts items on shelves and in displays. For example, he puts green peppers in the produce section. He puts them with other peppers. He makes the display look good.
- He checks the shelves. He keeps the shelves tidy.

- He finds things for customers. Sometimes he has to get things from the stockroom.
- Sometimes customers drop something. For example, a jar of jam. Ben cleans up the mess.
- Sometimes Ben's supervisor asks him to help the cashiers. He puts customers' groceries in bags.



1

Shelf Stocker
alis.alberta.ca/ERadvisors

Shelf Stocker Job Profile (c) alis.alberta.ca

The above image is from a Job Profile for a stock clerk. Take a look at the title above. What is another name for a stock clerk?

You have already practiced a lot of stock clerk vocabulary so this reading should not be too hard. Click on the picture to go to the job profile. Read the profile. When you are finished reading the Job Profile, take the quiz below.

Job Profile Quiz

Take the quiz at this link. Or you can go to the quiz from the main page.

10. Complete a work schedule

Practice your Document Use Essential skills as you complete a form. You will listen to a crew supervisor talk to his crew about their work schedule for the upcoming week.

Listen to the first part of what he says, and look at the schedule below.

Work Schedule: <u>Josh's crew</u>							
Week: <u>June 4 to June 10</u>							
Employee	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Nick	7 am- 3:30 pm						
Jacob	7 am- 3:30 pm	7 am- 3:30 pm					
Andrew	7 am- 3:30 pm	7 am- 3:30 pm					
Emma	7 am- 3:30 pm	7 am- 3:30 pm					

Completing a work schedule

Now you will listen to the rest of the meeting and fill in the rest of the work schedule.

1. Download the Work Schedule form to fill out here.
2. Now, listen to supervisor finish his work schedule announcement and complete the form.

3. Click here to see the completed Work Schedule. Did you fill it out correctly?

11. Complete a time sheet

Nick is a new employee. Listen as a woman helps Nick fill out his first time sheet.
As you listen, look at the time sheet below.

Construction Company

Time Sheet

Pay Period: June 4-10, 20XX

Employee Name: Nick Bowen

Employee Number: 3925

Supervisor: Joshua Brown

Date	Start Time	End Time	Regular Hours	Overtime Hours	Total Hours
June 4, 2018	7:00 am	3:30 pm	8		8
June 6, 2018	9:00 am	7:30 pm	8	2	10

Completing a time sheet

Now you will help Nick fill in the rest of his time sheet.

1. Click here to download the Time Sheet to fill out.
2. Now, fill in the time sheet for Nick. You can use information from the Work Schedule you completed in the last activity. Or you listen to him "thinking out loud" and fill it in.
3. Click here to see the completed time sheet. Did you fill it out correctly?

Work Schedule: Josh's crew

Week: June 4 to June 10

Employee	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Nick	7 am- 3:30 pm		9 am- 7:30 pm	7 am- 3:30 pm	7 am- 5:30 pm	10 am- 6:30 pm	
Jacob	7 am- 3:30 pm	7 am- 3:30 pm	9 am- 7:30 pm	7 am- 3:30 pm	7 am- 5:30 pm		
Andrew	7 am- 3:30 pm	7 am- 3:30 pm	9 am- 7:30 pm		7 am – 5:30 pm	10 am- 6:30 pm	
Emma	7 am- 3:30 pm	7 am- 3:30 pm	9 am- 3:30 pm	7 am- 3:30 pm	7 am- 5:30 pm		

Time Sheet
Pay Period: June 4-10, 20XX

Supervisor: Joshua Brown

I certify that these hours are a true and accurate record of all time worked during the pay period.

Supervisor Signature: _____ Date: _____