

# **Warehouse Worker**

Orientation to a work placement in a warehouse.

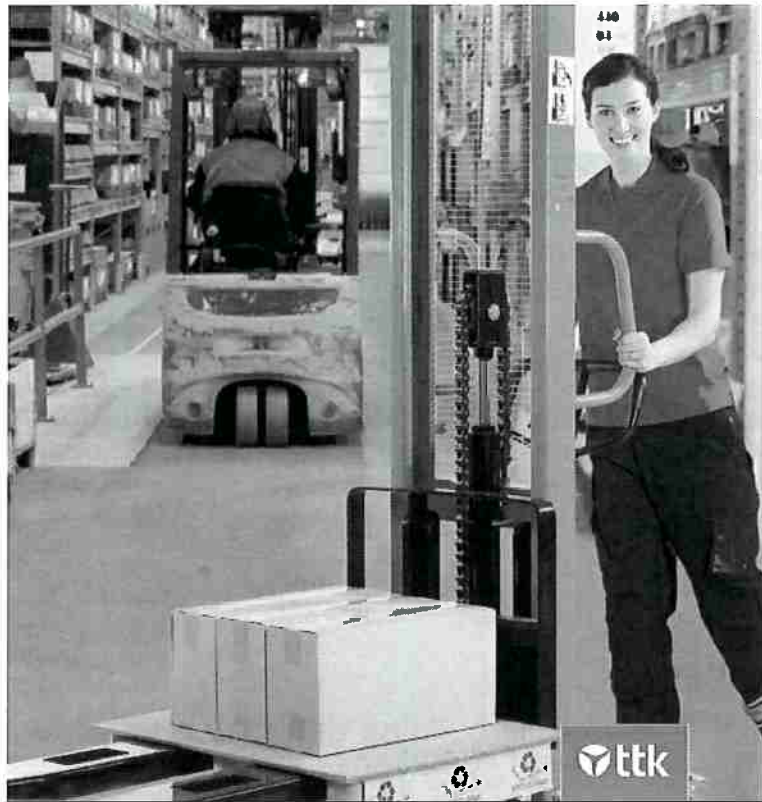
Course: Language for Work Master 2018

Book: Warehouse Worker

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# 1. Introduction



The Centre for Occupational Safety (2015). Retrieved from:  
[https://ttk.fi/files/4674/Work\\_Safely\\_in\\_a\\_Warehouse.pdf](https://ttk.fi/files/4674/Work_Safely_in_a_Warehouse.pdf)

You are assigned a work placement in a warehouse in Edmonton. This Moodle Book will prepare you for your work placement. In this book, you will do the following:

- Learn what a warehouse worker might do and requirements for a job in a warehouse.
- Learn how to take notes about what you have read.
- Learn different ways to check your comprehension and ask for help when you don't understand.
- Learn about one of the possible employers for your work placement: Habitat for Humanity's ReStore.
- Learn how to read an Infographic.
- Learn vocabulary words that you will need to use in the warehouse.
- Learn about different tools, materials and equipment that are used in warehouses.
- Read a job profile for a warehouse worker and answer questions.
- Identify Essential Skills that are important in a warehouse.
- Learn how to complete a volunteer registration form.
- Learn how to complete a work schedule and a time sheet.



Click arrows at the top or bottom right of each page to move on to the next page.

## 2. Reading 1: What does a warehouse worker 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	Industry	Job Growth Outlook
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A warehouse is a large storage building that may also serve as a distribution centre. All jobs require hard work and compliance with safety regulations.

Examples of warehouse jobs include **pickers** who locate, scan and transport ordered products to a packing area. Precision and attention to detail are essential when filling orders because mistakes cause dissatisfied customers and merchandise returns.

**Packers** weigh outgoing products and properly pack items in the correct size envelope, box or container. Within seconds, the packer must choose a box, assemble it, neatly pack the order, affix labels and send it to shipping. Speed, dexterity and spatial ability are advantageous.

**Hand and material movers** unload trucks with the incoming product and load the truck with outgoing boxes.

**Material moving machine operators** like forklift drivers move large pallets around the warehouse. Material moving machine operators also keep a close eye on conveyor belts to ensure that merchandise is moving efficiently.

**HINT:** The words that are in bold are the *key words* in the text. The key words are the important information in the text. When you take notes, you don't copy all of the information. You only take notes of the important information.

For this section, focus on the types of jobs, what each job does, and what skills are required (if given).

### Reading 1 Quiz: What does a warehouse worker 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.

### 3. Reading 2: The Danger of Nodding Your Head

**First**, complete 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.

**Then**, follow the directions below to listen and read the story.

In the red Toggle Tabs below, you will read a story told by the owner of a company. This is a true story. The employee's name and a few 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 nodding your head is a good idea?**

#### Reading 2 Quiz: The danger of nodding your head

Now take Reading 2 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 in the workplace!**

Click on the sentences that are underlined to read the explanation.

### **Why is nodding and guessing a bad strategy for the workplace?**

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**. Rising intonation means your voice goes higher at the end of the sentence.

There are four ways to use rising intonation to check your understanding:

1. 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.

2. 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...?

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

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

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

4. 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?

You will learn other ways to check your comprehension in the next chapter.

## 5. 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!

Discuss the following questions with a partner. 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!

## **6. Find out about Habitat for Humanity's ReStore**

## **Explore Habitat for Humanity's website**

Habitat for Humanity has a website. Go to their website. Click on different tabs along the top of the page and see what is there. Look at the pictures. Read a little. This will give you some background on the company. In the next chapter, you will answer questions about Habitat for Humanity.

The following videos explain what the ReStore is and why it was started:

The following videos have volunteers explain why they work at the ReStore:

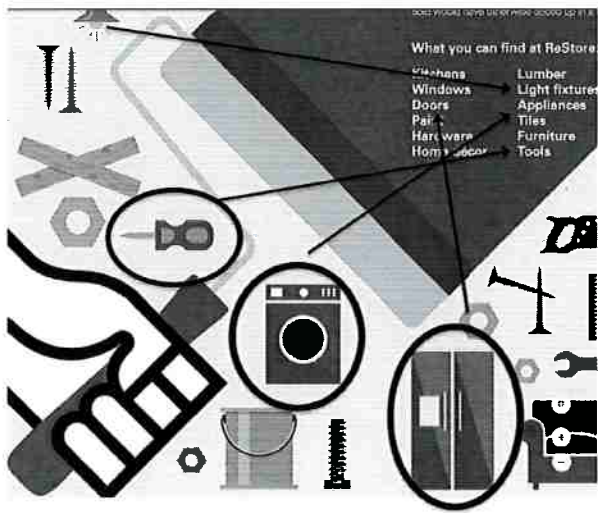
The following video is about staying safe while volunteering at the ReStore:

### **Listening 1 Quiz: ReStore Volunteers**

You will listen to the three videos about why people volunteer at the ReStore again. You will answer the questions in the ReStore Volunteers. 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.

## 7. Reading 3: ReStore and You Infographic

An Infographic is a way to present important information using graphics. It's like a brochure, but with a lot more pictures. The pictures are part of the information being given. The pictures tell part of the story.



For example, on page 2 of the ReStore and You Infographic, there is information about what you will find at the ReStore. If you look at the graphics on that page, they illustrate what you will find. Even the blue square where the words are written form part of the picture. The blue square is a strip of paint being applied with a paint roller.



Many Infographics use creative ways to get their messages heard. For example, in the middle of page 3, there are buildings with numbers on them. Each number describes a step in the process of what happens at the ReStore. Each building matches the step. For example, #1 is a house, where someone lives who might want to donate

to the ReStore. #4 is the ReStore where the products are sold. #5 is a home that is being built, which is what Habitat for Humanity does. It's more interesting to read than simply a list of steps.

Reading an Infographic is like reading a brochure. First, you decide what information you need to know. Then you scan the text. You look for the headings that match the information you need. For example, you want to find information about how you can help the ReStore. On page 3, you see the headings:

There are several ways you can support Habitat for Humanity ReStore:

**Donate product**

We accept a wide range of household products, décor and renovation materials and will recognize your company for the value of your donation.

**Donate service**

We depend on volunteers at our ReStores. Have your organization volunteer for a day or encourage employees to volunteer during their personal time.

**Make a financial donation**

Land, building permits and contracted services are expensive. Habitat for Humanity depends on donations of cash as well as product in order to be able to provide affordable homeownership to low-income Canadian families.

**Donate transportation**

With over 100 locations nationwide, we welcome transportation support to help us get our product to stores.

**Advocate**

Tell industry partners about Habitat for Humanity ReStore and how they can support our work.

Donate products  
Make a financial donation  
Donate service  
Donate transportation  
Advocate

Even before you read the description under each heading, you know five ways you can help the ReStore.

If the heading matches the information you need, then you read the explanation. In this way, you don't have to read all of the information. You only need to read the information that you want at that moment.

All images on this page are taken from the ReStore and You Infographic.

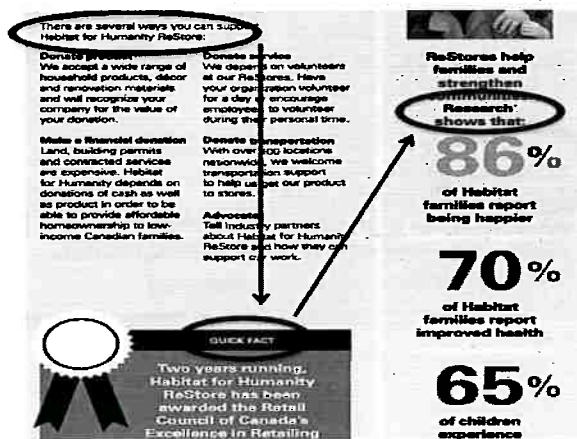
Retrieved

from: <https://www.habitat.ca/photos/custom/PDF/habitat->

restore-and-you.pdf

## 8. Practice reading an Infographic

Read the ReStore and You Infographic. Look for the headings. Notice how the information is in sections on page 3. There are eight sections on page 3. Each section has a different type of information. Also notice how the different colours help you to focus on the different areas. And, notice how you read down, then over to another section and down again.



### Reading 3 Quiz: ReStore and You Infographic

After you are familiar with the Infographic, you can take the quiz. You will need to see the Infographic while you answer the questions in the quiz. You can print the infographic or you can view it in a separate window. When you are ready, you can access the from this link or from the main course page.

# Quizlet

## Warehouse actions

Study online at [quizlet.com/\\_47jj05](https://quizlet.com/_47jj05)

1. dust



2. inspect



3. jack up



4. label



5. load



to put on a truck

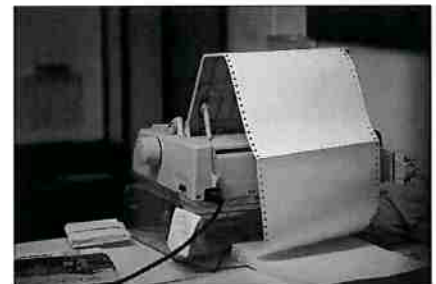
6. mop



7. pack



8. print



9. record





10. **sort**



11. **sweep**



12. **unload**



to take out of or off a truck

1. bar code



2. box cutter or utility knife



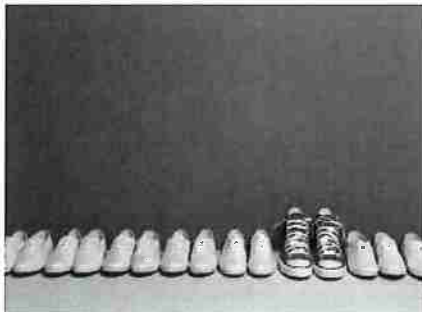
3. crate



4. defect



5. discrepancy



6. Dolly



7. forklift



8. Hand Truck



9. loading bay



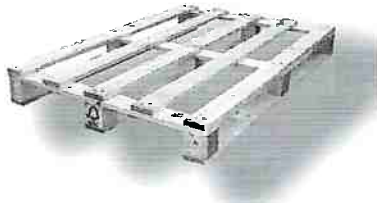
10. Pallet Jack



15. sharpie



11. pallet or skid



12. Platform  
Truck/flatbed cart



13. Ramp



14. (scanning) gun



## 9. Vocabulary practice

### Warehouse Vocabulary Quizlets

Here are two quizlets to help you learn vocabulary you will use in a warehouse:

- learn the names of tools and objects in a warehouse:
  - Warehouse Equipment and Tools
- and learn the vocabulary used to describe actions:
  - Warehouse Actions

#### For each quizlet set:

1. First, review the vocabulary words.

- If you click on the little speaker on the right side, you will hear how the word is pronounced.

2. Next, practice the vocabulary using the different activities:

- 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. Drag the word over on top of the picture it describes. If you are correct, both will disappear.
- Use the **Flashcards** to practice identifying the vocabulary words quickly.
- Practice your spelling by completing the **Spelling** activities.
- **Gravity** is another game that you can play to help you improve your vocabulary.
- **Test** your knowledge of the vocabulary. If you want to try more tests, click on "Options" and select "Create new test".

# 10. Reading 4: Job Profile

You will read two job profiles for positions in a warehouse. One is on [jobbank.gc.ca](http://jobbank.gc.ca) and the other is on [monster.ca](http://monster.ca). You can read the job profiles online by clicking on the red (or blue) links.

Or you can read a shorter version of the job profiles by clicking the tabs below. After you read the job profiles, you will answer questions. You can view the job profiles while you answer the questions, or you can print the job profiles.

Warehouse Associate

Shipper-Receiver

## Shipper-receiver

Posted on April 27, 2018 by [Electric Motor Service Limited](#) 

📍 Edmonton, AB

💰 \$18.00 to \$21.00 hourly for 40 hours per week

👤 1 Vacancy

🕒 Permanent Full time

📅 As soon as possible

📄 Employment conditions: Day, Start Time 08:00, End Time 16:30

# 909000

🍁 Job Bank

## Job Requirements

### Languages

- English

### Education

- Secondary (high) school graduation certificate

### Credentials (certificates, licences, memberships, courses, etc.)

- Forklift Operator Certificate

### Equipment and Machinery Experience

- Pick-up truck; Industrial lift trucks and fork-lifts; Dollies and hand trucks; Pallet lifters

### Experience

- 2 years to less than 3 years

### Business Equipment and Computer Applications

- MS Outlook

### Work Setting

- Industrial facility or establishment

### Specific Skills

- Unpack goods received and pack goods to be shipped
- Route goods to appropriate storage areas
- Inspect incoming goods, record shortages, and reject damaged goods

- Prepare bills of lading, invoices, and other shipping documents
- Determine method of shipment
- Maintain record-keeping system
- Assemble containers and crates
- Label goods with information and instructions

### **Security and Safety**

- Driving record required

### **Work Conditions and Physical Capabilities**

- Fast-paced environment
- Work under pressure
- Repetitive tasks
- Handling heavy loads, must be able to lift 23 kg (50 lbs)
- Physically demanding
- Attention to detail
- Standing for extended periods
- Bending, crouching, kneeling

### **Personal Suitability**

- Must have effective communication skills (written and oral)
- Team player
- Take initiative
- Be flexible, accurate, dependable, reliable, organized
- Must be client focused
- Must have good judgement

### **How to Apply**

- Anyone who can legally work in Canada can apply for this job.
- By email to [admin.assitant@emsl.ca](mailto:admin.assitant@emsl.ca)
- Include reference #8315SR

## **Reading 4 Quiz: Job Profile**

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



# 11. Reading 5: Using a Pallet Jack

You will likely use a pallet jack when you work in a warehouse. You don't need a certificate or special training for using a manual pallet jack. Read the following instructions to become familiar with pallet jack. Then answer the questions.

## Activity

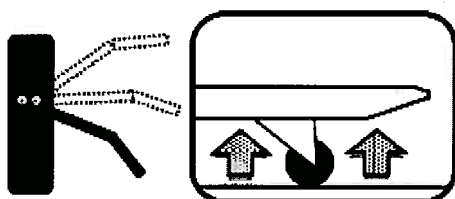
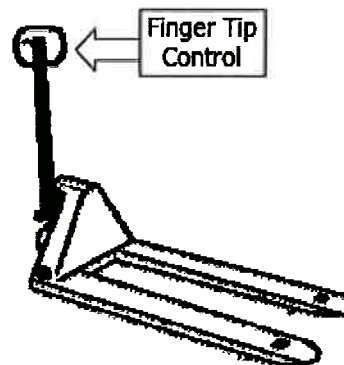
### Operating Instructions

**Skills:** Text Use, Document Use  
**Profiled:** Store Stock Clerk  
**Other Applications:** All

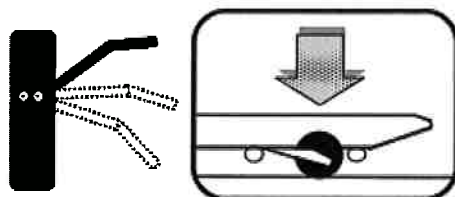
#### Manual Fork Lift

#### OPERATING INSTRUCTIONS

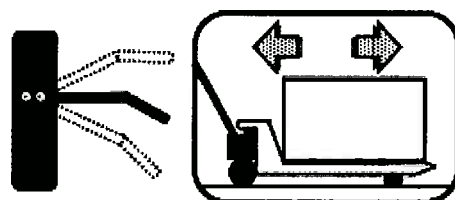
Always be sure the load is balanced before moving.  
When not in use, the fork should be fully lowered to the floor.



**To raise load,** push down on Finger Tip Control. Pump handle to raise load up from floor.



**To lower load,** pull up on Finger Tip Control.



**For free movement,** put Finger Tip Control in the middle, neutral position.

#### Manual Fork Lift Safety Procedures

- Never overload the Manual Fork Lift.
- Balance the load so the cargo does not shift.
- Use on flat surfaces only.
- Keep hands and feet away from moving parts.
- When not in use, keep fork fully lowered.

DEAF CAN! Workforce Literacy Resources



## **Reading 5 Quiz: Using a pallet jack**

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

## 12. Measuring



Measuring is an Essential Skill (Numeracy) for warehouse workers. In Canada, you need to be able to measure in two different systems:

- The Metric system: meters, centimeters, and millimeters
- The Imperial system: yards, feet, inches

Do you know the abbreviations for the following?

- Meters: **m**
- Centimeters: **cm**
- Millimeters: **mm**
- Feet: '**'** (2 feet can be written as 2')
- Inches: "**"** (8 inches can be written as 8")

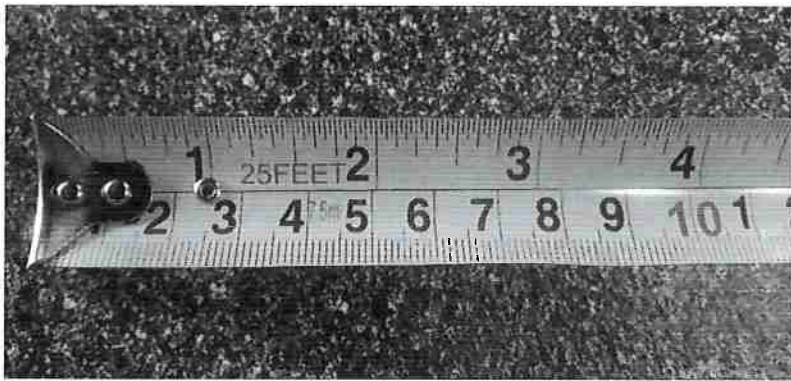
### Measure It!

If you are not familiar with measuring in the Imperial system or the Metric system, you can get some practice at this website:

**FunBrain Measure It**

1. If you don't know much about one of the systems, do the Easy, Medium, Hard, and Super Brain activities.
2. If you already know a lot about one of the systems, just do the Hard and Super Brain activities.

At the top of the page is a picture of a measuring tape that a construction worker in Canada would use. Here is a close-up of the tape:



It is much more complicated than the FunBrain ruler you practiced with!

- The **top** of the tape measures in inches and feet.
- The **bottom** measures in centimeters.

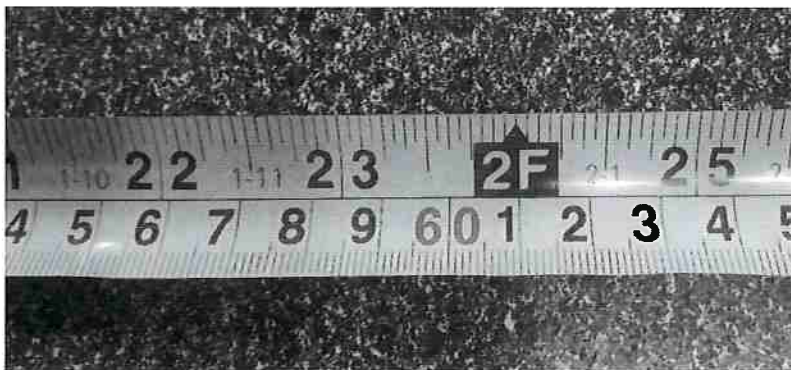
**Inches** are divided into

- halves ( $1/2$ " )
- quarters ( $1/4$ " )
- eighths ( $1/8$ " )
- sixteenths ( $1/16$ " )

**Centimeters** are divided into

- halves (.5 cm)
- millimeters (.1 cm)

Now look at this picture and then answer the questions below.



1. How many inches are in 2 feet?

Answer

2. How many centimeters is 2 feet?

Answer

3. 23 inches is the same as \_\_\_\_ centimetres?

Answer

## Practice with measuring

Go to this activity to practice measuring tiles, boards, walls, and more, using this measuring tape.

## 13. 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?

## 14. 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.

### Warehouse 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
<b>Nick</b>	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	
<b>Jacob</b>	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		
<b>Andrew</b>	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	
<b>Emma</b>	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		

# Warehouse 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
<b>TOTALS:</b>					

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

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Adapted from Redcort Software, Inc. <http://www.redcort.com>