

Prepare to work as a Grocery Clerk/ Store Shelf Stocker



This program is ideal for anyone planning to work at either a large grocery chain or small corner market. This program is for both grocery clerk and shelf stocker positions.

Modules of study include:

Skills?	1. Essential Skills	What are the Essential
2. Using a Computer	Computer Basics The Internet Email	
3. The Retail Food Industry	Stats & Trends Job Opportunities What does a Grocery Clerk/ Shelf Stocker Do? What does a Store Manager want in an Employee?	
4. Customer service	What is Customer Service? Why is good Customer Service so important? Helping difficult Customers	
5. Store Policies & Procedures	Your Rights and Obligations Personal Conduct Loss Prevention	
6. Health & Safety	Laws & legislation Protect Yourself & Others Ergonomics Proper Use of equipment WHMIS Overview	
7. Food Safety	Micro-organisms Product Considerations	
8. Math in the Workplace	Measurement Gross Weight vs. Net Weight Metric or Imperial Measures Temperature & Thermometers	