

## *Assess, Address, Achieve!*

### **Goods Receiving and Dispatch**

Why would you want your staff trained in [Goods Receiving and Dispatch](#)?

Simply put, because it can be too expensive not to train them.

We are talking about the very lifeblood of your organisation here. If your stock levels are incorrect you will lose clients and essentially, with poor receiving, that is where the scenario ends up.

Take Jane the teller and also receiving clerk at ABC retailers Parow branch. She is taking on an inter-branch transfer of 14 pairs of black trousers but it is 10h00 and she is keen to quickly run out and get her sandwich for lunch time. So she hastily signs the IBT form and leaves the carton of goods just behind the counter. She walks back into the shop at 10h15 only to find that an entire group of youngsters have descended upon the shop and there is total mayhem – awesome for sales – she goes into overdrive and super efficiently assists the clients one by one.

When the rush dies down, she finds that it is lunchtime and off she goes to do her banking. The afternoon comes around and she needs to do cash ups and figures for head office as the shift is changing. That is when she remembers the hastily stashed carton of black trousers and quickly unpacks to count. All 12 pairs of them.

Now there is a dispute as the carton was signed for and the courier that delivered takes no responsibility. Jane feels bad, but that doesn't help the retailer.

But let us continue to expand on this particular [goods receiving](#) issue and suggest that Jane did not unpack that day, but in fact returned the next morning having totally forgotten about the carton of trousers that had subsequently been moved to the stock room and placed neatly in the back corner under a new consignment of jerseys... now the stock levels on the floor are out of whack ... enter client ... doesn't see her size ... exit client!

Likewise should the article be marked incorrectly – problem.

Should the stock be dispatched to another branch without the correct paper work – problem.

Losses are incurred, clients are lost and the end result of poor [goods receiving and dispatch](#) are invariably loss of revenue in some form of other.

So I return to sentence one – we simply cannot ignore the importance of [training our staff](#) on the ins and outs of [goods receiving and dispatch](#)!