

Housekeeping and Laundry Service Level-II

Based on March, 2022, Curriculum Version I



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Acronym

ROP -----Reordering point
 SOP----- Standard operation procedure
 PO- -----Purchase order
 CCTV-----Closed circuit Television
 SCT-----Subject to check
 ITC-----Item characteristics
 FIFO----- First in first out
 PCI-----Payment card industry
 ORC-----Organized retail crime
 OMS-----Order management system
 EPS-----Earnings per share

Introduction to the Module

In housekeeping filed; the controlling and ordering stock helps to know the quantity of work; to estimate the quantity of material required; to determine the cost of the work; to estimate the expect project completion time and to know the amount of amenity supplied for housekeeping filed.

This module is designed to meet the industry requirement under the Housekeeping occupational standard, particularly for the unit of competency: **controlling and ordering stock**.

This module covers the units:

- Maintain stock levels and records
- Process stock orders
- Accept delivery of stock
- Maintain stock and storage areas
- Minimize stock losses
- Apply routine store security
- Finalize documentation and stock management system requirements

Learning Objective of the Module

- Using stock control system Maintain stock
- Perform stock order
- Deliver stock and prepare storage area
- Prepare authorized documentations

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Read the identified reference book for Examples and exercise1

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Unit one: Maintain Stock levels and Records

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Stock control system
- Monitoring and maintaining stock level
- Stock security and adjustment system
- Stock reorder Cycle
- Stock recording system
- Stock storage and movement
- Monitor stock performance

This guide will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Use stock control system
- Adjust stock security
- Reorder stock
- Identify and report fast and slow selling items
- Store and recycle stock

1.1 Stock control system

1. 1.1 Definition of stock control and stock control system

Stock control, also known as inventory control, is the process of optimizing stock levels in a warehouse(s) to stabilize inventory storage costs while maintaining enough stock to meet customer demand.

If done right, proper stock control can optimize logistics costs while ensuring you have just enough stock stored at all times. In order to control stock, you will need access to tools and data to make better predictions on supply and demand.

An inventory control system is a technology solution that manages and tracks a company's goods through the supply chain. This technology will integrate and manage purchasing, shipping, receiving, warehousing, and returns into a single system.

The best inventory control system will automate a lot of manual processes. It will provide an accurate picture of what inventory you have, where it is, and when you need to reorder to keep your stock at optimal levels.

1.1.2 Types of Inventory Control Systems

Inventory control systems have evolved. Earlier systems were little more than spreadsheets, and now machine learning is adding more automation to inventory control. There are two key types of inventory control systems.

1. Perpetual inventory system.

A perpetual inventory control system tracks inventory in real-time. As soon as a product is sold, its barcode is scanned and it is removed from a global inventory database. When one is received, it is scanned and added to the inventory database. Each part of the system has access to the same database and information.

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A perpetual inventory provides a highly detailed view of inventory changes and an accurate accounting of inventory levels without the need for manual inventory counts. It is suitable for all sizes of businesses and is necessary for stores with high sales volume or multiple locations.

2. Periodic inventory system.

A periodic inventory system is kept up to date by a physical count of goods on hand at specific intervals. With a periodic inventory system, a business will not know how many products it has until after the physical count is completed. It is easy to see how this can be a problem when it comes to filling orders. Your stock count was accurate weeks or months ago, but now when a customer wants to buy, you have to physically check your inventory to see if you have it to sell.

Counting stock manually is a process that takes a lot of time and manpower. Each and every SKU has to be counted. This would not work well for a large store. A periodic system is only acceptable for smaller businesses with minimal amounts of inventory.

1.2 Monitoring and maintaining stock level

Stock level means the level of stock required for an efficient and effective control of goods, to avoid over-and under-stocking of goods. The need of inventory control is to maintain the stock of goods as low as possible but at the same time make them available as and when required

An effective store person must account for how much stock is in the warehouse or storage area in relation to predetermined stock levels set by management. Warehouse efficiency is important because overstocked warehouses are a drain on a business's finances and this money could be otherwise invested in a more productive way.

Having too little stock on hand is also inefficient. This may result in a 'stock out' situation, where customers can't get what they want, when they want it. A good store person must strike a balance between too much and not enough to achieve the right stock levels. Sometimes this is tricky. There are three key areas to be aware of when monitoring and maintaining stock:

1. Ensure stock counts are accurate

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2. Account for all returned or damaged stock.
3. Make sure records represent the actual stock count

1.3 Stock security and adjustment system

1.3.1 Stock security

Keeping stock secure depends on knowing what you have, where it is located and how much it is worth - so good records are essential. Stock that is portable, does not feature the business' logo, or is easy to sell on, is at particular risk.

I. Thieves and shoplifters

A thief coming in from outside is an obvious threat. Check the security around your premises to keep the risk to a minimum. In a shop, thieves may steal in groups - some providing a distraction while others take goods. Teach your staff to be alert and to recognize behavior like this. Set up a clear policy and make sure staff is trained in dealing with thieves.

Offering to help a customer if you are suspicious will often prevent a theft. Avoid using confrontational words like 'steal' if you do have to approach a suspected thief, and avoid getting into a dangerous situation.

II. Protect your stock

- Identify and mark expensive portable equipment (such as computers). If possible, fit valuable stock with security tags - such as Radio Frequency Identification tags - which will sound an alarm if they are moved.
- Don't leave equipment hanging around after delivery. Put it away in a secure place, record it and clear up packaging. It is a good idea to dispose of packaging securely - leaving boxes in view could be an advertisement to thieves.
- Carry out regular stock takes.
- Put CCTV in car parks and other key locations.

III. Theft by staff

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Theft by employees can sometimes be a problem. To prevent this:

- Train staff about your security systems and your disciplinary policies and procedures. Training about the cost of stock theft will help, as many people aren't aware of the implications for company turnover and job security.
- Set up procedures to prevent theft. Staff with financial responsibilities should not be in charge of stock records.
- Restrict access to warehouses, stockrooms and stationery cupboards.
- Regularly change staff controlling stock to avoid collusion or bad practice.

1.3.2 Stock Adjustment

A stock adjustment is the increase or reduction made to the stock so that the actual quantity on hand matches the stock shown in the system. Basically, a correction in the records so that they agree with the physical count.

Inventory levels don't always change because of sales; which is why it becomes necessary to update your records to reflect the difference in the physical inventory count that may not be in your system.

The three types of inventory adjustments commonly performed by businesses are:

1. Increasing Quantity

The physical count is greater than the recorded quantity, so the quantity will have to be increased in the records using the cost price or average cost as of present.

2. Decreasing Quantity

The physical count is lower than what is in the system, so the total value for that item will need to be adjusted.

3. Revaluating

The physical quantity as such is not different but the management changes the average cost and therefore the total value of a particular item.

Stock adjustment reasons can be positive or negative. Positive Inventory level changes take place due to several reasons – like when there is an excess stock that is as yet unsold

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but it can be sold, new merchandise comes in either through production or purchase – the company needs to update its records to reflect the increased quantity.

Negative inventory adjustments are required because of:

- Wastage – obsolete or expired inventory (perishables, electronics, etc.)
- Shrinkage – stocks lost due to theft
- Breakage – damaged inventory that isn't capable of being sold
- Internal consumption – stock that was not sold by consumed internally by the company
- Write-off – inventory lost to other reasons

Many of these changes can remain unnoticed in manual inventory processes, and hence obviously, unrecorded – till the inventory is physically counted.

Adjustments recorded during such counts include the number of items, unit cost, and other information, and it is used to calculate the value of the current inventory.

This helps in the accurate calculation of the cost of goods sold.

Businesses that follow the periodic system record the cost of the previous year's inventory in the inventory counts, and don't change it.

All goods produced or purchased in the current year are recorded in a temporary account which is used for making the requisite adjustment entries at year-end when accounts are closed.

When the accounts department finalizes records for the current year, inventory adjustments are used to change the opening balance in the inventory account so that the cost of closing inventory is reflected.

1.4 Stock reorder cycle

Order Cycle is the number of days required for a seller to use up a vendor's supply to meet the supplier's target order requirement. It also tells the seller how much stock is used and needed before placing a replenishment request. It is the entire process

The order cycle takes into consideration the order, reorder and economic order quantity so that sellers have a clear idea about how much inventory they should stock for products and when they should restock.

1.4.1 Order Cycle and Inventory Management

When it comes to inventory management the order cycle is referred to as the review cycle. It is the amount of time (in days), it takes for you to sell or use enough of a supplier's products to meet the target order requirement. The target order is the vendor's purchase requirements or a certain number of products that allow you to get the necessary discounts to competitively sell those products. Here we see reorder point to make order cycle.

A. Reorder point

A reorder point (ROP) is a specific level at which your stock needs to be replenished. In other words, it tells you when to place an order so you won't run out of stock.

B. Significance of reorder points

If you're a business owner, knowing when to order more stock is important. If you order when you still have a lot of stock on hand, it will lead to extra stock piling up, which will increase your holding costs. If you order when you have zero stock on hand, you'll be unable to make sales for as long as it takes to receive the order. Your vendor takes to supply the items, the more sales you'll be losing. Setting a reorder point helps you optimize your inventory, replenish your stock of individual items at the right time, and meet your market demand without going out of stock.

C. Calculate a reorder point

You need to know when to order each item in your inventory separately, because different items have different sell-through rates. To calculate the ROP for each item, you'll need to know the following parameters:

Lead time: Time taken (in days) for your vendor to fulfill your order

Safety stock: The amount of extra stock, if any, that you keep in your inventory to help avoid stock outs

Daily average usage: The number of sales made in an average day of that particular item

1.4.2 Reorder Point Formula

Let's look at how to calculate a reorder point both with and without safety stock. Then we'll cover how to handle reorder points when you have multiple vendors.

- Determining ROP with safety stock
- Determining ROP without safety stock

I. Determining ROP with safety stock

This method is used by businesses that keep extra stock on hand in case of unexpected circumstances. To calculate a reorder point with safety stock, multiply the daily average usage by the lead time and add the amount of safety stock you keep.

$$\text{ROP} = (\text{daily average usage} \times \text{lead time}) + \text{safety stock}$$

 Inventory

Let's understand this with an example. Suppose you're a perfume retailer who sells 200 bottles of perfume every day. Your vendor takes one week to deliver each batch

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of perfumes you order. You keep enough excess stock for 5 days of sales, in case of unexpected delays. Now, what should your reorder point be?

$$\text{Lead time} = 7 \text{ days}$$

$$\text{Safety stock} = 5 \text{ days} \times 200 \text{ bottles} = 1000 \text{ bottles}$$

$$\text{ROP} = (200 \times 7) + 1000 = 2400 \text{ bottles}$$

The order for the next batch of perfume should be placed when there are 2400 bottles left in your inventory.

II. Determining ROP without safety stock

Businesses which follow lean inventory practices or a just-in-time management strategy usually don't have safety stock. In such cases, your reorder point can be calculated by multiplying your daily average sales by your lead time. Typically, when you don't have safety stock, your reorder level and the frequency of your orders tend to be higher.

$$\text{ROP} = \text{daily average sales} \times \text{lead time}$$

 Zoho Inventory

Taking the above perfume example without including safety stock, your ROP should be:

$$\text{ROP} = 200 \times 7 = 1400 \text{ bottles}$$

Therefore, you should place an order for the next batch of perfumes when you have 1400 bottles left.

1.5 Stock recording system

Too admin-heavy and error-prone to be effective beyond a very small scale, it's best to consider the way inventory software works to track stock changes. Here are some of the scenarios where inventory software will automatically update your inventory records:

- Bar-coding for inventory management – when you're scanning stock in and out of warehouses
- Receipting purchase orders – tracking when stock is coming into your business
- Sales orders & shipments – tracking when stock is leaving your warehouse
- Software integrations that record sales and inventory changes by assigning inventory to a sale – e.g. Shopify, Amazon, Vend (for Point of Sale)
- Manufacturing – inventory software can turn multiple SKUs of raw materials into a new, different SKU for the finished product, thereby 'using up' the components
- Stock takes and adjusting your digital records against your physical inventory to record losses, for example from theft or damage
- Supplier and customer returns, of either all or part of the original purchase
- WIP (work-in-progress) – tracking where stock is in the manufacturing process

Table 1.5.1 stock recording card

Stock item: 60" LCD TV Supplier: Samsung						Location: Floor Valuation: FIFO				
Date	Reference	In			Out			Balance		
		Qty	Cost	Total	Qty	Cost	Total	Qty	Cost	Total
	Purchase of inventory									
	Customer Sales									
	Customer Sales									
	Purchase of inventory									

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	Customer return									
	Return to vendor									
	Customer Sales									

1.6 Stock storage and movement

Keeping record of stock is a critical part of any product-based business – and in many places it's a legal requirement and part of end-of-year reporting obligations.

So what's the best way of keeping record of stock?

Here we home in on different ways to do this – from pen & paper to inventory management software – and outline key features that will improve your stock management.

1.6.1. Main ways of keeping records of stock

There are several ways to keep record of stock in your business. We'll start with the three main methods and work our way through.

1. Recording stock with pen and paper

In a startup business or side hustle, it's likely that this is where you will start with your official stock keeping. And yes, when you only have products numbered in two digits, this is probably a practical and sensible option. You can periodically count items, or make a note every time inventory comes in and stock goes out.

Pros of using pen and paper:

- Little to no financial outlay
- Simple to use
- Straightforward view of available stock

Cons of the pen-and-paper method:

- Can quickly become inefficient when stock levels grow

- Requires time to regularly update
- Relies on an individual's accuracy

Keeping track of stock can be done using pen & paper or Excel – but for growing businesses, inventory software provides crucial data that is accurate and up-to-date

2. Recording stock in Excel

Using Excel or Google Sheets adds the next level of complexity to recording stock.

Pros of using excel for recording stock:

- Allows for automatic calculations using formulas
- Saving in the cloud reduces risk of losing data
- Minimal financial outlay

Cons of the excel method for stock recording:

- Requires manual input – which can be time-consuming
- Relies on an individual's accuracy
- Doesn't provide real-time stock levels

3. Recording stock with inventory software

Technology is certainly a friend of those businesses that have stock to track. Inventory software opens a world of benefits when it comes to managing up-to-date stock levels, and allows an organization to use valuable data and insights from this to enhance its operational processes.

Pros of using inventory software:

- Accurate tracking of stock levels across various locations
- Accurate record of the real value of inventory held
- Track ability of stock age to avoid obsolescence / expiry
- Less chance of stock outs thanks to features like low stock alerts
- Fast and efficient reordering
- Sais Cloud-based software offers portability and security

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- Many, many more benefits (which we'll talk about below)

Cons of recording stock with inventory software:

- May require some financial outlay
- Specialist training may be required
- Time and resources needed for integration – which may cause temporary interruption to a business

1.6.2. Stock movement

- Stock movement must be accurately recorded. As a store person, you must familiarize yourself with the warehouse or storage areas so you understand the site layout. This will help you find and store stock in the right locations.
- There should also be set areas for damaged stock and returns. These items must be accounted for when counting stock. Stock storage and movement records must accurately reflect the physical stock level.
- Identifying and reporting fast- and slow-moving items facilitates the process of monitoring stock performance. For example, if a particular brand of laptop is selling or moving out of stores faster than another, then this item may be considered a high-performance item and management may wish to increase stock levels or make a decision about maintaining existing levels.

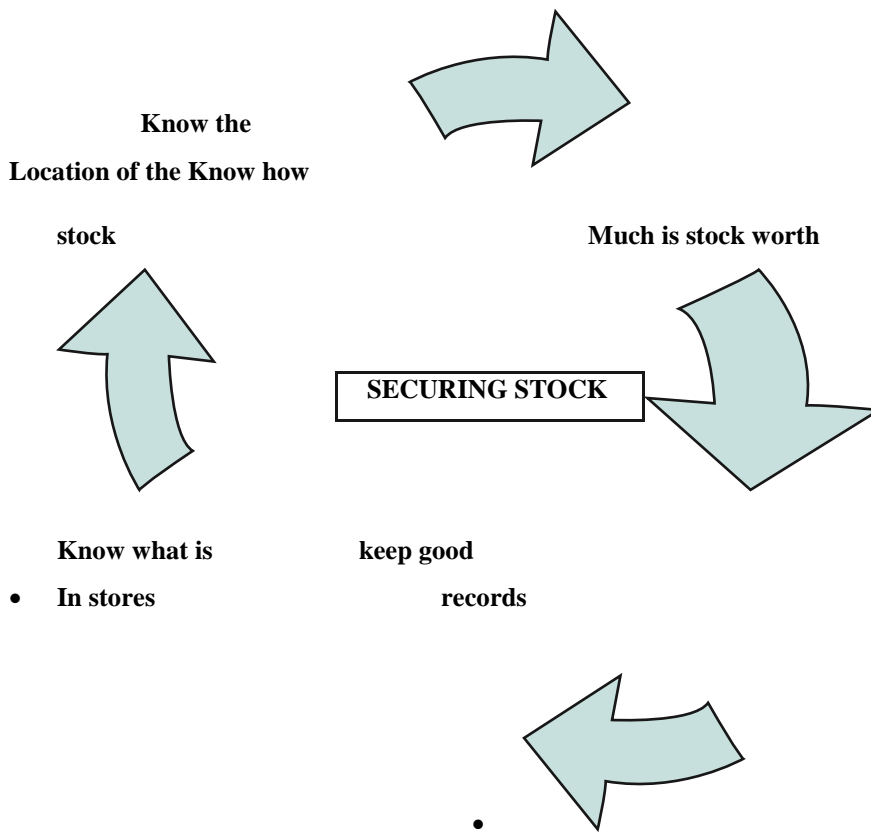


Figure 1.6.1 stock movement cycle

1.7 Monitor stock performance

Stock performance is as a form of stock compensation, are allocations of company stock given to managers and executives granted only if certain company-wide performance criteria are met, such as earnings per share (EPS) targets. To evaluate stock performance we must see the following points.

1. Review your account statements

Review all records and account statements you receive to see how your investments are doing and keep track of the costs you're paying. Then compare the performance of your stocks against your goals and the guidelines set out in your investment policy statement, if you have one.

2. Check stock tables

You can find stock tables in the business section of most newspapers and online. Tables can give you useful information about changes in a stock's value and trading activity.

3. Compare against benchmarks

A benchmark is a market or sector index. Compare a stock's performance to an appropriate benchmark to see how it has performed compared to the market or sector in general. If a stock consistently underperforms its index, it may be a warning sign.

4. Get current news on the companies you're invested in

Keep up to date on company news, including any corporate changes. Read recent disclosure documents and any other timely information that comes from the company, like news releases. You can also get information from many third-party sources like newspapers, trading sites and analyst reports.

5. Use indicators to re-assess investment decisions

Review the indicators you used to assess the stock before you bought it. They can help you decide whether to hold or sell a stock.

6. Consult your advisor

If you have an advisor, ask them to explain why prices have suddenly fallen or risen — and what that means for your stock portfolio.

7. Follow stock market news

Stock prices are affected by what's happening in the market, not just at an individual company.

- Are we in a bear market?
- A bull market?
- Is the market up or down in general?

8. Keep up with general economic news

Read the business sections of major newspapers to find out what's happening in the economy.

- Are interest rates going up?
- What's the inflation rate?
- How is the Canadian dollar doing against?

Self check-1	Written Test
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Part-I Matching

Instruction: select the correct answer for the give choice. You have given 1 Minute for each question. Each question carries 2 Point.

A	B
-----1. Receipt purchase order	A. Types of inventory adjustment
-----2.Salesordersand shipments	B. Main ways of keeping record
-----3.revaluating	C. Minimal financial outlay
-----4. Pen and paper	D. Stock incoming into your business
-----5. Using excel	E. stock is leaving your warehouse
	F. Bar-coding for inventory management

Part II: short Answer writing

Instruction: write short answer for the given question. You are provided 3 minute for each question and each point has 5Points.

1. What is the key point when monitoring and maintaining stock?
2. Write down how to protect your stock?
3. What is stock adjustment?

Part III: Short answer writing

Direction: Give short answer to the following questions. Time allotted for each item is 2mniut and each question carry 5 point.

1. Stock security
2. Stock movement
3. Stock adjustment

Note: Satisfactory rating – above 60% Unsatisfactory - below 60%

You can ask you teacher for the copy of the correct answers

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Unit Two: process stock orders

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Processing stock order
- Recording stock level
- Checking incoming against purchase and supply

This guide will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Perform process of ordering stock
- Insure stock levels
- Record all necessary details

2.1 process stock orders

Order processing is the process or workflow that happens after a customer places an order. This starts with confirming the products are in stock, then picking the items from inventory and sending them to a sorting area. Next, each individual order is compiled, carefully packed, labeled and shipped to the customer's address, either directly (for businesses with smaller shipping volumes) or through order consolidation (for businesses with higher shipping volumes).

2.1.1 Steps in Order Processing Workflow

Order processing includes five main steps from order placement to delivery — and sometimes continues on if a customer starts a return process. But what is actually happening while an order is processing? Here's a breakdown of the typical workflow:

1. Order placement: When the business receives a customer order, order details (including items, item quantities, shipping details and delivery addresses) are typically sent to an order management system. If the company has several fulfillment centers or warehouse locations, the OMS will automatically determine the appropriate warehouse location to ship from, based on the delivery address and item availability. This helps reduce transit times and delivery costs. In some instances, one order with multiple items may be fulfilled from several warehouse locations to ensure faster delivery. For example, if one fulfillment center does not stock a certain item or that item is out of stock, the customer may receive two shipments from two different locations so they do not have to wait for items to be re-stocked.

2. Picking inventory: The process of collecting a specified quantity of items from inventory to satisfy customer orders. Order picking must be a highly controlled process because it directly influences the productivity of the overall order processing workflow — the sooner orders are accurately picked, the sooner they can be packed and shipped. To efficiently pick orders, organizations generally employ different picking strategies, including but not limited to:

- Piece picking, where each picker collects the necessary products for one order at a time.
- Zone picking, where each picker is responsible for picking items within a zone of the warehouse. All items are collated in the end.

- Batch picking, where order pickers collect products for several orders simultaneously, in batches.

Picking can be done manually by using picking slips and spreadsheets, or automatically using barcodes and scanners, or even picking robots or machines.

3. Sorting: This is when picked items are separated according to their destination. If zone or batch picking strategies is used, for instance, each item must be sorted into its respective order before it can be packed and shipped. Sorting is an essential step toward accuracy and customer satisfaction because it's the perfect time for workers to ensure all ordered items are present and in good condition for shipping.

4. Packing: The process of protectively packing items into appropriate shipping boxes. The packing process also includes weighing the packages and labeling them with recipients' addresses and any necessary delivery instructions. Whether items are packed in custom packaging or plain corrugated shipping boxes, it's important to prioritize dimensions and weights that can be easily handled and are cost-effective.

5. Shipping: The process of transporting orders to their final destination. Orders can either be shipped directly to the customer, or they might first be consolidated with other orders going to nearby locations to cut costs and minimize the total number of shipments. If orders are consolidated, multiple orders are usually shipped with the same carrier and then forwarded to specific locales as necessary. When shipping, it's important to use a reliable tracking system so you and your customers can monitor orders.

Once items are delivered, businesses often follow up with customers to ensure satisfaction or answer any questions regarding the product purchased. If the order processing steps are carried out effectively meaning all items are delivered accurately, timely and safely customers are more likely to be satisfied.

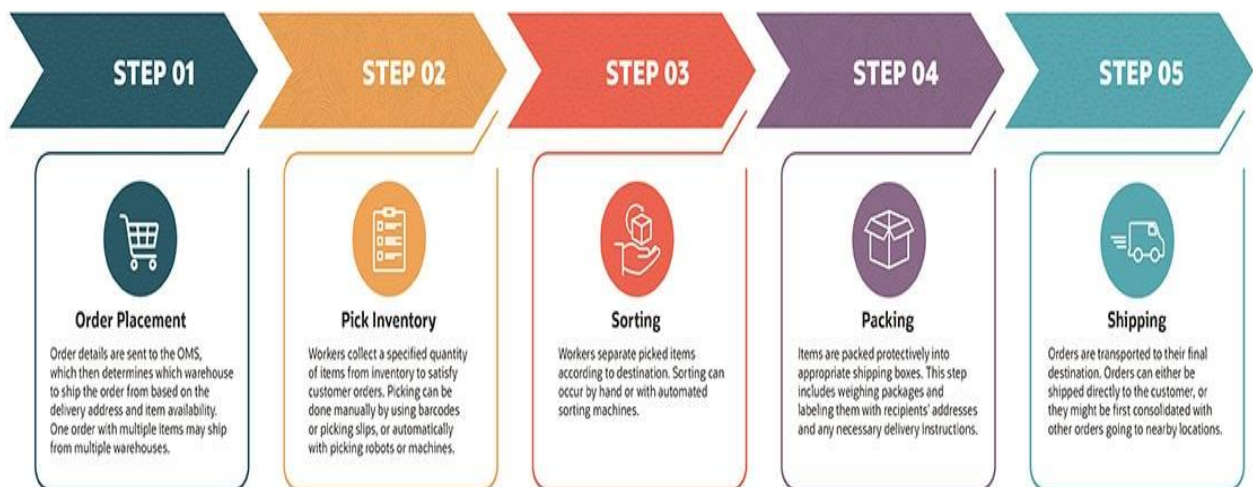


Figure 2.1 Steps in Order Processing Workflow

2.2 Recording stock level

Maintaining and monitoring stock levels are essential workplace tasks. If you are responsible for controlling and ordering stock, you must make sure all stock records are accurate and complete. Stock storage and movement records need to be maintained to ensure they are always current. Inaccurate stock records may result in the organization not being able to effectively meet their customers' needs.

Management also needs accurate records for forward planning and to make decisions that may have financial implications. Stock performance needs to be monitored. Fast- and/or slow-moving items need to be identified and reported to ensure efficient use of existing resources and to reduce overstocked storage areas, which may result in reduced profits due to spoilage, etc.

2.3 Checking incoming against purchase and supply

2.3.1 Create a goods receiving process

Goods receiving' is the function of checking items delivered to the business, either coming in as new stock or as supplies. This includes inspecting the quality, condition, and quantity of any incoming goods, and allocating them to a space in the warehouse.

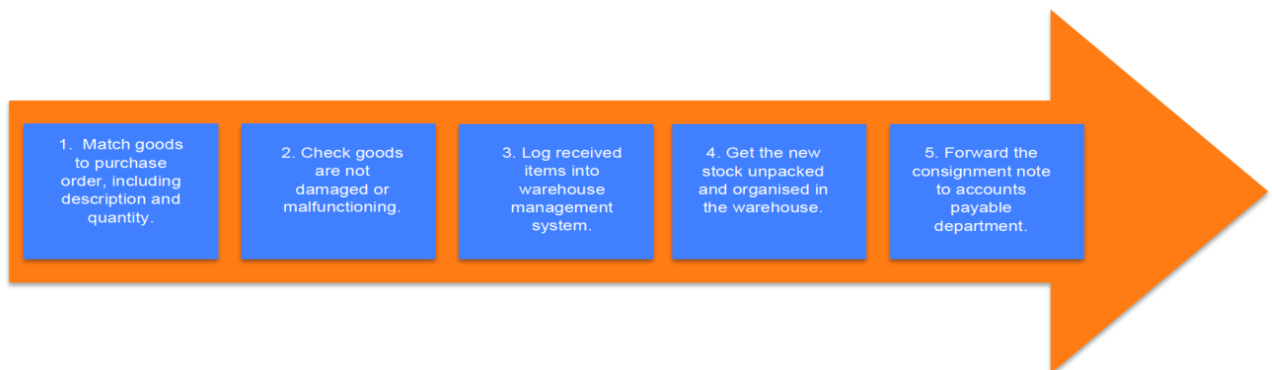


Figure 2.3 Good receiving processes

1. Match the delivery to a purchase order

First, ensure the delivery has come to the right place by matching the details on the Consignment Note to the Purchase Order raised by your business.

The Purchase Order should also be used to check that each item matches the description and quantities ordered. Generally, the boxes or cartons will have a description of the item and quantities of its contents.

Ensure you record the following for each new delivery:

- The date and time goods arrived
- The name of the delivery partner and driver
- Check off quantities and description of goods against purchase order
- Note any discrepancies
- Names of the personnel who performed these checks

Maintaining accurate reports is essential for accurate bookkeeping as well as resolving any disputes that may arise in the future regarding the items or supplier.

If there is no purchase order or record of the order, check with your supervisor or purchasing department before rejecting the goods.

2. Check products are not damaged

Before accepting the delivery, it's important to conduct a quality check to ensure the items are not damaged or malfunctioning.

It's not always feasible to open each carton and check every single item, particularly for large shipments. So in these cases you may wish to complete a spot check rather than open each and every carton.

Check for signs of breakage or faults, and ensure all items are as described on the purchase order.

If any damaged items are found in the delivery, record the extent of the damage on the consignment note and immediately notify the supplier with details of the issue to discuss the next steps.

3. Log received items into your inventory

Enter the items you have received into your warehouse management system as soon as possible, including the date and quantities received. This will allow the stock to be allocated to new orders right away.

4. Allocate storage space for goods

It's important to pack away a new delivery promptly to ensure no items become lost or damaged. Supplies should be distributed to the appropriate person in the business, or packed away in the usual space to be accessed when required.

For goods received in as stock, these items will need to be allocated a space in the warehouse for storage until ready to be picked for an

Self check-2	Written test
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part I: short Answer writing

Instruction: write short answer for the given question. You are provided 3 minute for each question and each point has 5Points.

1. What is the picking inventory?
2. Write down 5 steps of order processing?
3. What are good receiving function to check incoming against purchase and supply?

Part II- Fill in the blank space

- 1- ----- is the process or workflow that happens after a customer places an order
- 2- -----is the process of collecting a specified quantity of items from inventory to satisfy customer orders
- 3- _____ is the process of protectively packing items into appropriate shipping boxes.
- 4- _____is the business receives a customer order.
- 5- _____to pack away a new delivery promptly to ensure no items become lost or damaged.

Unit Three: Accept delivery of stock

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Checking internal system to identify incoming stock
- Preparing area to receive stock
- Identifying delivery and documentation
- Identifying return stock
- Managing excess stock

This guide will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify incoming stock
- Order stock
- Return stock to supplier
- Confirm and apply work instructions
- Store new stock against damage or theft

3. Accept delivery of stock

3.1 Checking internal system to identify incoming stock

A fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments. Stock control systems might be manual, but increasingly stock control is computerized.

The receipt and storage of stock is undertaken by frontline operational personnel who work under close supervision and guidance from others. They would be required to apply little discretion and judgment because they operate using predefined organizational procedures.

They would report any stock-related discrepancies for the action of a higher level staff member.

Introduction The first step in receiving and storing stock is to identify the stock expected to be delivered to the business for the day/shift so you can prepare for these deliveries and you know what to expect. This section identifies the variety of ways in which a business can place an order with a supplier.

Factors affecting orders placed and items ordered the type, quality and quantity of stock ordered will largely depend on the individual establishment or property placing the order: Nature and style of the property. Five-star properties will tend to order better quality items than a two-star property Indeed, many suppliers offer products at different quality levels to accommodate this variation in the need for quality During peak seasons, more items may need to be ordered to keep up with demand, as opposed to the quantity ordered during the low season Amount of storage space available Rate at which items are used Money/credit available Customer/guest demand, needs, wants and preferences.

A. Places the orders

It may be the role of a Purchasing Officer to place all the venue's orders with the suppliers. This is the case in a large property. In other situations, orders may be placed by: Owners, managers,

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Supervisors or heads of departments designated staff with specific and limited scope of authority to place orders of a certain type (for example, only liquor or only housekeeping items) up to a given monetary value.

It is important to know who places the orders because there is often a need to contact these people to follow up regarding a delivery – for example, to advise them a certain item was not delivered or to verify a delivery that has arrived was actually ordered. Internal systems „Internal systems“ needing to be checked to identify incoming stock refers to the ways stock may be ordered by the property.

Options for placing orders with suppliers include: Purchase orders Verbal orders Standing orders Telephone orders Online orders Facsimile orders Manual or computerized stock control/management systems. It is important to identify deliveries expected on any given day so appropriate preparation and arrangements can be made to accept and check those deliveries.

B. Purchase order

When ordering stock, the Purchasing Officer or staff member may complete a Purchase Order. The order is then usually phoned or faxed through to the supplier, or it may be mailed. In other limited instances, the Purchase Order may be given directly to a sales representative in-person. When the stock is delivered, the delivery and invoice must be checked against the Purchase Order to ensure everything ordered has been delivered. Purchase Orders have an identifying number on them so reference can easily be made to a specific order.

The duplicate Purchase Order may stay in the Purchase Order book to be used as the point of reference when making delivery checks. The original goes to the supplier.

Purchase Orders will identify: Item required by description – brand name, type, quality Size – bottle, drum, carton, individual item Quantity – numbers of each item required Price – as listed in a catalogue provided to the venue by the supplier (note that not all suppliers provide a

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catalogue/price list) Name of the supplier and their contact details Name of the venue ordering the items and their contact details Location the stock should be delivered to Date/time the stock is required.

Note: many orders are telephoned through to suppliers as items are required, and then the Purchase Order follows later that day or a day or two after. Many orders, too, are simply telephoned through and there is never a Purchase Order

C. Verbal orders

Orders may be given directly to sales representatives who call on the business. In these cases there is usually no supporting documentation but some properties may „raise“ a Purchase Order to support orders placed in this way, or make an appropriate entry on the computerized stock control system.

The owner, manager or designated person simply tells the sales representative what they want. The sales representative then processes the order. Finding out about verbal orders placed means: Talking to those within the venue who are authorized to place orders checking the „stock ordered“ section/s of the internal computerized stock control system.

Standing orders some establishments arrange for 'Standing Orders' with certain suppliers. This means a predetermined level of a certain item is delivered every day, or week (or other frequency, as required), without an order having to be put in. For example, there may be a standing order with the brewery to deliver 30 barrels of a certain beer every week.

Where a dedicated goods receiving area and person exists, copies of all standing orders must be provided to them so in-coming deliveries can be checked in relation to quantity, type of goods and the frequency of the delivery.

The standing order can be: Cancelled at any time Amended at any time. That is, the amount ordered can be increased or decreased as required to meet changes in demands in trade at the venue.

D. Telephone orders

Telephone orders are probably the most commonly used method of ordering stock. This is because it is quick and relatively inexpensive and allows venues to react promptly to the changing demands of day to day trade. Many suppliers have a dedicated „Order line/number“ to assist businesses to lodge orders.

Most suppliers require the venue ordering stock to identify themselves in some way (by quoting a number) to avoid the placement of bogus orders. Information provided will include: Item/s required by description – brand name, type, quality Size of bottle, drum, carton, individual item Quantity – numbers of each item required Location the stock should be delivered to. The order placed using the telephone may be recorded in some internal book/register but this is not always the case. Online ordering some suppliers offer an on-line ordering facility many operators find useful.

There may be a need to pay for the goods at the time of ordering, or credit arrangements may have been established with the supplier. Where an electronic order has been placed, it is common for a copy of the order to be printed and forwarded to the receive area/person for their information to advise them of what to expect. Some sites provide a dedicated online Order Form that can be printed off and used for this purpose. This printout takes the place of a traditional Purchase Order and provides the information against which actual deliveries are checked.

E. Facsimile orders

Facsimile orders are orders placed with a supplier using a fax machine. Some suppliers provide a dedicated „fax order form“ for this purpose. In other cases, the Purchasing Order of the venue is faxed through.

3.2 Preparing area to receive stock

3.2.1 Preparing the area

Preparing the delivery/receival area prior to receiving stock may require you to:

- Follow the Standard Operating Procedure (SOP) for cleaning the area, which may include:
 - ✓ Sweeping
 - ✓ Mopping
 - ✓ Pressure washing the area.

Tidy the area:

- Removing loose litter, empty cartons and wrapping materials
- Putting things back where they belong – trolleys, weighing scales, ladders, pallets
- Ensuring there is a clear passage for workers and delivery drivers
- Remove other stock from the area so existing stock does not get confused with new stock being delivered, and so stock does not present a temptation for thieves
- Ensure all necessary requirements, equipment and/or utensils/tools to enable you to properly receive stock are present. These items may include:

Weighing scales

- Thermometers – used to take the temperature of food to ensure it is safe to receive. For example:
 - ✓ Frozen food should be „hard frozen“ when received
 - ✓ Refrigerated food should be at or below 5°C
 - ✓ Hot food should be at or above 60°C

Box cutters

- Copies of Purchase Orders, faxed orders and online orders for deliveries expected that day
- Copies of Purchase Specifications (where applicable) for items to be delivered. Purchase Specifications specify what the venue wants in relation to the product ordered. Most items do not have a Product Specification. They are mainly used for food items. For example, a Product Specification for steak may stipulate:

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Quality of the meat – degree of marbling, fat content, cut, meat color

- Thickness
- Weight
- Delivery temperature
- Packaging
- Labeling

Ensure all security arrangements are in place and working. This may include:

- Verifying alarms are on/off and/or working as required
- Checking areas required to be locked are locked
- Ensure safety requirements are in

place, such as:

- First aid kit is present
- Required signage is available such as „wet floor’ signs
- Firefighting equipment.

Cleaning adjacent areas

Attention must also be paid to ensuring the surrounding area is also clean and ready to accept deliveries.

This may involve cleaning and tidying the area outside the delivery bay and/or areas leading into the delivery/stores area.

3.3 Received against stock order Stock

Goods receiving’ is the function of checking items delivered to the business, either coming in as new stock or as supplies. This includes inspecting the quality, condition, and quantity of any incoming goods, and allocating them to a space in the warehouse.

- **Receive Stock against a Purchase Order**

There are 2 ways of receiving the stock of a Purchase order:

- Receive stock manually.
- Receive stock by scanning barcodes.

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Here is an explanation of both the methods:

- Once a Purchase order is created and raised to the supplier, it will show up in the **RAISED** status in the PO listing module.
- To receive the purchase order manually, click the Purchase order and hit the **Receive** button on the right panel of the page, or just select the purchase order from the PO listing page and then hit the **Receive** button.
- This will open up a window with all the details of the PO. Enter the quantities that are supposed to be received, from this page.
- Once completed, hit the **done** button at the Bottom.
- In case you do not wish to receive all the quantities raised in one go, you can partially receive the PO as well. To partially receive the PO you need to enter any quantity less than the total raised quantity.
- If the PO is partially received a label of **Partially Received** will appear on the PO.

Another way to receive the quantities is by scanning the Barcodes of the products.

- Select the PO and then click on **Receive > Receive by Scanning**.
- This will open up the window with all the details of the PO. After this, click on Barcode scan where you can start scanning the barcode of the products one by one and the quantities will start incrementing. Once it is done, hit the **Done** button at the bottom
- Cin7 Order hive also provides a feature to generate the barcode labels of the products present in the purchase order so that it becomes easy to scan the physical barcode while receiving the products in the Purchase order.

3.4 Identifying delivery and documentation

3.4.1 Delivery documentation

All deliveries will be accompanied by some form of documentation. You will be required to sign the documentation as proof you have received the items listed on the documentation.

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II. Delivery dockets

The delivery driver may supply a 'delivery docket' when they deliver their goods. This needs to be signed by the person accepting the delivery. The delivery docket should only be signed if all items listed on the docket have in fact been received as stated on the delivery docket.

Be aware delivery drivers are very busy and do not like being kept waiting while you check the delivery. This means they will often attempt to pressure you into signing immediately so they can get going and do their next delivery. If this is the case, you either have to stand firm and insist you will not sign until everything has been checked, or you may be able to get consent from the company they deliver for to sign the delivery docket and add 'STC' to it (meaning 'Subject To Check'). This means you are signing to say you have accepted the delivery but have not verified its actual content.

The delivery docket will state:

- The number of boxes/cartons, drums or items delivered
- A brief description of the goods.

The delivery docket does not normally contain a detailed description of the goods, and does not list the prices for each item. Your signature on a delivery docket verifies the items have been delivered in total and in a satisfactory condition.

III. Invoice

The supplier provides the invoice. The invoice contains: A description of the items supplied
Quantity supplied
Cost of the items. The invoice may be delivered at the same time the stock is delivered, or it may arrive by mail a day or so later. Note there are many suppliers who supply a 'Delivery Docket-Invoice' with the delivery: This document, as its name suggests, combines the twin functions of Delivery Docket and Invoice. Where a 'Delivery Docket-Invoice' is provided, you need to check the items listed against the stock actually delivered and the order actually placed.

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Where an invoice arrives separately or after the delivery, you will need to confirm the items listed on the invoice match the items listed on the delivery docket – no more, no less: same quality, same sizes, and same quantities.

3.5 stock return

3.5.1 Return on a stock

The main factor to be considered in order to determine a good return is the risk level, for example investing in penny stocks is a high risk of losing the investment but at the same time it has a change to go over 100% return but this will never happen with stable high value stocks with less risk. In general, to evaluate the performance of your stocks, compare their return to returns of other stocks in the same industry and you can evaluate your stocks choice accordingly.

A. Stock total return

Stock total return is the percentage of increase in stocks value , it is represented as the current value of stocks in addition to any dividends already paid compared to the original value at which stocks were purchased.

B. Daily return on stock

Daily return on a stock is used to measure the day to day performance of stocks .it is the price of stocks at today's closure compared to the price of the same stock at yesterday's closure. Positive daily return means appreciation in stock price on daily comparison.

C. Calculate return on stock

Return on stock is equal to the sum of all dividends yielded from the stock and the stock capital gain minus the initial cost of the investment divided by the initial cost value for investment, end result is multiplied by 100 to convert into percentage.

D. Convert daily return to annual return

Suppose an investment yields 0.02 percent daily, divide by 100 to convert it into decimal to percent format. Raise the figure to the power of 365 to determine the annual return in decimal to percent format. For example, raising 1.0002 to the 365th power equals 1.0757 would give you a

7.57 percent effective annual return. Most investments are presented as an annual return, so to make meaningful comparisons; you need to convert daily returns to annualized rates of return.

3.6 Managing excess stock

Excess stock is a common term used in inventory management for when inventory levels exceed forecasted demand. Excess stock is also known as overstock, stock surplus, excessive stock, or excess inventory. But, no matter what you call it, one thing that remains constant is the threat it represents to your company's bottom line.

- **Common causes of excess stock**

Excess stock levels are typically caused by three culprits:

1. Inaccurate demand forecasting
2. Poor replenishment tactics
3. Lack of product life cycle tracking

3.6.1 Excess stock management solutions

Contact Easy Stock and schedule a demo to discover our excess stock management solution that will reduce inventory costs while increasing performance and profitability.

Monitor stock levels

Stock levels need to be monitored to ensure the physical stock-on-hand does not exceed house limits. All venues will want to make sure they do not have „too much“ stock-on-hand at any one time. Most properties will want to take delivery of stock, sell it/use it and receive payment for it before they have to pay for it.

Many properties will set a numerical minimum, maximum and re-order stock level for items to help in this regard. The minimum stock level is the level below which stock under any circumstances must not fall. The maximum stock level is the most of any item to be in store at any time. The re-order stock level is the stipulated level stock must fall to, before a new stock order can be triggered/placed.

Monitor use-by dates

I. Use-by dates

Where items have use-by dates, it is illegal to use this food or beverage after the stated date because there may be a food safety risk.

II. Best-before date

If a food or beverage has a best-before date, this means the product will lose some of its quality after the given date but will not present a health hazard/food safety risk. Items can be legally and safely used after the „best-before“ date. Element 1: Accept delivery of stock 30 © ASEAN 2012 Trainee Manual Receive and store stock

III. Monitoring these dates

All stock must be inspected on a regular basis (daily or at least weekly) to identify if there are any problems with the stock, or to count the stock for stock-take purposes or to determine if new stock has to be ordered. As part of these inspections you should also check the use-by and best-before dates of stock. Where items in store are identified as approaching these dates, efforts must be made to move the stock out of the store and into operational areas so other staff can use or sell the items. This is one of the major responsibilities of anyone who is in-charge of stock – to make sure stock is not thrown out because it is „too old“. Any stock that has to be thrown out represents a „total loss“ to the business and is the worst scenario a business can face.

IV. Reduce stock levels

Where changes in trade indicate there is a need to do so – perhaps due to seasonal trade fluctuations, the weather, the time of the year, the state of the economy and a whole raft of other reasons – you should notify those who place orders that there is no need to place further orders for items that are slow-moving or identified as being „in excess“. The key is that the „correct“ level of any stock item is variable – it is something of a balancing act to ensure that you do not run out of anything but at the same time you also do not want to overstock.

Practical methods of reducing excess stock levels include:

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- Returning excess stock to the supplier – in some cases (and this is definitely not the case in all instances), suppliers may be willing to take stock back where you have been unable to sell it
- They are not legally obliged to do this, and if they do so it is done as a gesture of goodwill, and an act of recognition and appreciation of your business
- Some suppliers will also accept stock back if it is approaching its use-by date, or will arrange for your stock to be transferred to another establishment that can use it before it becomes out-of-date
- Organizing in-house Specials to quickly move surplus stock – these Specials may include special promotions, increased advertising or different product placement on shelves/in displays
- Asking staff in departments using the items what they can suggest to help move the items. The people using the products are in the best position to know how they can be used
- Supplying stock „in excess“ as a substitute for items ordered by departments will not work all of the time but can be an effective way of quitting stock from the stores area. For example, if a bar orders a certain brand of scotch they may be happy with an alternative brand you have too much of.
- Talking to other venues to see if they are willing to buy or swap items for mutual benefit
- Selling the items at a reduced price; offering discounts on normal selling price. Note: Management permission may be required before undertaking some of the above

Self check -3	Written test
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Part -I Matching

Instruction: select the correct answer for the give choice. You have given 1 Minute for each question. Each question carries 2 Point.

A	B
-----1. Place orders	A. inventory adjustment
-----2.purchase order	B. SOP for cleaning area
-----3.verbal order	C. a supplier using a fax machine
-----4.sweeping	D. directly to sales representatives
-----5. Facsimile order	E. member may complete a Purchase Order
	F. place all the venue's orders with the suppliers

Part II: short Answer writing

Instruction: write short answer for the given question. You are provided 3 minute for each question and each point has 5Points.

6. Write SOP for cleaning the area to receive stock?
7. What is delivery docket?
8. What are the common cause of excess stock and management solution?

Part III: Short answer writing

Direction: Give short answer to the following questions. Time allotted for each item is 2mniut and each question carry 5 point.

9. Return stock
10. Stock total return
11. Daily return Stock
12. Calculate return on stock
13. Convert daily return to annual return

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Unit four: Maintain stock and storage areas

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Stock rotation
- Stock and storage area
- Taking remedial action

This guide will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Align stocks
- Maintain storage areas
- Identify issues in stock storage
- Confirm and apply work instructions
- Determine work requirement

4. Maintain stock and storage areas

The use of computers themselves can lead to better *stock-keeping*, and this is something which the larger authorities have already done. If he is not very near to where this particular operation is going to happen, it is going to make *stock-keeping* more difficult.

4.1 Essential Inventory Store Control Methods

Inventory is product that you've already paid for, but when it's sitting on your shelves or in a warehouse, it's not making you any money. That's why effective inventory management can lead to better cash flow, and increase your bottom line. And while there are many different inventory management methods to use, the more common store stock management techniques are listed below.

- **Establish Par Levels**

The first thing you should do is establish par levels of your products, which are the minimum amount of product that must be on hand at all times.

You know it's time to order more when your stock dips below that predetermined level, which will vary by product. These levels are based on how quickly the item sells and how long it takes to get back in stock, and in a perfect world, you will order the minimum quantity that will get you back above par — eliminating excess stock while preventing a lack of in-demand product.

While establishing par levels can take a little bit of research and up-front work, having them set will systemize the process of ordering and help you make quicker decisions. Remember that things can change over time, so check your par levels throughout the year and make any necessary adjustments.

- **First-In, First out (FIFO)**

First-in, first-out (FIFO) is one of the more straightforward approaches to stock control and is when a retailer fulfills an order with the item that has been sitting on the shelf the longest. Basically, your oldest stock gets sold first — not your newest stock.

While this is absolutely critical for perishable items to avoid spoilage, it's also good practice for non-perishable items. Things like packaging design and features often change over time, and the last thing you want is to end up with something obsolete that you can't sell.

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FIFO often results in a lower cost of goods sold number because older items generally carry a lower cost than items purchased more recently, due to potential price increases. With a lower cost of good sold number, you can have higher profits.

- **Last-In, First Out (LIFO)**

On the other end of the spectrum, we have last-in, first out (LIFO) which is the opposite of FIFO. This inventory management method assumes the most recently acquired product is also the first to be sold, and the most recent pricing is used to determine the value of the merchandise that has been sold.

While most retailers opt to use the FIFO method, some choose LIFO based on the assumption that prices are steadily rising. This means the most recently-purchased inventory will also be the highest cost, which will yield lower profits, and, subsequently, lower taxable income.

- **Manage Supplier Relationships**

There's more to having a good relationship with your suppliers than simply making friendly conversation. It requires clear, proactive communication because being adaptable is part of successful inventory management. Things can quickly change, and having the ability to return a slow selling item to make room for a new product, quickly restock a fast seller, troubleshoot manufacturing issues, or temporarily expand your storage space depends on how willing your suppliers are to work with you on solving any potential issues.

Keeping the lines of communication open means they can let you know if a product is running behind schedule or informing them when you're expecting an increase in sales so they can adjust production. If you have a strong relationship with your suppliers, this can lead to stronger sales.

Table 4.1 Use ABC Analysis

Group	Percentage of inventory in terms of cost or turnover	Number of times to count per year
A	Top 20%	8
B	Next 60%	6
C	Bottom 20%	4

This inventory management technique helps you to prioritize products, categorizing each item under one of the following:

- A (high-value products, low sales frequency): They will require the most attention because these items have a greater financial impact on your business. However, they're harder to forecast because they're not in high demand.
- B (middle-value products, average sales frequency): In terms of priority, these products fall somewhere in the middle.
- C (low-value products, high sales frequency): These products move off the shelves more quickly and easily, making them easier to predict. Because they generate sales that are less impactful to your bottom line, they require the least amount of attention and maintenance.

This method helps you understand which products are sitting on the shelves for too long. “A” products are the most valuable and should be closely monitored to make sure you don't run the risk of over- or under stocking. With “C” products, which are more self-sustainable, make sure they're making you money and that it's worth it to keep selling them. Finally with “B” items, simply monitor them to see if there's the potential for them to turn into “A” or “C” products.

- **Utilize Open-To-Buy (OTB) Inventory Planning**

Open-to-buy (OTB) inventory planning, also known as merchandise management, helps retailers stock the right amount of the right products at the right time by showing the difference between how much inventory is available and how much is needed. Because it breaks it down by category, this can help you get more product-specific insights.

The OTB formula shows you how much inventory you can afford to purchase and is:

Planned sales + sales and markdowns + planned end-of-month inventory – beginning-of-month inventory

This is typically a monthly calculation, and can help you move more product quickly because it requires less commitment and investment. This is an especially effective technique for retailers who frequently bring in products at the start of the season and put them on sale at the end of the season, as well as those who simply want to keep inventory fresh and exciting for their customers.

- **Prepare a Contingency Plan**

With retail, it's simply a matter of time before you're faced with a challenging issue. Whether it's having sales spike unexpectedly and you oversell your stock, a product is unexpectedly discontinued, or the manufacturer runs out of your product and you have orders to fill — you have to expect that you'll have some sort of problem to deal with.

You can mitigate the damage by identifying possible risks and preparing a contingency plan. Figure out what issues may arise and decide how you'll react, what steps can be taken to solve the problem, and if/how other parts of your business might be impacted.

- **Accurately Predict Demand**

A critical part of inventory management is being able to forecast demand which is no easy task. There are countless factors and you can never be completely sure what's coming, but that doesn't mean you can't try and get as close as possible. When trying to project future sales, here are a few things that you can consider:

- Market trends
- Last year's sales at the same time
- Growth rate of the current year
- Seasonality
- The overall state of the economy
- Guaranteed sales from contracts
- Planned promotions and ad spend

For best results, generate retail reports on a regular basis. Take a look at your product performance and glean insights into your sales and inventory trends. This will help inform your decisions around store stock control so you can keep your shelves filled with the right products at the right time.

4.2 stock rotation

It is standard procedure all stock delivered into a venue needs to be rotated so the older stock is used before the newer stock.

Stock rotation must be applied to help avoid situations such as: Stock loss due to items becoming out of date stock. Stock looking old and tired by virtue of spending too long in storage. This stock is unattractive and customers will not buy it Damage to stock – or a reduction in quality – that may occur if stock spends excessive time in storage. The longer an item spends in storage the greater the risk of damage to it.

There are limited instances where certain products may be bought with the deliberate intention of not rotating them. Stock rotation options The four stock rotation options are: First In, First Out (FIFO) First In, Last Out (FILO) Last In, First Out (LIFO) Last In, Last Out (LILO).

4.2.1 Stock rotation system applies

The most commonly used method of rotating stock in hospitality outlets is the First In, First Out method. This means stock should be used or sold in the order it has arrived into the premises. In practice this means you will need to: Move old stock forward and place the new stock behind it. Never load new stock in front of existing stock Lift existing stock up and put new stock under it Create a new storage area/stack for new stock and make sure the old stock is used before this new stock is started Log the identification information on items (such as kegs of beer, cartons) when they are delivered by date of delivery and then make sure you refer to this record when using kegs or cartons to make sure you use the old ones first Check best-before and use-by dates and use oldest stock first.

4.3 Inspecting stock and storage area

Stock inspection means an inspection of the registered warehouses issuing NWRs/eNWRs to physically verify the total quantity of stocks reflected in the NWRs/eNWRs and test check of its quality.

4.3.1 Inventory storage

Inventory Storage Area is where you specify the whereabouts of the stock items in your system. You can specify storage characteristics for these areas, such as temperature and physical location. These are then matched to the storage characteristics that have been assigned to your

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stock items so that products are kept in the correct conditions. These characteristics are created and maintained using Item Characteristics (ITC) function.

There are three types of Inventory Storage Area you can use:

1. Location
2. Warehouse
3. Zone.

- **Location**

Location is a specific storage area with a particular set of storage characteristics.

You can associate a location with a warehouse or zone. For example, a location could be a shelf with specific storage characteristics such as size, within a zone which could be a physical area of a warehouse.

For example, a location could be a shelf.

- **Warehouse**

A warehouse is a building used to store items and may contain a number of zones and specific storage locations.

You can also set up warehouse groups to link particular warehouses together.

For example, a warehouse could be storage building.

A warehouse group could be all warehouses in a geographical region.

- **Zone**

A zone is a storage area within a warehouse and may contain a number of specific storage locations. A zone may have a specific set of storage characteristics associated with it.

Locations of similar characteristics may be grouped into zones and exist within a warehouse.

For example, a zone could be an area within a warehouse.

4.4 Taking remedial action

Where you identify a stock-related issue you must *always* take action in response to the identified situation. The action required can be immediate on the spot remedial action to fix a problem, or action may mean reporting the issue.

4.4.1 Possible remedial action

The action you need to take when you identify a stock-related issue will depend on the issue or problem identified.

It is possible action may require you to:

Notify relevant personnel. This may be:

- Your supervisor



Fig.4.4.1 remedial action note book

- Owner/operator
- Supervisor/manager of the department to which the stock relates e.g. Head/Executive Chef; Head Housekeeper; Food and Beverage Manager
- Purchasing Officer

Arrange for maintenance where the problem relates to:

- Damaged equipment, fixtures and/or fittings in the stores area such as shelving, containers, doors, walls, ceilings/roofs
- Equipment not working as required such as faulty refrigeration

equipment and freezers

You may need to organize:

- In-house maintenance – by contacting the Maintenance department
- External maintenance – by arranging for attendance by qualified service technicians
- Relocate stock to protect unaffected stock and/or to prevent further damage to stock already impacted. This is a common requirement in the immediate short-term while you fix the problem or arrange for the issue to be addressed

Protect stock as an alternative to relocating stock you may be able to take on the spot action to protect stock from further damage/contamination. This could require you to:

- Close windows or doors
- Cover the stock
- Move damaged stock way from undamaged stock
- Dispose of damaged stock. This involves:
 - Disposal of damaged/unfit stock to waste
 - Adjusting internal records to reflect disposal of items
- Notifying relevant departments regarding stock disposed of to determine if replacement stock is required
- Return items to suppliers and/or make arrangements for returning items to suppliers. In limited cases a supplier may be prepared to accept damaged stock for credit. It is possible, for example, the supplier may be able to re-package and resell a product where only the packaging/wrapping has been damaged but the item itself remains in perfect condition

Arrange for stock items to be used immediately. In some cases an item slightly damaged

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may be able to be used/sold quite successfully if it is used/offered for sale *immediately*.

This means the normal FIFO stock rotation approach is not adhered to

- Act to address identified problems and threats as the need demands.

This may involve (depending on the issue):

- Implementing or arranging for pest control
- Making repairs to store rooms and/or storage infrastructure
- Removing imminent threats to stock
- Removing damaged stock
- Cleaning
- Repositioning stock to safer/more secure areas.

4.5 stock usage rate

4.5.1 Inventory Usage

Inventory usage is how much inventory a business has used over a specific time frame. It's similar to COGS, but it speaks to the number of units sold and not their monetary value. It's also called inventory consumption.

If you want to know how many bottles of vodka you used over the course of three months, you'll have to determine vodka's inventory usage over time. That's called the inventory usage rate.

4.5.2 How to Calculate Inventory Usage and Inventory Consumption

Inventory usage and COGS use the same formula. The difference is that inventory usage measures units used (4 bottles, 10 kegs, etc.) and COGS measures the monetary value of the inventory used. That's, of course, where draft beer inventory comes in handy.

Here's the inventory usage formula:

Inventory Usage = Starting Inventory + Received Product Inventory – Ending Inventory

To find COGS, use the monetary value of each inventory, and not the number of units, in the formula.

4.5.3 Inventory Usage over Time

Calculating inventory usage is, by necessity, calculating inventory usage over time. That's because a set time period is required to have starting, received, and ending inventories.

But some businesses will calculate annual inventory usage, then further calculate inventory usage over time per day, week, month, or quarter. All that requires is dividing the total inventory usage number by the units of time you'd like an inventory rate for.

Self check 4	Written test
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Part I: True or False

Instruction: write true or false answer for the given question. You are provided 3 minute for each question and each point has 5Points.

1. first out (LIFO) which is the opposite of FIFO
2. A critical part of inventory management is being able to forecast demand which is easy task.
3. SOP all stock delivered into a venue needs to be rotated so the older stock is used before the newer stock.

Part II: short Answer writing

Instruction: write short answer for the given question. You are provided 3 minute for each question and each point has 10Points.

1. What is the usage of relocate stock?
2. Least four types of stock rotation option?
3. What is warehouse?
4. What is inspection?
5. What is inventory storage?

Unit five: Minimize stock losses

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Recording and reporting stocks and losses
- Reasons for losses and recommending solutions

This guide will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify stock losses
- Implement recommendation for losses stock

5. Minimize stock levels

5.1 Introduction

The classification of inventory into different types of stock helps a company monitor and streamline its **operating stock levels** for its supply chain. As orders are shipped, the products stored decrease in quantity. Taking into account these fluctuations, two key concepts emerge:

- **Maximum stock level:** determined by the warehouse's storage capacity and the purchasing or procurement policy.
- **Minimum operating stock level:** indicates the point of inventory consumption at which goods need to be replenished, just before the safety stock is used.

The **rule for minimum/maximum stock levels** is one of the most deeply ingrained **stock control methods** in business. In our article, we'll analyze its scope and limitations, showing you how to optimize minimum stock levels in your installation.

5.2 Recording and reporting stocks and losses

5.2.1 Reporting identified losses

Preventing stock losses is necessary to avoid the cost of being left with large numbers of damaged, obsolete and obsolescent stock, and the costs associated with stock being taken illegally from the premises.

Stock losses mean the organization's resources are not being used properly. Stock losses waste money. Part of your responsibility may be to report potential and actual stock losses to management. As discussed previously, this allows management to make some important decisions about forecasting, or look for ways to eliminate or reduce stock losses

Pathway to identifying and reporting stock losses

1. Conduct cycle counts daily, where some items in your warehouse are counted. This provides an ongoing daily check of the accuracy of inventory measures.
2. Conduct regular stock takes where operations stop and all stock is counted. Barcode scanners can be used to do this. Compare the physical count and system count of all items.
3. Once the stocktaking has been undertaken, report the outcomes to management.

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4. Report stocktaking information by exporting the data to a clear report format such as a spreadsheet. Most computerized stock systems have reporting functionality
5. Email reports to management on a regular basis.
6. Voice any concerns you have about discrepancies or variances. This could be done by regular formal or informal meetings with management and stores staff.
7. Always follow workplace policies and procedures when reporting stock losses.

5.2 Identifying reasons for losses and recommending solutions

One of the most enduring sayings on Wall Street is "Cut your losses short and let your winners run." Sage advice, but many investors still appear to do the opposite, selling stocks after a small gain only to watch them head higher, or holding a stock with a small loss, only to see it lose even more.

No one will deliberately buy a stock that they believe will go down in price and be worth less than what they paid for it. However, buying stocks that drop in value is inherent to investing. The objective, therefore, is not to avoid losses but to minimize losses. Realizing a capital loss before it gets out of hand separates successful investors from the rest. In this article, we'll help you stand out from the crowd and show you how to identify when you should make your move.

Key takeaways

- Although stock market indexes typically move higher over longer periods of time, individual stocks don't always keep pace and many less successful ones can suffer long periods of losses.
- It is not uncommon for individual investors to hold losing stocks, expecting a turnaround, only to see it fall further still.
- In a worst-case scenario, the company goes bankrupt.
- Having a written plan will help you decide when and why a losing stock should be removed from the portfolio.

- Stop loss orders can be used to automatically exit a position and take a loss when a stock turns sour.

5.2.1 Holding Stocks With Large Losses

In spite of the logic for cutting losses short, many small investors are still left holding the proverbial bag. They inevitably end up with a number of stock positions with large unrealized capital losses. At best, it's "dead" money; at worst, it drops further in value and never recovers. Typically, investors believe the reason they have so many large, unrealized losses is that they bought the stock at the wrong time. They may also believe that it was a matter of bad luck, but seldom do they believe it is because of their own behavioral biases.

1. Don't Stocks Always Rebound

A glance at a long-term chart of any major stock index will see a line that moves from the lower-left corner to the upper right. The stock market, over any long-term period, will always make new highs. Knowing that the stock market will go higher, investors mistakenly assume that their stocks will eventually bounce back. However, a stock index is made up of successful companies. It is an index of winners.

Those less successful stocks may have been part of an index at one time, but if they've dropped significantly in value, they will eventually be replaced by more successful companies. The indexes are always being replenished by dropping the losers and replacing them with winners. Therefore, looking at the major indexes tends to overstate the resiliency of the average stock, which does not necessarily bounce back. In fact, many companies never regain their past highs and some even go bankrupt.

2. Refusing to Accept Blame

By avoiding selling a stock at a loss, many investors do not have to admit to themselves that they've made a judgment error. Under the false illusion that it is not a loss until the stock is sold, they elect to continue to hold a losing position. In doing so, they avoid the regret of a bad choice. After a stock suffers a loss, many investors plan to hold onto it until it returns to its purchase_price. They intend to sell the stock once they recover this paper_loss. This means

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they will break even and "erase" their mistake. Unfortunately, many of these same stocks will continue to slide.

3. Neglect

When stock portfolios are doing well, investors often tend to them like well-maintained gardens. They show great interest in managing their investments and harvesting the fruits of their labor. However, when their stocks are holding steady or are dropping in value, especially for longer-term periods, many investors lose interest. As a result, these well-maintained stock portfolios start showing signs of neglect. Rather than weeding out the losers, many investors do nothing at all. Inertia takes over and, instead of pruning their losses, they often let them grow out of control.

4. Hope Springs Eternal

Hope is the belief in the possibility of a positive outcome, even though there is some evidence to the contrary. Hope is also one of the primary theological virtues in various religious traditions. Although hope has its place in theology, it does not belong in the cold, hard reality of the stock market. In spite of continuing bad news, investors will steadfastly hold onto their losing stocks, based only on the faint hope that they will at least return to the purchase price. The decision to hold is not based on rational analysis or a well-thought-out investment strategy, and, unfortunately, wishing and hoping a stock will go up does not make it happen.

Successful traders are great at not only finding opportunities but also managing risk by exiting losing trades early.

▪ Realizing Capital Losses

Often you just have to bite the bullet and sell your stock at a loss before those losses get bigger. Hope is not a strategy, and an investor has to have a logical reason to hold a losing position. What you paid for a stock is irrelevant to its future direction. The stock will go up or down based on forces in the stock market, the stock's underlying fundamentals, and its future prospects.

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- **Have an Investment Strategy**

Having a written investment strategy with a set of rules both for buying and selling stocks will provide the discipline to sell stocks before the losses blossom. The strategy could be based on fundamental, technical, or quantitative factors.

- **Have Reasons to Sell a Stock**

An investor generally has quite a few reasons for buying a stock, but typically no set boundaries for when or why to sell it. Don't let this happen to you. Set reasons to sell stocks and sell them when these reasons occur. The reason could be as simple as: "Sell if bad news is released about corporate developments, or if an analyst lowers the price target."

- **Set Stop Losses**

Having a stop-loss order on shares you own, particularly the more volatile stocks, has been a mainstay of advice on this subject. The stop-loss order prevents emotions from taking over and will limit your losses. Importantly, once the stop loss is in place, do not adjust it as the stock price moves lower. It makes more sense to adjust the stop price when shares are moving higher.

On a regular basis, review every stock you hold and ask yourself this simple question: "If I did not own this stock, would I buy it today?" If the answer is a resounding "No," then it should be sold.

- **Tax-Loss Harvesting Strategies**

A tax-loss harvesting strategy is used to realize capital losses on a regular basis and provides some discipline against holding losing stocks for extended time periods. To put your stock sales in a more positive light, remember that you receive tax credits that can be used to offset taxes on your capital gains.

- **The Bottom Line**

Taking corrective action before your losses worsen is always a good strategy. In investing, avoiding losses is not always possible, but successful investors accept this and try to minimize their losses rather than avoid them. Selling a stock at a loss and receiving a tax credit is one

benefit you will receive. Selling these "dogs" has another advantage: You will not be reminded of your past mistake every time you look at your investment statement.

Self check -5	Written test
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Part I: True or False

Instruction: write true or false answer for the given question. You are provided 3 minute for each question and each point has 5Points.

1. Maximum stock level indicates the point of inventory consumption at which goods need to be replenished, just before the safety stock is used.
2. Minimum operating stock level determined by the warehouse's storage capacity and the purchasing or procurement policy.
3. Under the false illusion that it is not a loss until the stock is sold, they elect to continue to hold a losing position

Part II. Short answer

Instruction: write short answer for the given question. You are provided 3 minute for each question and each point has 10Points.

1. What is the pathway to identifying and reporting
2. Describe how to holding large losses?
3. What are pathways of reporting stock losses?
4. What is inspection?
5. What is inventory storage?

Unit six: Apply routine store security

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Store security
- Handling and securing cash
- Suspecting behavior
- Internal and external theft
- Storing products and equipment

Storing products and equipment This guide will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Perform store security system procedure
- Apply store policy and procedure
- Deal with suspected behaviour customer
- Secure store products from theft

6.1 Applying store security

6.1.1 Security

The security of stores is very important. Stores are often targeted by thieves and intruders who are aware of the presence of high-value stock contents.

To determine security requirements, facilities managers should undertake a comprehensive assessment and review of risks. In larger organizations, this should be completed in collaboration with the manager responsible for security. Wherever necessary, a security or crime prevention consultant can be asked to advice.

Particular note should be made of:

- the adequacy of existing security measures
- the type and scale of risks identified
- any trends or patterns in security incidents or criminal incidents.

Extensive use should be made of reports of security breaches, including incident reports and investigations. Full access should also be given to maintenance records and requests for outstanding security-related maintenance work.

6.1.2 Access control systems

Most storage facilities will require some form of access control system to ensure that only authorized persons can enter or leave the stores.

Common systems include:

- manual systems, such as intercoms, key locks or keypad locks
- electronic systems using swipe cards or proximity cards/fobs.

Swipe card systems are often combined with staff identity cards which can be worn around the neck on a lanyard. This has the advantage that staff have to carry their ID with them.

I. Physical security measures

Storage facilities should be protected by physical security measures such as:

- effective perimeter fencing and gates

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- effective doors and locks
- secure windows, preferably protected by shutters or grilles.

The requirements for perimeter fencing should be dictated by the risk assessment. Wire security fencing is preferable to wooden. A common choice for facilities requiring standard security measures is 2m high chain link or welded wire mesh of 11-gauge or heavier.

Gates should be properly secured and/or controlled at all times. One site entrance is generally easier to secure than two.

The security offered by a door is determined by its configuration, strength, durability and composition, as well as by its hinges, frame and locks. High-security doors and frames should be used in warehouses. The Association of Chief Police Officers recommends that a minimum requirement should be doors made of solid core construction at least 44mm thick and fitted with high-security deadlocks that carry the British Standard BS 3621.

Windows should be capable of being securely fastened from the inside. Most storage facilities will require additional security for windows, such as shutters, grilles, bars or wire mesh.

All storage facility doors, windows and fences should be made subject to regular maintenance inspections. Any faults or problems should be reported and security related maintenance prioritized.

II. Security systems

Security systems include:

- burglar alarms
- CCTV systems
- security lighting.

Stores such as warehouses should be protected by a good quality burglar alarm system based on advice from a security consultant or crime prevention officer. Most insurers specify mandatory

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registration with the National Security Inspectorate (NSI) when an electronic alarm system is to be installed. Many also specify that the installer should meet the NSI Gold standard.

CCTV systems consist of a camera or a number of cameras arranged to monitor buildings and access points. Images can be digitally recorded or linked to a monitor so an operator can observe what is happening elsewhere in a building or around premises. All systems should be designed and employed in compliance with the Data Protection Act 2018 and the CCTV Code of Practice issued by the Information Commissioners Office (amended 2021).

Intruders usually enter premises during darkness. Security lights are therefore a good deterrent. Expert advice should be obtained for the procurement, sitting and fitting of security lighting installations. All systems should be co-ordinate with any CCTV systems so they work together.

III. Using a security protocol

Stores security should always be supported by the use of a policy or protocol. Protocols should be read by all staff, including stores managers, stores staff, cleaners, etc. They should be reviewed on a regular basis.

Protocols should list the daily security activities expected of staff, including building opening and closing arrangements. Arrangements should include the securing of all windows and doors and the enabling of all security systems, such as alarms and CCTV.

Security guards

The risk assessment should indicate whether the use of security guards is required, and the level of provision.

Security guards for storage facilities may be directly employed or provided by means of a contract with a specialist security company. In some cases, regular patrols may be sufficient. In high-value storage installations, a 24-hour presence may be required.

6.2 Handling and securing cash

6.2.1 Cash Handling

- **Cash Drawer Set Up**

A cash drawer can be set up starting with twenties through ones or ones through twenties facing the same way. The change should be set up in the same manner as currency. If ones are being set up from left to right then your pennies should be set up from left to right and vice versa.

- **Change for Cash Transactions**

When a customer gives cash handler money, it is to be left in plain sight of the cash handler and the customer until the transaction is completed and a receipt is given to the customer.

There are two ways of giving cash to the customer:

If a customer pays a \$78.32 item with a \$100.00 bill, the change can be counted starting with the smallest coin denomination and going to the highest denomination of currency.

Count three pennies	\$78.35
Count one nickel	\$78.40
Count one dime	\$78.50
Count two quarters	\$79.00
Count one one dollar bill	\$80.00
Count one twenty dollar bill	\$100.00

- The change also can be counted starting with the largest bills to the smallest coin.
- To make sure that no bills are stuck together hand to hand should be used when counting.
Place all money in one hand. Hold it up in front of the customer and transfer one bill at a time from one hand to another counting out loud. This will not only assure the customer of the correct change but will help keep bills from sticking together.
- A transaction receipt must be offered to customers for each transaction.

- Cash should be placed into the cash drawer after the transaction is completed.
- Each transaction should be completed one at a time.

A. Accepting Checks

- The numerical amount on the check should be always verified against the written amount.

All payments made by check are required to be made out for the exact amount due. There is one exception. Any preprinted checks for Building Permit Fees can be refunded up to a \$25 dollar limit:

- When a refund is required, a receipt form should to be filled out.
- The white copy should be given to the customer.
- The pink copy should be attached to the cashier's copy of the permit.
- The yellow copy should stay in the receipt book.
- A counter check (a counter check is a check that is used without pre-printed information; a check obtainable at a bank usually to be cashed only at the bank by the drawer) is acceptable as long as it is printed and not written.
- Preprinted name, address and phone number should be verified. If some of the information is missing, the customer should be asked to write it on the check. The customer should be asked to provide a day time phone number.
- Make sure all checks are signed.
- On some checks over a certain amount there may be two signatures required.
- If the check's authenticity is in question, a picture ID, preferably a valid driver's license, should be verified and a driver's license number should be written on the front of the check.
- The date on the check should be verified.
- Any checks received will be stamped with the City endorsement or run through a validation printer.

B. Payments with debit or credit cards

The credit card should be signed. If the card has no signature on it, the customer will need to sign it in front of the cash handler. A picture ID must be presented for any credit card transaction to validate the credit card. This process protects the credit card owner and the City.

▪ **Payment Card Industry (PCI) compliance**

- ✓ The City is required to have an up-to-date information security awareness and training program in place for all system users.
- ✓ Employees are required to sign an agreement verifying they have read and understood the security policies and procedures.
- ✓ Credit card information on any documents that needs to be archived is required to be stored in a secure area.
- ✓ If any credit card information is compromised, incidents should be reported to the IMS Security Administrator immediately.

• **Cash Register Balancing**

- ✓ Print a balance report for the shift.
- ✓ Pull cash, checks and credit card receipts from the cash drawer, leaving the starting cash.
- ✓ Separate money into denominations and count all cash including coins. Add all checks received and add the two totals. Compare totals to the shift's balance report.

• **Preparing deposit slip (for deposits going directly to the bank) for cash and checks.**

- ✓ Ensure that all checks are properly endorsed.
- ✓ All bills should be facing the same direction and grouped by denomination. Arrange in groups the denominations from largest to smallest (\$100's, \$50's, \$20's, etc.). Coins should be rolled if possible; otherwise, loose coins should go in a coin envelope.

- ✓ A deposit slip must be completed with the date and a total by currency (dollar bills) and coins: any checks must be listed separately. If there are multiple checks, run a tape of the checks. If there is more than one list of checks, list them as A, B, C, etc.
- ✓ A grand total of the deposit should be written at the bottom and on the side. The white copy of the deposit slip is placed in the tamper proof bag along with the cash and checks (if applicable).
- ✓ Completely fill out the information on the tamper proof bag, then place the deposit in the bag and seal it.
- ✓ Keep the second copy of the deposit slip with the daily work.
- ✓ Compare credit card receipts with balance report and file with daily work.
- ✓ NEVER include credit card totals on deposit slip.

- **Audit**

- ✓ Periodical audits of all City cashier drawers will be performed by the Treasurer's Office.
- ✓ All cash drawers are required to have a starting cash balance that is recorded in IFAS.
- ✓ A balance report will be run for the transactions rang for that day.
- ✓ The money drawer will be pulled and counted back to starting cash.
- ✓ Cash and checks will be counted, and compared to the balance report.

- **Separation of Financial Duties**

- ✓ **Cash Receipts**

The person creating a cash receipt should not input the receipt through the cash register for posting.

✓ **Bank Reconciliation**

The bank reconciliation should be performed by an employee who cannot create or post cash receipts. Bank reconciliation is the process of matching and comparing figures from accounting records against those presented on a bank statement.

✓ **Timely Reconciliations**

All divisions should run a monthly report and reconcile any open cash receipts

• **Cash Receipts**

Purpose and Scope

Any monies received by the City that are not designated for a billing system, i.e. water bill, business license, special assessments, parking and traffic tickets, should be accounted for with a cash receipt (refer to policy 2.02.01 on open cash receipts).

• **Setup**

In order to be setup to create online cash receipts, the employee's supervisor should send a request to the Cash Manager in the Treasurer's Office.

Detailed instructions for using the online cash receipt system can be found at.

• **Deposits**

Monies received by the City are required to be deposited within 3 business days (Utah Code, Section 51-4-1).

• **Armored Car Services**

The purpose of using an armored car service is to provide security for city deposits and safety for city employees. Armored Car Services are to be used to transport deposits directly to the bank or to the Treasurer's Office.

Armored Car Services arrangements are to be coordinated through the Treasurer's Office.

Any person handling "City cash" (as defined under the Purpose and Scope paragraph) should contact the Treasurer's Office to arrange for appropriate training on cash handling and credit card compliance.

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6.3 Suspecting behavior

There are times when an individual or group may enter your establishment with bad intentions in mind. In the world of retailing, we refer to this activity as “external threats” or “external risks.” The risks come in the form of shoplifters, organized retail crime (ORC) syndicates, credit card fraud operators or, even worse, as people casing your establishment for future robbery or burglary.

Recent statistics show that burglaries continue to increase. As an FFL and business owner, your focus must be on keeping firearms out of the hands of criminals and protecting your assets (inventory and staff members). There are several things you can do daily to prevent your location and staff from becoming a victim.

First you want to look at your store’s environment. Start with a well-trained staff of employees who must be aware at all times of people entering the store. Since criminals try to avoid recognition, they are more prone to enter during slower periods of the day and when staffing is minimal, such as early morning, lunch breaks and just before closing. Your staff should always be observant to customers who enter the store alone but keep an eye on the parking area. Do they have an accomplice outside? Are they hesitant to enter? Do they enter quickly? These may all be suspicious behaviors. Criminals working in pairs or groups will also often use cell phones, eye signals and other non-verbal methods to communicate to one another while appearing to be Shopping alone. How about if two or more individuals unfamiliar to your staff enter the store together? Do they appear cordial, relaxed and talkative, or are they tense, discreet and non-conversational?

Your typical customers display consistent behaviors and have consistent conversations, even when they’re first-time firearm purchases. When you don’t see or hear that consistency, trust your gut!

Those of us in the retail security business often say, “If it doesn’t feel right, it probably isn’t!” So what should you do when something just doesn’t “feel” right, and how can you react proactively? Your best approach should always be to follow these basic steps.

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1. Greet Every Customer
2. Talking your customer
3. Inquire
4. Alert the team
5. Thwart shoplifters
6. Showing firearms
7. Selling
8. Please exit the store
9. Role play

6.4 Handling internal and external theft

Theft in the workplace may occur in several ways. It may be the result of external parties Breaking into the premises to take stock. This can be reduced or eliminated by securing The building adequately with fencing and locks and by improving security by installing CCTV in key areas. To reduce this type of theft or burglary, it is advisable to:

Train staff to:

- ensure building security is maintained
- use the organization's security systems
- follow workplace protocols for monitoring and adjusting

6.5 Storing products and equipment

Inventory consists of products awaiting purchase. How your business stores it depends on space, costs, spoilage concerns, needs for better efficiency and whether you want to unload your most recent acquisitions or longer-held stock. In particular, when you move inventory -- whether first-in, first-out or last-in, first-out -- affects how you value inventory and, thus, your enterprise's profits and taxes.

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A. Block Stacking

In block-stacking, storage begins on a pallet or the floor. Your storage costs are minimal because you do not need additional equipment or materials. The trade-off for lower costs is lack of convenient access; your employees can only retrieve stock on the front top of the stack. Block-stacking works well with inventory that you plan to use or sell fairly quickly, especially featured sale merchandise. Inventory at the bottom must be self-supporting and able to hold other items; thus, you might have the same type of product on a single pallet or stack.

B. Racks

Storage racks afford the support and convenience lacking with a block-stacking approach. How you design racks is tied to whether you employ last-in, first-out or first-in, first-out inventory management. Last-in, first-out operations use drive-in racks or push-back racks that are closed at the upper level. In these racks, employees access stock from only one end. Drive-through racks allow loading and unloading in multiple places and flow-through racks rely on gravity to push stock from top to bottom; these methods work with first-in, first-out management.

C. Shelves and Bins

Shelves and bins can take the stationary, mobile or flexible form. If you want to eliminate aisles and create more storage space, you might choose aisle-savers that slide or track inventory.

Push-button or automated carousels spin needed inventory to its user or system operator. Bins can effectively store small quantities of items of various sizes.

D. Central Storage

You and your staff can more easily access and accurately track inventory in a single storage location, such as a warehouse or a stockroom. Central storage systems rely on bins and shelves or other specialized techniques. However, with central storage comes less safety stock, or inventory you keep as a buffer or reserve in case of unexpected spikes in demand.

E. Point-of-Use Storage

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Just-in-time and repetitive production operations employ point-of-use storage. Inventory is placed with its users at a station or the store. Point-of-use means fewer handlers and lower operating costs. There exists little need for a warehouse or central location and the maintenance, security or utilities for such a building. Your employees can readily obtain inventory through point-of-use storage.

Self check-6	Written test
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Part I: True or False

Instruction: write true or false answer for the given question. You are provided 3 minute for each question and each point has 5Points.

1. The numerical amount on the check should be always verified against the written amount.
2. A transaction receipt must be offered to customers for each transaction
3. PCI information on any documents that needs to be archived is required to be stored in a secure area.

Part II. Blank space

Read the following questions and give your best answer accordingly. (10 points)

1. _____ determined by its configuration, strength, durability and composition
2. _____ the process of matching and comparing figures from accounting records against those presented on a bank statement.
3. _____ Monies received by the City are required to be deposited within 3 business days
4. _____ fewer handlers and lower operating costs.
5. _____ access and accurately track inventory in a single storage location.

Unit Seven: Finalize documentation and stock management system requirements

unit is developed to provide you the necessary information regarding the following content coverage and topics:

- stock documentation
- stock levels
- Authorizing supplier documentation

Storing products and equipment This guide will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Record documents of stock
- Enter and update data to stock system
- process and payment documentation

7.1 Checking and verifying stock documentation

7.1.1 The Requisition

This is an internally generated document.

It is a standard requirement where a stock control system is in use that no stock moves in the venue unless it is accompanied by a document or a data entry on the computerised system tracking its movement.

A requisition – or requisition form – is filled in by a department requesting stock from the central stores.

It may need to be authorised by a manager before it can be filled.

Where this system is in use, a requisition book is located in each department containing sequentially numbered duplicate (or triplicate) requisition forms which are completed by staff (usually at the end of trade) to order stock so the department is fully-stocked for the next trading session.

The requisition will identify:

- Date on which the order/requisition was placed
- Department to which the stock is to be supplied

STOCK REQUISITION FORM

Requisition Number: _____ Date: _____

Program Manager _____ Project/Department: _____

Requested by: _____ Signature: _____

Justification for Request:

Approved By: _____ Signature: _____

No.	Item Description	Stock Code	Quantity Requested	Quantity Issued	Date Issued	Remainder to be Issued
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

Received By: _____ Signature: _____

Issued By: _____ Signature: _____

Figure 7.1 stock requisition form

- Stock required by type, brand name, quality and quantity
- Every requisition has its own unique number to assist with tracking and identification.

The stock requested on the requisition is the *only* stock that should be issued. In some cases you may have to short-supply items or provide a substitute brand/item. This must be recorded on the requisition.

When stock is delivered to a department on the basis of a requisition, it is the responsibility of a staff member in that area to check the items delivered match the items were ordered/requisitioned.

7.1.2 Internal Transfer Sheet

In some cases the central stores area is not open 24 hours a day seven days a week but in fact keeps what can be considered ‘normal’ business hours generally 6-7am until 4-6pm. Departments generally keep a small amount of stock on hand within their department to maintain their trading or service needs. This means the departments requisition stock to top up their local areas as required. It also reduces costs of maintaining a central stores area during the traditional non-business hours.

However, it is feasible that a department could run out of a stock item when the central store is closed. There obviously has to be some process by which the area can obtain the stock necessary to keep operating and in this case an internal transfer sheet is used. It is exactly the same as a requisition but rather than getting the stock from the central stores the stock is obtained from another cost area. The transfer form allows stock to move from one storage area to another storage area and the form is sent to the accounting department to make the appropriate movement of cost. The issuing department then simply requisitions the stock item on their next requisition to replace what has been transferred

7.2 Updating stock levels

7.2.1 Stock Level Update Cancellation or Replacement Mechanism

If an order is canceled or replaced, the inventory for the products in the order is updated. For example, if an order for five rings is canceled, the inventory for the rings increases by five. Because order cancellation and replacement are normally done through an integration with an order management system (OMS), there is no example of cancellation and replacement in Site Genesis.

The stock update mechanism, which uses the Reserve Inventory for Order pipelet is the recommended method for updating stock levels.

CAUTION:

If you are using the inventory important feed to reset inventory levels ,if the inventory is to zero via an import feed and an order is then replaced or canceled, the inventory is updated and the inventory level set to the quantity of inventory in the order. The replacement or cancellation is important in the case of a product recall or other situation in which you have decided to immediately stop selling a product and don't want it to appear as an available product.

Replacing an order uses the mechanism for canceling an order followed by the mechanism for creating an order. For replacement orders, the Reserve Inventory For Order pipelet only reserves inventory for the new order and items for the order being replaced are available for the replacement order.

7.2.2 Order cancellation inventory Process

An order you submit to trade a security that you or your investing platform void before it's executed on a stock exchange is considered a canceled order. Types of orders that automatically cancel when certain conditions are met include immediate-or-cancel orders and fill-or-kill orders.

The cancellation mechanism isn't implemented in Site Genesis, because replacement and cancellation are only used when Sales force B2C Commerce is integrated with an order management system and Site Genesis doesn't generally include integration functionality.

7.2.3 Order Replacement Inventory Process

The following table shows the changes to inventory levels throughout the checkout process. An order replacement is equivalent to an order cancellation followed by a new order, except that is it wholly handled by the Create Order pipe let. The process allows the inventory from the canceled

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order to be used for the new order. If the creation of the replacement order fails, the items continue to be reserved for the replacement order.

The order replacement mechanism isn't implemented in Site Genesis, because replacement is only used when B2C Commerce is integrated with an order management system and Site Genesis doesn't generally include integration functionality.

7.2.4 Canceling or replacing orders in Business Manager

While you can manually cancel or replace orders in Business Manager, the process doesn't update the stock level for your storefront. Canceling or Replacing Orders Using Order. Set Status

While you can manually cancel or replace orders using the Order. set Status() method, the process doesn't affect the stock level.

7.2.5 Stock Level Update Mechanism for Order Placement

The stock update mechanism prevents accidental overselling by reserving inventory early in the transaction and not finalizing the stock update until the order is placed

Table 7.2.3 a stock level update mechanism for order

Checkout step	Pipelet	Change	Inventory Total
Customer starts the checkout process			i Where n is the inventory at the start of the checkout process.
After payment calculation and before personal	Reserve Inventory For Order	Reserves the change to the inventory for the order. This transaction includes an internal timestamp, so that reservations can timeout if the cart is	$i - x$ (while the timestamp is valid) i (after the timestamp expires) where:

information gathered		abandoned.	<ul style="list-style-type: none"> n is the inventory at the start of the checkout process. a is the quantity in the order.
			where n is the inventory at the start of the checkout process.
After personal information gathered and before payment handling	Create Order	Finalizes the inventory change made using Reserve Inventory For Order.	$i - x$

7.3 Authorizing supplier documentation

If you have any responsibility for receiving stock, you will always have some responsibility for authorizing the delivery for payment.

- **Never pay for goods delivered**

It is standard industry practice that you never pay a delivery driver for goods delivered to the venue.

If a driver requests cash or other payment for deliveries, they should be referred to management.

This applies even though delivery drivers may:

- Insist on payment
- Point to paperwork on which is printed „Cash only” or „C.O.D”.

The only exception to this is a situation where management has already advised you there is a need to pay cash for a delivery, and they have given you money to pass on to the delivery driver.

7.3.1 Activities involved in authorizing documents

The following are activities you will be required to complete to enable the processing (filing, entry of data into bookkeeping systems) of delivery documents and payment of accounts:

- Record and resolve issues arising on the documentation before it are forwarded. Issues may involve:
 - Short-deliveries
 - Over-delivery
 - Incorrect items delivered by brand, type, size, colour
 - Failure of items to align with purchasing specifications

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- Items refused or rejected
- Damage to stock
- Items returned to supplier for credit



Figure 7.3.1 Authorization titter

Remember: Resolve these problems before forwarding documentation and authorizing payment.

Double-check any notations made on documents to ensure they are clear, correct and comprehensive. It is often necessary to accompany this written record with a verbal report or explanation.

All stock shown as „Outstanding” (see section 1.4) should be received before forwarding documentation for processing

Record action taken. This requires you to indicate follow-up action you have taken to address identified issues, for example:

- Telephone calls to the supplier to clarify the delivery including promises made by them to rectify the situation
- Sourcing of a new products from a new/different supplier
- „No action taken”. This should be written on documents where you have taken no action in response to the situation. This can happen when you are very busy accepting other deliveries and/or storing items

- Match all relevant documentation – this may mean making sure, as appropriate:
 - Purchase orders are attached to delivery dockets
 - Delivery dockets are attached to invoices
 - Credit notes are attached to delivery dockets/invoices

The intention is that all paperwork relating to a single delivery is grouped together

- Ensure the correct price has been charged. If the item was listed in a price list/catalogue at 115.00 each, you need to check you are not being charged more than this.

In some businesses, this check may be done by management/administration

- Signing, initialing and/or dating documents. This is the most common requirement relating to forwarding documents for processing and payment.

You must realize how important your signature on the delivery documentation is.

If you sign for a delivery, management/administration will assume all the items signed for have been delivered and are in good condition.

In most cases, your signature authorizes payment for the goods so it is your responsibility to ensure you only sign if you are certain the delivery is correct.

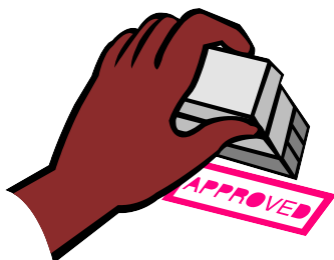


Figure 7.3.2 Approval titter

Any variance between the delivery documentation and the actual delivery must be described on the paperwork.

It is never acceptable to sign for any delivery unless it has been inspected, checked, counted, and verified

- Forward the documents. This means passing on all delivery documents to management/administration so they can process them and pay the accounts.

Delivery documentation should be forwarded „as soon as possible“ providing:

- All the necessary checks have been made on the deliveries
- All necessary notations on the documents have been made
- You have finished using the documents to update the stock control/management system as required by the venue

At a minimum, all documentation should be forwarded on a daily basis.

Summary

Controlling stock can seem like a moving target, but that’s not to say that having the right support, technology, and resources can help you make better decisions when it comes to ordering and stocking inventory.

Ship Bob is a third-party logistics (3PL) provider that offers a full suite of fulfillment solutions to help you scale your business while saving money and time.

“We have a Shopify store but do not use Shopify to track inventory. In terms of tracking inventory, we use Ship Bob for everything — to be able to track each bottle of perfume, what we have left, and what we’ve shipped, while getting a lot more information on each order.”

Self check 7	Written test
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Part I: short Answer writing

Read the following questions and give your best answer accordingly. (10 points)

1. Discuss the difference b/n order canceled and replacing order ?
2. Discuss stock update mechanism?
3. Least activities you will be required to complete to enable the processing?
4. Explain order replacement inventory process?
5. What is OMS?

Part II.

Instruction: write short answer for the given question. You are provided 3 minute for each question and each point has 20Points.

1. Prepare requisition form

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