

Merchandise Recovery SOJT Checklist

Tools and Supplies:

- Dust cloth
 Price tags
 Empty cart or basket

Background Information:

A well shopped store overtime will look disorderly. To your department looking fresh and orderly, perform these merchandise recovery tasks periodically throughout the day.

Steps to Show How	Tell Why	✓
1. Front products on shelf	<ul style="list-style-type: none"> ▪ Pull products to front of the shelf so they are easier for customers to reach. Dust as you go so customers' hands stay clean as they shop. 	
2. Rotate products (if applicable)	<ul style="list-style-type: none"> ▪ Make sure products are rotated into stock based on expiration date with newer product in the back or stacked on the bottom to ensure all product is sold before its expiration date. Pull the product from the shelf and dispose of per procedure. 	
3. Restock products (if applicable)	<ul style="list-style-type: none"> ▪ Ensure all shelves are fully stocked with no missing facings and all product is stocked in the appropriate location within the department 	
4. Face products on shelf	<ul style="list-style-type: none"> ▪ Turn products so labels are facing front on the shelf or facing up if stacked so they are easier for customers to recognize and find what they are looking for. 	
5. Face products on hangers	<ul style="list-style-type: none"> ▪ Turn all hangers to face the same direction so they are easier for customers to remove from racks. ▪ Ensure all items hang neatly on the hangers and are organized by the correct sized, price or brand so it is easier for customers to find what they are looking for. 	
6. Fold soft goods	<ul style="list-style-type: none"> ▪ Fold all soft goods neatly and ensure they are organized by the correct style, color and size so it is easier for customers to find what they are looking for. 	
7. Check packaging	<ul style="list-style-type: none"> ▪ Ensure all packaged products are pristine with no rips, tears or holes; and that opened products are checked and repackaged or returned to the stockroom. 	
8. Check signs and price tags	<ul style="list-style-type: none"> ▪ Ensure all rack signs are professionally printed and in frames with no tears or dirt so they are easy to read. ▪ Ensure all products are clearly priced so customers do not have to wait for price checks at the register. 	

Test for Understanding

Ask the sales associate to perform each recovery task and explain why it is important.