

FOOD for Lane County

Warehouse Training Program Syllabus



Name: Warehouse Training Program

Number of Instructional or Supervised Hours: 210

Time period: 12 weeks

Training objectives:

- Demonstrate work readiness
- Ability to adhere to safe work practices
- Competence in inventory control and all warehousing operations
- Competence in using standard warehousing equipment, including forklift, pallet jacks, and electronic scales
- Excellent customer service skills

Assessment: All skills will be evaluated and assessed by an approved FFLC trainer. While some are written assessments (Food Handler Permit, for example), most are evaluated based on a documented demonstration of skills.

The participants will be receiving training in the tangible skills that will allow them to acquire a warehouse job. The course will also focus on workplace readiness including:

- Strong attendance and punctuality
- Appropriate dress and readiness for the work day
- Flexibility within the workplace
- Good communication with coworkers and customers
- Ability to adhere to workplace policies and regulations

During the 12 weeks, many of the skills will overlap, many of them such as customer service and safe work practices will be utilized during the entire course, but there will be focus on different topics at specific times throughout the course.

Weeks 1-2:

- Safety Skills-Knowledge and demonstration of proper lifting techniques, warehouse safety precautions, safe use of equipment, proper use of personal protective equipment, situation awareness, adherence to safety regulations.

- Safe food handling-Food safety, sanitization, work area cleanliness, proper food storage

Participants should successfully acquire their Food Handler Permit at the end of week 2

Weeks 3-4:

- Temperature Controls-Provide and monitor appropriate temperature controls for shelf stable and perishable products. Utilize appropriate materials to check and maintain safe food temperatures.
- Receipt of Inventory-Weigh, categorize, and inventory incoming product from a variety of different sources including individuals, stores, vendors and Oregon Food Bank.

Week 5:

- Customer Service-Serve diverse customer base with a friendly, pleasant, and professional demeanor while working in a fast paced, changing work environment
- Picking Orders-Pull orders of a variety of products for scheduled deliveries and pickups. Build multiple orders at the same time ensuring accuracy and quality.

Week 6:

- Operational Departments-Participants will spend most of this week in different departments. Participants will; 1) Ride along with FFLC drivers on different pickups and deliveries, utilizing positive and professional interactions with our community partner, working efficiently and quickly, be responsible for the FFLC brand with in the community. 2) Work in the receiving end of the warehouse, and building orders of dry goods for distribution through the county. Learn to read and utilize invoices, packing slips, and orders sheets. 3) Work a shift in the FFLC commercial kitchen cleaning and preparing products for distribution to local meal sites.

Week 7:

- Warehouse Equipment Identification and Usage-Participants will focus on proper usage, cleaning and storage of warehouse equipment including pallet jacks, power jacks, hand trucks, and forklifts.

Students will be using some of the equipment before week 7. Weeks 7-12 participants will be focused on power equipment so that they can successfully acquire their forklift certification during week 12

Week 8:

- Job Search Class-Participants will attend a Jobs search training through the Goodwill Jobs Connections program teaching them how to write a cover letter and resume, good interviewing strategies, how and where to look for jobs to utilize their skill sets.

Weeks 8-12:

- Implementation of skills-Participants will be required to utilize all of the skills they have acquired over the first seven weeks to successfully operate within the FFLC warehouse.

Week 12:

- Participants will take the forklift certification written and practical test. They will receive a certificate upon successful completion of these tests.