# Training Guide: Stocking Shelves at Walmart

## Introduction

Welcome to Walmart! As part of the stocking team, your role is critical to ensuring that our customers have a seamless shopping experience. This guide outlines the steps and best practices for stocking shelves effectively and efficiently.

## 1. General Guidelines

\*\*Safety First:\*\*  
- Always lift with your legs, not your back, to avoid injury.  
- Wear appropriate safety gear, including closed-toe shoes.  
- Follow all safety protocols when using ladders, pallet jacks, and other equipment.  
  
\*\*Customer Service:\*\*  
- Be courteous to customers who may ask for help while you’re stocking.  
- If you don’t know the answer to a question, direct the customer to a manager or team lead.  
  
\*\*Appearance:\*\*  
- Keep your workspace clean and organized.  
- Ensure that packaging is not damaged before placing items on the shelf.

## 2. Preparing for Stocking

\*\*Receive Inventory:\*\*  
- Use the inventory manifest to verify that the shipment matches the delivery.  
- Check for damaged or missing items and report any discrepancies to your supervisor.  
  
\*\*Organize Inventory:\*\*  
- Sort items by department, aisle, and shelf location.  
- Use carts or pallet jacks to transport products to their designated areas.

## 3. Stocking Process

\*\*Locate the Correct Aisle:\*\*  
- Refer to the inventory list or labels to find the correct aisle and shelf for each product.  
  
\*\*Follow FIFO (First In, First Out):\*\*  
- Place newer items behind older items to ensure that products with earlier expiration dates are sold first.  
  
\*\*Arrange Items Neatly:\*\*  
- Align products with the shelf edge to maintain a clean and organized look (known as 'facing').  
- Avoid overstocking or blocking price tags.  
  
\*\*Check Pricing and Labels:\*\*  
- Verify that the price tags match the product and are visible to customers.  
- Replace missing or incorrect labels as needed.

## 9. Conclusion

Your role as a stocker ensures that Walmart remains a place where customers can easily find what they need. By following this guide and maintaining a focus on safety, efficiency, and customer service, you contribute to the success of the team and the satisfaction of our customers.  
  
Welcome to the team, and thank you for your hard work!