



STRATEGIC SERIES

TRAINER'S NOTES

# Keeping Accurate Inventory On the Salesfloor

## Lesson Objective

Show sales associates their role in helping keep an accurate record of inventory.

## Length

5 minutes

## How to Use

Review the points on the PDF with any employee who works on the salesfloor.

## Introduction

There are many reasons why good inventory management is important for a business. One reason is that we need to know how many products are on the shelf so we know when we need to order more and how much to order. This is part of offering good customer service, because accurate inventory records mean we're better able to have what customers need, when they need it.

Everyone who works on the salesfloor has a role in keeping accurate inventory records. Good housekeeping can help prevent many inventory errors. It will also help with loss prevention. Here are a few ways you can help maintain accurate inventory.

## For more information

Learning more about inventory management will help you understand not only how a retail business works, but also how to help keep more accurate records. Employees who would like to learn more about the basics of managing inventory should take NHPA's course in Basic Inventory Management. It is available to NHPA Premier Members.

01

## RETURN MISPLACED ITEMS

Misplaced items are items in the wrong location in the store. If they're in the wrong location, you or your customers won't be able to find them. You may also think you're out and order more. Return misplaced items to their proper location.



02

## REMOVE DAMAGED GOODS

Customers are unlikely to purchase damaged goods, which means you should order another one to replace it.



03

## REPORT EMPTY PACKAGES

An empty package is often a sign of a shoplifter. Report empty packages to a manager. You'll need to order a replacement product.



04

## FILL EMPTY SHELVES

If a shelf is empty, fill it with backstock and report to a manager. An empty shelf gives customers the impression you don't have what they need. It may also be an indication you need to order more of that item.



05

## ORGANIZE MESSY DISPLAYS

Even if your store is fully stocked and inventory records are accurate, it won't matter if customers can't find what they need. Organize messy displays so customers can find what they're looking for quickly and easily.

