

## Pick orders and store in food and drink operations

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### Overview

This standard covers the skills and knowledge needed to pick orders and store in food and drink operations.

It is important to pick and store orders following safe working practices and in accordance with company procedures. Products should be stored safely and securely for despatch, ensuring product quality and avoiding any contamination.

This standard is for you if you work in food and drink operations and the associated supply operations and are involved in the stores work area, and your job requires you to pick orders of products and store them for despatch.

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**Performance criteria**

You must be able to:

**Check specifications and documentation for picking and storing orders**

1. collect the specifications and confirm that you have the correct picking documentation and that it includes all the necessary details
2. confirm the arrangements for picking of orders within scheduled time for despatch or delivery

**Prepare to carry out order picking**

3. identify the correct location, equipment and method for storing food and drink products
4. check that the product is in its allocated location and carry out a visual inspection
5. check that there is enough space to receive the completed order
6. report any problems to the appropriate person

**Pick and store orders in accordance with company procedures**

7. check off items to check that the stored order matches specified picking documentation
8. position and use storage equipment in accordance with company procedures and check that moving items are immobilised
9. report to the appropriate person any difficulties or differences between the order and what was requested on the specifications

**Comply with health, safety and hygiene regulations**

10. wear personal protective clothing and equipment that complies with health and safety policies for handling food and drink products
11. identify and report any defects or deficiencies with storage, product and orders, and report these to the relevant people
12. check that the work area is kept clean, tidy and free from hazards and obstructions
13. follow the health, safety and hygiene requirements when carrying out order picking

## Pick orders and store in food and drink operations

**Knowledge and understanding**

You need to know and understand:

1. the hygiene, health and safety regulations and why it is important to follow them
2. why it is important to avoid contamination and damage and what might happen if this is not done
3. why it is important to monitor the quality of the products
4. when wrapping of the products is appropriate and why the completed order has to be wrapped in accordance with company procedures
5. types of personal protective clothing and equipment and their appropriate use for products of high, medium or low risk
6. the reasons for different locations for picked orders and how to check that goods are ready for the next stage of despatch or delivery
7. the categories of products sold by the company you work for
8. how to pick orders against specified picking notes
9. the importance of picking the correct goods and within specified timescales
10. why it is important to report any problems, errors or mismatches to the appropriate person
11. types of storage equipment and their use
12. defects in storage equipment and why it is important to report them immediately
13. the possible consequences of leaving mobile equipment unsecured
14. why the relevant documentation and records must be completed within the agreed timescale when the order is completed
15. why staff must be trained before using dangerous machinery
16. why safety checks must be done before using machinery
17. why it is important to maintain machinery in accordance with company procedure

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