ROLE CARD 4 · WAREHOUSE · SME CARD

The delivery

You are a warehouse team leader.

Don't show this card to the interviewer! Answer from it, in your own words.

What you do (the procedure)

1. Check the delivery note against the PO.
2. Count the pallets.
3. Inspect them before the driver leaves.
4. Scan each SKU.
5. Sign the CMR.

It depends... (explain only if you are asked « Depends on what? »)
If a pallet is damaged: take a photo and write « received damaged » on the CMR BEFORE signing, or the company can't claim.

The common mistake (tell it only if you are asked about mistakes or problems)
Signing first and checking afterwards.

Who to call

The purchasing department.

Your jargon

Use these words without explaining them, unless the interviewer asks.

PO	purchase order
SKU	a product code
CMR	the driver's transport document
goods-in	the receiving area

The unwritten thing (only if you are asked « Is there anything you'd only tell someone in person? » or something similar)
Drivers are always in a hurry and will push you to sign. Take your time anyway.

How to play the role

The curse of knowledge. You've done this a thousand times: skip « obvious » steps (counting, inspecting) and use the abbreviations without explaining them.