



Find out more!

Getting started in Distribution

Distribution Savvy Award

Great distribution operations get the basics right. Make sure you get your entry-level employees up to speed with the essentials of great distribution skills.

The Distribution Savvy Award is ideal for your new employees getting started in any distribution role. It is easily delivered to your employees, on the job, at a pace that works for your business. Your employees will be upskilled in: interacting with other staff and customers, standard operating procedures, technical knowledge of distribution facilities, health and safety and either (a) goods packaging or (b) pick and assemble.

Programme features – Skills for success

Your employees starting out in distribution will gain essential skills and knowledge for a distribution facility. Here's a brief summary of what they will learn:

- ▶ How to provide quality and accurate customer service experiences.
- ▶ Distribution facility and goods technical skills.
- ▶ How to keep your visitors and your other employees safe by knowing how to use health, safety and security practices.
- ▶ How to apply standard operating procedures and the code of conduct in your business.

Available in print only.

Find out more: www.ServiceIQ.org.nz/training/retail/distribution-programmes

ServiceIQ
Industry Qualifications

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