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## TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Storekeeper I, II, & III** jobs. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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### I. RECEIVING STOCK

**(10 Questions)**

Workers in this job spend a large amount of their time receiving stock shipments and checking shipments to ensure all stock has been received and is in good condition. The questions in this section of the test assess your ability to examine and account for stock received in a storeroom or warehouse. Test questions cover topics including:

- Measurement units commonly used in receiving stock (e.g., dozen; case; gross; etc.);
- Verifying the accuracy, quantities and condition of shipment orders;
- Reconciling shipping invoices with purchase orders;
- Inspection techniques used to ensure that all stock received is in good condition;

### II. STOREKEEPING

**(14 Questions)**

The proper, safe and efficient storage of received stock is a primary task of this job. Employees are expected to evaluate storage procedures and make suggestions as to how to improve current warehouse operations which will save time and maximize storage space. Questions in this test section examine your knowledge of stock storage and other related storekeeping procedures. Specific test question topics include:

- Stockroom organization and layout techniques;
- Safety practices related to the storage and movement of stock in a stockroom or warehouse;
- Stock valuation and rotation principles and methods;
- Transfer of stock and shipping procedures.

### III. ISSUING STOCK

**(16 Questions)**

Employees in this job routinely issue items from stock in order to fill customer orders. Issuing stock involves examining the customer's requisition, locating, retrieving and recording the items to be issued from stock. Questions in this exam section test your knowledge of stock issuance practices and your ability to successfully fill orders. Specific test question topics include:

- Procedures used to accurately and efficiently issue stock and maintain inventories;
- Common stock issuing terminology;
- Item substitution practices;
- Proper packing and identification of stock prior to issuance;
- Completing forms to record stock issued from the storeroom or warehouse.

#### **IV. STOCK INVENTORY**

**(12 Questions)**

The periodic inventory of storeroom stock is an important duty of this job. This task involves accurately counting stock on shelves, bins and pallets. Recording stock counts, reconciling discrepancies and processing reconciliation paperwork is also part of this task. The questions in this test section assess your ability to conduct physical inventories and solve discrepancies in inventory records. Test question topics include:

- Inventory data record keeping;
- Inventory terminology and the purpose of different inventory practices;
- Reconciling discrepancies between inventory records and stock on hand;
- Techniques used to conduct inventories and to count stock efficiently and accurately.

#### **V. ORDERING STOCK**

**(10 Questions)**

Employees spend a significant amount of time on the job estimating stock needs by taking into account information such as standard reorder levels, consumption trends, the number of unfilled orders for an item and number of items on hand. Employees also order stock using supply catalogues and by submitting requisition forms for processing. This section of the exam tests your ability to estimate stock needs and order stock. Specific test question topics include:

- Determining when to replenish stock;
- Reading and understanding supply catalogues;
- Placing orders for stock using supply catalogues;
- Recognizing discrepancies in completed order forms and supply catalog information.

#### **VI. Supervision**

**(10 Questions)**

Employees in this position are called upon to direct the activities of other workers in the storeroom. Employees also train other workers in proper stockroom safety and proper stock handling procedures. This exam section tests your capacity to correct workers when errors are made. Test question topics include:

- Effective means of correcting workers when mistakes are made;
- Work assignment;
- Techniques used to train workers on procedures, equipment, etc.