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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the auto parts counterperson occupation. The occupational analysis will apply also to the auto parts jobber, as well as the auto dealer, parts retailer, warehouse distributor, and specialist. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Seven duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communication (performance modes, examples, and skills and concepts). The duties include: selling of machine and services; shipping, receiving, stocking, and cataloging of merchandise; controlling inventory; and merchandising of products and services. An outline of basic arithmetic skills and concepts is appended. (BP)

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Occupational Analysis

CE004 163

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# AUTO PARTS COUNTERPERSON

Instructional Materials Laboratory  
Grade and Industrial Education  
The Ohio State University

5031

# **AN ANALYSIS OF THE AUTO PARTS COUNTERPERSON OCCUPATION**

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**The Instructional Materials Laboratory**  
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## FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

## PREFACE

This analysis does not intend to limit the duties or responsibilities of a Counterperson. It attempts to describe a basic function, consistent with the auto parts industry. This occupational analysis will apply to the Auto Parts Jobber as well as the Auto Dealer, Parts Retailer, Warehouse Distributor, and Specialist. Because each company sets its own business policy, management, supervisory, and service duties are not attempted in this text. However, the wide variety of duties and tasks of a Counterperson are described in lay language.

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## **Job Description**

An auto parts counterperson sells and merchandises auto replacement parts, accessories, and services to the automotive repair service industries and retail consumers. The counterperson is responsible for delivering, receiving, stocking and cataloging of an adequate inventory relative to a particular market area.

**Duty: A**

**Selling of merchandise and services**

**Task**

1. Greet the customer
2. Interpret customer needs
3. Write pertinent information pertaining to sale and refer to catalog
4. Write pertinent information from catalog
5. Pull stock from inventory
6. Confirm merchandise requested
7. Fill out sales invoice
8. Package the merchandise
9. Sell related merchandise or service
10. Close sale on invoice
11. Service the customer
12. Answer the telephone
13. Learn product knowledge

**TASK STATEMENT) A-1 GREET THE CUSTOMER**

**TOOLS, EQUIPMENT, MATERIALS,  
SUBJECTS ACTED UPON**

Types of customers  
professional consumers  
non-professional consumer

**PERFORMANCE KNOWLEDGE**

Recognize the customer  
Talk to the customer  
Identify customer type, professional, non-professional

**SAFETY -- HAZARD**

**DECISIONS**

Qualify the customer  
Type of greeting  
Identify customer type, professional, non-professional

**CUES**

Attire worn  
Hands

**ERRORS**

Uncomfortable customer  
Lost a potential sale

**ASK STATEMENT) A-1 GREET THE CUSTOMER**

**SCIENCE**

**MATH - NUMBER SYSTEMS**

- Sales Psychology
- Size-up customer
- Make customer feel comfortable
- Exhibit self-confidence
- Gain trust of customer

**COMMUNICATIONS**

PERFORMANCE MODES

- Speaking
- Listening
- Viewing

EXAMPLES

- Greeting
- Customer comments
- Customer's appearance

SKILLS/CONCEPTS

- Project professional image
- Understanding customer needs
- Evaluation

**TASK STATEMENT) A-2 INTERPRET CUSTOMER NEEDS**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Non-professional consumer  
Professional consumer  
Catalog  
Pencil & Paper

**PERFORMANCE KNOWLEDGE**

Ask customer to identify or describe part or to discuss problem area.  
Ask customer for year, make, model, or options of vehicle.

**SAFETY -- HAZARD**

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**DECISIONS**

Determine specific part customer wants

**CUES**

Information given by customer

**ERRORS**

Wrong part  
Irritated customer

**SK STATEMENT) A-2 INTERPRET CUSTOMER NEEDS**

**SCIENCE**

Demonstrate self competence  
Reassure customer

**MATH — NUMBER SYSTEMS**

Set of Real Numbers Rationals  
Use of Numbers (without calculation)  
Counting  
Coordinate system  
Ordering  
Indexing  
Coding  
Ratio  
Basic Measurement Skills and Concepts  
Measurement: Geometric  
Linear  
Volume

**COMMUNICATIONS**

PERFORMANCE MODES

Speaking  
Listening  
Viewing

EXAMPLES

Ask questions  
Customer's description  
Looking at parts

SKILLS/CONCEPTS

Terminology  
Description  
Diagnosis  
Recognition

A-3 WRITE PERTINENT INFORMATION PERTAINING TO  
TASK STATEMENT) SALE AND REFER TO CATALOG

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TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

Non-professional consumer  
Professional consumer  
Catalog  
Pad & Pencil

PERFORMANCE KNOWLEDGE

Write and repeat information customer has given  
Go to the proper catalog  
Select proper catalog page  
Determine proper description  
Locate part number

SAFETY - HAZARD

DECISIONS

Determine if enough information is given  
Select proper part number and description

CUES

Information given by customer

ERRORS

Wrong part  
Irritated customer



**A-3 WRITE PERTINENT INFORMATION PERTAINING TO  
SK STATEMENT) SALE AND REFER TO CATALOG**

SCIENCE	MATH — NUMBER SYSTEMS	
<p>Demonstrate self-competence Show enthusiasm</p>	<p>Set of Real Numbers, Rationals Use of Numbers (without calculation) Counting Coordinate system Ordering Indexing Coding Ratio Fundamental Operations (Calculation) (See Appendix) Basic Arithmetic Skills and Concepts (See Appendix) Basic Measurement Skills and Concepts "Measure sense" role of "unit" Measurement, Geometric Linear Volume Reading and interpreting tables, charts, and graphs Metric and English measure and conversion</p>	
COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
<p>Speaking Reading Writing Listening</p>	<p>Discuss information Catalog Memo pad Facts from customer</p>	<p>Logic Accuracy Format Organization Habit Noting</p>

(TASK STATEMENT) A-4 WRITE PERTINENT INFORMATION FROM CATALOG

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

Pad & Pencil  
Catalog  
Information pad

SAFETY - HAZARD

PERFORMANCE KNOWLEDGE

Write quantity ordered  
Write part number  
Write description  
Check inventory card

DECISIONS

Determine whether to go to inventory card or to stock section

CUES

Popularity or type of part

ERRORS

Invert part number and or wrong description results in  
looking in wrong area  
Wasted time

**SK STATEMENT) A-4 WRITE PERTINENT INFORMATION FROM CATALOG**

<p><b>SCIENCE</b></p>	<p><b>MATH — NUMBER SYSTEMS</b></p>
<p>Demonstrate competency</p>	<p>Set of Real Numbers: Rationals          Use of Numbers (without calculation)          Counting          Coordinate system          Ordering          Indexing          Coding          Ratio          Fundamental Operations (Calculation) (See Appendix)          Basic Arithmetic Skills and Concepts (See Appendix)          Basic Measurement Skills and Concepts          Metric and English measure and conversion          Measurement: Geometric          Linear          Area          Volume          Measurement: Non-geometric          Weight          Liquid          Reading and interpreting tables, charts, and graphs          [reading catalog inventory]</p>
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Reading          Writing</p>	<p><u>EXAMPLES</u></p> <p>Catalog          Memo pad</p>
<p><u>SKILLS/CONCEPTS</u></p> <p>Accuracy          Locate information          Format          Organization          Information</p>	

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

- Bags
- Boxes
- Cart
- Hand truck
- Cutting pliers
- Carton knife
- Pad & Pencil
- Yard stick
- Belt measuring tool
- Hose cutting fixture
- Information pad

**PERFORMANCE KNOWLEDGE**

- Obtain a container or device
- Obtain tools
- Go to location
- Pull stock
- Compare label with note pad
- Bring stock to the customer

**SAFETY - HAZARD**

- Use proper lifting methods
- Proper use of knives
- Overextending reach
- Merchandise left in aisle
- Improper use of hand truck
- Spills
- Back injury
- Cut hand
- Merchandise falls
- Causes falls
- Sprains & Bruises
- Shipping & Falling

**DECISIONS**

- Determine appropriate container or device
- Determine appropriate tool

**CUES**

- Packaging, size, or bulk

**ERRORS**

- Wrong quantity
- Wrong part

**SK STATEMENT) A-5 PULL STOCK FROM INVENTORY**

<p><b>SCIENCE</b></p> <p>Mental alertness Organization</p>	<p><b>MATH — NUMBER SYSTEMS</b></p>
<p>Set of Real Numbers    Rationals Use of Numbers: (without calculation) Counting Coordinate system Ordering Indexing Coding Ratio Fundamental Operations (Calculation) -- (See Appendix) Basic Arithmetic Skills and Concepts -- (See Appendix) Basic Measurement Skills and Concepts Metric and English measure and conversion Measurement: Geometric:   Linear   Volume Measurement: Non-geometric   Weight   Liquid</p>	
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Reading Viewing</p>	<p><u>EXAMPLES</u></p> <p>Part number Merchandise</p>
<p><u>SKILLS/CONCEPTS</u></p> <p>Accuracy Visual analysis</p>	

**TASK STATEMENT) A-6 CONFIRM MERCHANDISE REQUESTED**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Merchandise  
Information pad  
Container  
Pad & Pencil  
Used tool

**SAFETY - HAZARD**

Put tool away  
Show customer merchandise  
Acknowledge merchandise is ordered

**PERFORMANCE KNOWLEDGE**

**DECISIONS**

Determine if merchandise is correct

**CUES**

Customer is satisfied not satisfied

**ERRORS**

Wrong part  
Wrong quantity

**SK STATEMENT) A-6 CONFIRM MERCHANDISE REQUESTED**

<p><b>SCIENCE</b></p> <p>Sales Psychology. gain confidence of customer demonstrate store pride</p>		<p><b>MATH — NUMBER SYSTEMS</b></p>	<p>Basic Arithmetic Skills and Concepts Property of comparison</p>
<p><b>COMMUNICATIONS</b></p>			
<p><u>PERFORMANCE MODES</u></p> <p>Speaking Listening Viewing</p>	<p><u>EXAMPLES</u></p> <p>Ask question Positive response Merchandise</p>		<p><u>SKILLS/CONCEPTS</u></p> <p>Confirmation Clarity of expression Confirmation Clarity of expression Confirmation Clarity of expression</p>

TASK STATEMENT) A-7 FILL OUT SALES INVOICE

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

Information pad and pencil  
Catalog price sheet  
Sales invoice  
Addressing machine

SAFETY - HAZARD

PERFORMANCE KNOWLEDGE

Head the invoice  
Write quantity, part number, description  
Locate correct price sheet  
Write unit price and extend price on invoice  
Write legibly

DECISIONS

Determine selling price per company policy

CUES

Customer is wholesaler or retailer

ERRORS

Invert dollar figure  
Improper multiplication in extending unit price  
Incorrect heading of invoice



**ASK STATEMENT) A-7 FILL OUT SALES INVOICE**

<p><b>SCIENCE</b></p> <p>Sales Psychology Prepare neat invoice show competency gain customer confidence</p>	<p><b>MATH — NUMBER SYSTEMS</b></p>
	<p>Set of Real Numbers Rationals Use of Numbers (without calculation) Counting Ordering Indexing Ratio Fundamental Operations (Calculations) (See Appendix) Basic Arithmetic Skills and Concepts (See Appendix) Use of computing devices and mechanical aids [Adding machine] Basic Measurement Skills and Concepts Metric and English measure and conversion Measurement: Geometric [part description] Linear Area Measurement: Non-geometric Money; Interest Weight Liquid Reading and interpreting tables, charts, and graphs [price sheet]</p>
<p><b>COMMUNICATIONS</b></p>	
<p><b>PERFORMANCE MODES</b></p> <p>Writing Reading</p>	<p><b>EXAMPLES</b></p> <p>Sales invoice Catalog</p>
<p><b>SKILLS/CONCEPTS</b></p> <p>Clarity Business Form Information</p>	

(TASK STATEMENT) A-8 PACKAGE THE MERCHANDISE

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

Bags  
Boxes  
Cans  
Tape

PERFORMANCE KNOWLEDGE

Obtain a container  
Pack the merchandise  
Address or label  
Close container

SAFETY - HAZARD

Proper container &  
proper weight

Can cause bodily injury

DECISIONS

Select proper container  
Select proper packing  
Determine method of shipping to be used

CUES

Size, weight, type of merchandise  
Destination of merchandise

ERRORS

Damaged merchandise  
Defacing label  
Lost merchandise

**SK STATEMENT) A-8 PACKAGE THE MERCHANDISE**

<p><b>SCIENCE</b></p> <p>Sales Psychology Make convenient for customer Relate to store pride</p>	<p><b>MATH — NUMBER SYSTEMS</b></p>
	<p>Set of Real Numbers Rationals Basic Arithmetic Skills and Concepts Ratio and proportion Property of comparison Basic Measurement Skills and Concepts Measurement Geometric [container choice] Linear Volume Angle</p>
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Reading Touching</p>	<p><u>EXAMPLES</u></p> <p>Measurements Merchandise</p>
<p><u>SKILLS/CONCEPTS</u></p> <p>Accuracy Size, Shape</p>	

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**TASK STATEMENT) A-9 SELL RELATED MERCHANDISE OR SERVICE**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Point of purchase displays  
Professional consumer  
Non-professional consumer  
Hand-outs  
Brochures  
Pencil & Pad  
Merchandise

**PERFORMANCE KNOWLEDGE**

Present related merchandise  
Present sales merchandise  
Present related services  
ASK for the business

**SAFETY - HAZARD**

**DECISIONS**

Select related sale  
Timing the close

**CUES**

Customer's reaction

**ERRORS**

Present wrong related merchandise  
Incorrect judgment with regards to customer needs

**ASK STATEMENT) A-9 SELL RELATED MERCHANDISE OR SERVICE**

**SCIENCE**

Sales Psychology  
 Size-up customer  
 Make customer feel comfortable  
 Exhibit self-competence  
 Gain trust of customer  
 Gain customer satisfaction

**MATH — NUMBER SYSTEMS**

Set of Real Numbers, Rationals  
 Use of Numbers (without calculation)  
 Counting  
 Ordering  
 Indexing  
 Fundamental Operations (Calculation) (See Appendix)  
 Basic Arithmetic Skills and Concepts (See Appendix)  
 Basic Measurement Skills and Concepts  
 Metric and English measure and conversion  
 Measurement, Geometric  
 Linear  
 Volume  
 Measurement, Non-geometric  
 Money Interest  
 Weight  
 Liquid

**COMMUNICATIONS**

PERFORMANCE MODES

Speaking  
 Touching  
 Reading  
 Writing  
 Listening  
 Viewing

EXAMPLES

Ask question  
 Merchandise  
 Sales brochure  
 Order  
 Objections  
 Merchandise

SKILLS/CONCEPTS

Apply sales techniques  
 Sales technology  
 Proposing  
 Expression  
 Positive response  
 Sales technique

**TASK STATEMENT) A-10 CLOSE SALE ON INVOICE**

**SAFETY - HAZARD**

**PERFORMANCE KNOWLEDGE**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Sales invoice  
Professional consumer  
Non-professional consumer  
Price schedule  
Adding machine  
Cash register or drawer  
Addressing machine  
Tax table  
Money  
Back order slip  
Want slip  
Lost sale slip

Write plus sell merchandise on sales invoice  
Re-check unit extension  
Total extended prices  
Show applicable discount  
Figure tax  
Final total  
Present sales invoice for signature or payment  
Handle cash as per company policy  
Detach and file sales invoice  
Make out want, back-order, or lost order slip  
Thank the customer

**DECISIONS**

Determine what action on sale invoice to take

**CUES**

Company policy  
Type of customer (cash, credit)

**ERRORS**

Math error  
Date error  
Money error  
Illegible  
Incomplete information

**SK STATEMENT) A-10 CLOSE SALE ON INVOICE**

**SCIENCE**

Demonstrate store pride  
Gain customer satisfaction

**MATH — NUMBER SYSTEMS**

Set of Real Numbers Rational  
Use of Numbers (without calculation) Counting  
Fundamental Operations (Calculation) (See Appendix)  
Basic Arithmetic Skills and Concepts (See Appendix)  
Use of computing devices and mechanical aids  
[adding machine]  
Basic Measurement Skills and Concepts  
Metric and English measure and conversion  
Measurement Geometric  
Linear  
Volume  
Measurement Non-geometric  
Money Interest  
Weight  
Liquid  
Reading and interpreting tables, charts, and graphs  
[discount tables, tax tables]

**COMMUNICATIONS**

PERFORMANCE MODES

Writing  
Reading  
Speaking

EXAMPLES

Invoice  
Invoice  
To the customer

SKILLS/CONCEPTS

Information  
Accuracy  
Appreciation

(TASK STATEMENT) A-II SERVICE THE CUSTOMER

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**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Two-wheel hand truck or cart  
Consumer  
Other store personnel  
Vehicles  
Gloves  
Merchandise

**PERFORMANCE KNOWLEDGE**

Select proper material handling device  
Supervise other personnel to aid  
Load customer's vehicle as required  
Thank customer  
Return personnel and equipment to proper location in store

**SAFETY — HAZARD**

Store personnel handle  
merchandise

Customer may get hurt

**DECISIONS**

Determine when to assist a customer  
Determine when to extend invitation to customer

**CUES**

Size & type of merchandise  
Type of customer

**ERRORS**

Removing incorrect merchandise  
Damaging merchandise  
Damage to store  
Damage to customer vehicle



**K STATEMENT) A-11 SERVICE THE CUSTOMER**

<p><b>SCIENCE</b></p> <p>Gain customer satisfaction          Demonstrate store pride          Act on assisting customer</p>	<p><b>MATH — NUMBER SYSTEMS</b></p> <p>Basic Measurement Skills and Concepts          [necessary in order to select material handling device]          Measurement Geometric            Linear            Volume            Angle          Measurement Non-geometric            Weight</p>	
<p><b>COMMUNICATIONS</b></p>		
<p><b>PERFORMANCE MODES</b></p> <p>Speaking</p>	<p><b>EXAMPLES</b></p> <p>Assisting customer          Supervisor</p>	<p><b>SKILLS/CONCEPTS</b></p> <p>Sales techniques          Clarity of expression</p>

**TASK STATEMENT) A-12 ANSWER THE TELEPHONE**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Telephones  
Telephone company material  
Consumer (customer)

**PERFORMANCE KNOWLEDGE**

Answer phone identify company and yourself  
Clearly identify customer  
Write necessary information  
Select appropriate catalog  
Check stock  
Report back to customer  
Write sales invoice and complete as required

**SAFETY – HAZARD**

**DECISIONS**

Determine what steps to take to complete transaction

**CUES**

Customer needs

**ERRORS**

Wrong parts  
Not writing invoice  
Not delivered  
Not placed in "Will Call"  
Improper customer identification

**STATEMENT) A-12 ANSWER THE TELEPHONE**

**SCIENCE**

Sales Psychology  
 Size-up customer  
 Make customer feel comfortable  
 Exhibit self-competence  
 Gain trust of customer

**MATH — NUMBER SYSTEMS**

Set of Real Numbers Rational  
 Uses of Numbers, (without calculation)  
 [inventory]  
 Counting  
 Ordering  
 Indexing  
 Fundamental Operations (Calculation) (See Appendix)  
 Basic Arithmetic Skills and Concepts (See Appendix)  
 Use of computing devices and mechanical aids [adding machines]  
 Basic Measurement Skills and Concepts  
 Metric and English measure and conversion.  
 Measurement, Geometric  
 Linear  
 Volume  
 Measurement, Non-geometric  
 Money Interest  
 Weight  
 Liquid  
 Reading and interpreting tables, charts, and graphs  
 [read & interpret catalog]

**COMMUNICATIONS**

PERFORMANCE MODES

Speaking  
 Listening  
 Reading  
 Writing

EXAMPLES

Greeting  
 Information  
 Catalog  
 Memo pad

SKILLS/CONCEPTS

Clarity  
 Sales techniques  
 Product knowledge  
 Gathering data  
 Accuracy  
 Format  
 Organization  
 Habit

(TASK STATEMENT) A-13 LEARN PRODUCT KNOWLEDGE

SAFETY - HAZARD	PERFORMANCE KNOWLEDGE	TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON
	<p>Find appropriate resources Read various sources File selected information Listen to vendor salesman Attend clinics Observe trade films</p>	<p>Catalogs Supplements Buyer's guides Correspondence Price sheets Manufacturer's brochures Film Trade papers Trade magazines Clinics</p>
<p><u>ERRORS</u></p> <p>Unable to answer customer questions Insufficient knowledge to complete sale</p>	<p><u>CUES</u></p> <p>Progress according to popularity of item New products in industry</p>	<p><u>DECISIONS</u></p> <p>Select appropriate material</p>

ASK STATEMENT) A-13 LEARN PRODUCT KNOWLEDGE

<p><b>SCIENCE</b></p> <p>Conscious awareness Develop self-confidence Attention Mental alertness Organization of thoughts</p>	<p><b>MATH - NUMBER SYSTEMS</b></p> <p>Set of Real Numbers, Rationals Uses of Numbers: (without calculation) [file selected information] Counting Ordering Indexing Fundamental Operations (Calculation) (See Appendix) Basic Arithmetic Skills and Concepts (See Appendix) Basic Measurement Skills and Concepts [interpreting information on products] Metric and English measure and conversion Measurement Geometric Linear Area Volume Measurement Non-geometric Money Interest Weight Liquid</p>	
<p><b>COMMUNICATIONS</b></p>		
<p><u>PERFORMANCE MODES</u></p> <p>Reading Listening Viewing</p>	<p><u>EXAMPLES</u></p> <p>Catalogs Journals Clips Films</p>	<p><u>SKILLS/CONCEPTS</u></p> <p>Comprehension Improve terminology Visual description</p>

**Duty: B**

**Shipping of merchandise**

**Tasks:**

1. Determine customer location and route delivery
2. Instruct the driver
3. Check in driver on return
4. Supervise safety standards for delivery
5. Instruct driver on proper vehicle maintenance

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**(TASK STATEMENT) B-1 DETERMINE CUSTOMER LOCATION AND ROUTE DELIVERY**

<b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b>	<b>PERFORMANCE KNOWLEDGE</b>	<b>SAFETY — HAZARD</b>
<p>Marketing area map Sales invoices Merchandise Penel &amp; Pad</p>	<p>Pick-up invoices for delivery Check map Arrange invoices according to route Arrange pick-ups Make up route list</p>	
<p><b><u>DECISIONS</u></b></p> <p>Determine route delivery according to priority Determine possible pick-ups enroute</p>	<p><b><u>CUES</u></b></p> <p>Need expressed by customer Location and need of pick-ups</p>	<p><b><u>ERRORS</u></b></p> <p>Late delivery Wrong delivery Wrong pick-up</p>

**SK STATEMENT) B-1 DETERMINE CUSTOMER LOCATION AND ROUTE DELIVERY**

**SCIENCE**

Store pride  
Customer service  
Public relations

**MATH — NUMBER SYSTEMS**

Set of Real Numbers: Whole numbers  
Uses of Numbers (without calculation)  
[route list]  
Counting  
Ordering  
Fundamental Operations (Calculation) (See Appendix)  
Basic Measurement Skills and Concepts  
[delivery time]  
Measurement: Non-geometric  
Time calendar  
Reading and interpreting tables, charts, and graphs  
Maps

**COMMUNICATIONS**

PERFORMANCE MODES

Reading

Writing

EXAMPLES

Map  
Invoices

Route list

SKILLS/CONCEPTS

Organization  
Speed  
Accuracy  
Organization



(TASK STATEMENT) B-2 INSTRUCT THE DRIVER

44

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

Merchandise  
Sales invoice  
Keys  
Clip board w pencil  
Route list  
Money  
Delivery vehicle  
Parts truck driver  
Pick-up list

PERFORMANCE KNOWLEDGE

Supervise driver  
Group merchandise  
Check merchandise against invoice  
Supervise the loading  
plan route and pick-up list to driver  
Give money

SAFETY -- HAZARD

Proper Weight

Bodily Injury

DECISIONS

Determine when driver is prepared to leave

CUES

Load and check out truck

ERRORS

Leaving behind merchandise  
Delay of driver deliveries

**SK STATEMENT) B-2 INSTRUCT THE DRIVER**

<p><b>SCIENCE</b></p> <p>Psychology Project store pride through employee Foster cooperation</p>	<p><b>MATH — NUMBER SYSTEMS</b></p> <p>Set of Real numbers Rational Uses of Numbers: (without calculation) Counting Ordering Fundamental Operations (Calculation) (See Appendix) Basic Arithmetic Skills and Concepts (See Appendix) [check merchandise against invoice] Basic Measurement Skills and Concepts [delivery times] Measurement: Non-geometric Time/calendar Money Interest Reading and interpreting tables, charts, and graphs Maps</p>	
<p><b>COMMUNICATIONS</b></p>		
<p><b>PERFORMANCE MODES</b></p> <p>Speaking Reading Listening Viewing</p>	<p><b>EXAMPLES</b></p> <p>Directions Route list Explanation Merchandise</p>	<p><b>SKILLS/CONCEPTS</b></p> <p>Clarity Logic in route Accuracy Accuracy</p>

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**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Monies  
Route list  
Invoice  
Pick-up list  
Packing list  
Clip board  
Vehicle  
Driver

**PERFORMANCE KNOWLEDGE**

Collect sales invoice  
Collect money  
Close sales invoice  
Supervise incoming merchandise  
Discuss driver's problems and successes

**SAFETY - HAZARD**

**DECISIONS**

Determine customer satisfaction  
Allocate incoming merchandise

**CUES**

Driver return with correct paper work  
Driver return with proper pick-up

**ERRORS**

Incorrect monies  
Incorrect parts  
Lost paperwork

**SK STATEMENT) B-3 CHECK IN DRIVER ON RETURN**

<p><b>SCIENCE</b></p> <p>Psychology Foster cooperation Improve driver's skill in customer contact Acknowledge feedback on customer relations</p>	<p><b>MATH — NUMBER SYSTEMS</b></p>
	<p>Set of Real Numbers, Rationals Uses of Numbers (Without calculation) Counting Ordering Fundamental Operations (Calculation) (See Appendix) Use of computing devices and mechanical aids [Adding machines] Basic Measurement Skills and Concepts [Incoming merchandise and money] Measurement Geometric Linear Area Volume Measurement Non-geometric Money Interest Weight Liquid</p>
<p><b>COMMUNICATIONS</b></p>	
<p><b>PERFORMANCE MODES</b></p> <p>Speaking Reading Listening</p>	<p><b>EXAMPLES</b></p> <p>Questioning Packing list Reports</p>
<p><b>SKILLS/CONCEPTS</b></p> <p>Dealing with facts Accuracy Dealing with facts</p>	<p>6.6</p>

(TASK STATEMENT) B-4 SUPERVISE SAFETY STANDARDS FOR DELIVERY

1.5

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

- Merchandise
- Tools
- Material handling devices
- Driver
- Shipping area
- Gloves

PERFORMANCE KNOWLEDGE

- Demonstrate material handling equipment
- Demonstrate lifting
- Demonstrate stacking
- Show logic of shipping area

SAFETY - HAZARD

DECISIONS

Determine frequency to discuss safety

CUES

Frequency of accidents

ERRORS

Accidents

**STATEMENT) B-4 SUPERVISE SAFETY STANDARDS FOR DELIVERY**

<p><b>SCIENCE</b></p> <p>Psychology Foster cooperation Mental alertness Mental organization</p>	<p><b>MATH — NUMBER SYSTEMS</b></p>
<p>Set of Real Numbers Rationals Uses of Numbers (Without calculation) [stacking] Counting Ordering Fundamental Operations (Calculation) (See Appendix) Basic Arithmetic Skills and Concepts [estimation of weight and packing in stacking &amp; lifting] Ratio and proportion Rounding off decimals and whole numbers Basic Measurements Skills and Concepts Measurement: Geometric Linear Volume Angle</p>	
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Speaking Reading</p>	<p><u>EXAMPLES</u></p> <p>Instruction Manuals</p>
<p><u>SKILLS/CONCEPTS</u></p> <p>Logic Comprehension</p>	

**TASK STATEMENT) B-5 INSTRUCT DRIVER ON PROPER VEHICLE MAINTENANCE**

67

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Vehicle  
Tool-Kit  
Driver  
Vehicle check list on maintenance

**PERFORMANCE KNOWLEDGE**

Demonstrate visual safety check  
Use check list on vehicle maintenance

**SAFETY — HAZARD**

Unsafe vehicle  
Accident

**DECISIONS**

Determine condition of vehicle

**CUES**

Amount and nature of vehicle use

**ERRORS**

Vehicle fails to perform

**STATEMENT) B-5 INSTRUCT DRIVER ON PROPER VEHICLE MAINTENANCE**

<p><b>SCIENCE</b></p> <p>Psychology: Demonstrate store pride Foster cooperation</p>	<p><b>MATH — NUMBER SYSTEMS</b></p>
<p>Set of Real Numbers Rationals Uses of Numbers (without calculation) Counting [check list] Addition algorithm Fundamental Operations (Calculation) Basic Arithmetic Skills and Concepts Ratio and proportion Rounding off decimals and whole numbers Guess and check method Property of comparison Basic Measurement Skills and Concepts Measurement: Geometric Linear Volume Measurement: Non-geometric Time/calendar Weight Temperature Liquid Reading and interpreting tables, charts, and graphs [read &amp; interpret dials]</p>	
<p><b>COMMUNICATIONS</b></p>	
<p><b>PERFORMANCE MODES</b></p> <p>Speaking Reading Viewing</p>	<p><b>EXAMPLES</b></p> <p>Employee Check list Vehicle</p>
<p><b>SKILLS/CONCEPTS</b></p> <p>Clear expression Interpreting use Conclusions</p>	



**Duty: C**

**Receiving of merchandise**

**Task:**

1. Receive merchandise
2. Sign delivery copy
3. Inspect merchandise
4. Sign off packing list
5. Learn basic product knowledge
6. Handle core and exchange merchandise returned

**TASK STATEMENT) C-1 RECEIVE MERCHANDISE**

50

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS-ACTED UPON**

Purchase order  
Delivery copy  
Bill of Lading  
Pad & Pencil  
Material Handling Equipment  
Hand truck  
Cart  
Conveyor  
Boards  
Tool Kit  
Gloves

**PERFORMANCE KNOWLEDGE**

Identify merchandise being delivered  
Locate appropriate purchase order copy  
Supervise unloading  
Count quantity delivered  
Group delivered merchandise in receiving area

**SAFETY - HAZARD**

Improper lifting  
Incorrect use of unloading equipment  
Lifting cartons without gloves  
  
Back injury  
Bodily injury  
Cut hands

**DECISIONS**

Determine whether to accept delivery

**CUES**

Delivery copy matches purchase order

**ERRORS**

Incorrect amount of merchandise

**SK STATEMENT) C-1 RECEIVE MERCHANDISE**



<p><b>SCIENCE</b></p> <p>Psychology Employee co-operation in following directions</p>	<p><b>MATH — NUMBER SYSTEMS</b></p> <p>Set of Real Numbers Whole numbers Uses of Numbers (without calculation) Counting [quantities delivered]</p>
<p><b>COMMUNICATIONS</b></p>	
<p><b>PERFORMANCE MODES</b></p> <p>Speaking Reading Viewing</p>	<p><b>SKILLS/CONCEPTS</b></p> <p>Expression Clarity Gesture Descriptive knowledge Analysis of situation</p>
<p><b>EXAMPLES</b></p> <p>Giving an order Bill of Lading Merchandise</p>	

TASK STATEMENT) C-2 SIGN DELIVERY COPY

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

Delivery copy  
Pad & Pencil  
Purchase order  
Delivery person

PERFORMANCE KNOWLEDGE

Count number of items delivered  
Sign delivery copy  
Retain a duplicate copy  
Attach duplicate copy to purchase order  
Thank the delivery person

SAFETY -- HAZARD

DECISIONS

Determine if quantity on delivery copy is sufficient  
to accept as accurate

CUES

Information on delivery copy  
Boxes of merchandise received

ERRORS

Signing for incorrect amount of merchandise

<p style="text-align: center;"><b>SCIENCE</b></p> <p>Psychology. Show accuracy and competence Set good example</p>	<p style="text-align: center;"><b>MATH — NUMBER SYSTEMS</b></p> <p>Set of Real Numbers Whole numbers Uses of Numbers (without calculation) Counting</p>	
<p><b>COMMUNICATIONS</b></p>		
<p style="text-align: center;"><u>PERFORMANCE MODES</u></p> <p>Writing</p> <p>Speaking</p>	<p style="text-align: center;"><u>EXAMPLES</u></p> <p>Recording</p> <p>Thank-you</p>	<p style="text-align: center;"><u>SKILLS/CONCEPTS</u></p> <p>Classification Penmanship Terminology Accuracy Courtesy</p>

**TASK STATEMENT) C-3 INSPECT MERCHANDISE**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Merchandise  
Labels  
Marking pencil  
Packing list  
Purchase order  
Delivery receipt  
Delivery receipt  
Tool kit  
Carton  
Sealing device

**PERFORMANCE KNOWLEDGE**

Open appropriate cartons  
Count and compare merchandise to the packing list  
Mark packing list  
Visually check merchandise for damage  
Check clarity of label  
Relabel or repack as necessary  
Reseal as necessary  
Restack for stock area

**SAFETY - HAZARD**

Proper handling of cutting tools  
Stack properly  
Cutting hand  
Material fall on someone

**DECISIONS**

Decide whether merchandise is ready to sell

**CUES**

Damaged cartons or labels

**ERRORS**

Send unavailable merchandise to stock

**STATEMENT) C-3 INSPECT MERCHANDISE**

**MATH — NUMBER SYSTEMS**

**SCIENCE**

Psychology  
Maintain store image

Set of Real Numbers    Rationals  
Uses of Numbers. (without calculation)    Counting  
Basic Arithmetic Skills and Concepts    Property of comparison  
[compare to packing list]

**COMMUNICATIONS**

PERFORMANCE MODES

Reading  
Viewing

EXAMPLES

Packing list  
Merchandise

SKILLS/CONCEPTS

Accuracy  
Product knowledge  
Logic

55

**TASK STATEMENT) C-4 SIGN OFF PACKING LIST**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Packing list  
Original purchase order with delivery  
Clip board  
Pad & Pencil

**PERFORMANCE KNOWLEDGE**

Check mark each item received by quantity, part number, and description  
Indicate actual quantity received other than listed on packing list  
Sign and date packing list  
Note any unclear transactions  
Attach purchase order to packing list

**SAFETY - HAZARD**

**DECISIONS**

Determine when paper work is ready for filing

**CUES**

Complete paper work

**ERRORS**

Failure to have proof of delivery copy with packing list  
Unmarked packing list



ASK STATEMENT) C-4 SIGN OFF PACKING LIST

<p style="text-align: center;"><b>SCIENCE</b></p>	<p>Exhibit accuracy</p>	<p style="text-align: center;"><b>MATH — NUMBER SYSTEMS</b></p>	<p>Set of Real Numbers, Rationals          Uses of Numbers (without calculation)          Fundamental Operations (Calculation)          [add, subtract]          Basic Arithmetic Skills and Concepts          [compare with packing list]          Basic Measurement Skills and Concepts          [figuring actual quantities received]          Measurement Geometric          Linear          Volume          Measurement Non-geometric          Time, calendar [date packing slip]          Weight          Liquid</p>
<p><b>COMMUNICATIONS</b></p>			
<p style="text-align: center;"><u>PERFORMANCE MODES</u></p> <p>Writing</p>	<p style="text-align: center;"><u>EXAMPLES</u></p> <p>Packing list</p>	<p style="text-align: center;"><u>SKILLS/CONCEPTS</u></p> <p>Accuracy          Reporting facts</p>	<p>57</p> <p>49</p>

**TASK STATEMENT) C-5 LEARN BASIC PRODUCT KNOWLEDGE**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Merchandise received  
Packing list  
Pad & Pencil

**PERFORMANCE KNOWLEDGE**

Identify manufacture brand name of product  
Identify part numbers style with manufacturer  
Mentally associate package with manufacturer  
Mentally associate type of merchandise with manufacturer  
Associate size, shape, type, manufacturer's merchandise  
with stocking location

**SAFETY - HAZARD**

**DECISIONS**

Associate product knowledge with other duties

**CUES**

When time is available

**ERRORS**

Not properly using free time

**SK STATEMENT) C-5 LEARN BASIC PRODUCT KNOWLEDGE**

<p><b>SCIENCE</b></p> <p>Develop self-confidence Develop awareness</p>	<p><b>MATH — NUMBER SYSTEMS</b></p> <p>Set of Real Numbers Rational numbers Uses of Numbers (without calculation) [part number style, size and shape manufacture association] Basic Geometry Skills and Concepts Recognize and identify basic geometry figures plane and solid</p>
<p><b>COMMUNICATIONS</b></p>	
<p><b>PERFORMANCE MODES</b></p> <p>Reading Viewing</p>	<p><b>EXAMPLES</b></p> <p>Table on parts Merchandise Color</p>
<p><b>SKILLS/CONCEPTS</b></p> <p>Comprehension Knowledge retention Perception Awareness Retention Relating facts</p>	<p>509</p>

**TASK STATEMENT) C-6 HANDLE CORE AND EXCHANGE MERCHANDISE RETURNED**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Exchange type merchandise (core)  
 Pad & Pencil  
 Buyer's guide  
 Invoice  
 Catalog  
 Price sheet  
 Tags  
 Marker

**PERFORMANCE KNOWLEDGE**

Identify core type  
 Identify casting or part number  
 Compare same to buyers guide and or catalog  
 Confirm part number  
 Tag part number and description  
 Place merchandise into original container when available  
 Price core value  
 Issue credit on invoice or credit memo  
 Complete invoice transaction  
 Follow company policy on core procedure

**SAFETY - HAZARD**

Dropping greasy or oily parts      Bodily injury

**DECISIONS**

Determine when to accept for credit used merchandise

**CUES**

Unmarked used merchandise

**ERRORS**

Mistake in identifying correct value of core

**ASK STATEMENT) C-6 HANDLE CORE AND EXCHANGE MERCHANDISE RETURNED**



<p><b>SCIENCE</b></p> <p>Mental alertness Observing</p>		<p><b>MATH – NUMBER SYSTEMS</b></p>	<p>Set of Real Numbers Rational Numbers Uses of Numbers (without calculation) Coding [part numbers] Basic Arithmetic Skills and Concepts Property of comparison [comparison of part numbers] Basic Measurement Skills and Concepts Measurement Non-geometric Money Interest Reading and interpreting tables, charts, and graphs Fundamental Operations (Calculation) (See Appendix)</p>
<p><b>COMMUNICATIONS</b></p>			
<p><u>PERFORMANCE MODES</u></p> <p>Writing Viewing Reading</p>	<p><u>EXAMPLES</u></p> <p>Identification tag Merchandise Buyer's guide</p>	<p><u>SKILLS/CONCEPTS</u></p> <p>Pennmanship Comprehension Accuracy, detail</p>	

**Duty: D**

**Controlling Inventory**

**Task:**

1. Collect incoming and outgoing merchandise data
2. Post inventory control
3. Purchase appropriate merchandise
4. Check physical inventory

**TASK STATEMENT) D-1 COLLECT INCOMING & OUTGOING MERCHANDISE DATA**

<p><b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b></p> <ul style="list-style-type: none"> <li>Packing list</li> <li>Purchase order</li> <li>Inventory control system</li> <li>Buyer's guide</li> <li>Cost sheets</li> <li>Catalog</li> <li>Post sale record</li> <li>Pad &amp; Pencil</li> <li>Sales invoice</li> <li>Vendor memos</li> <li>Files</li> </ul>	<p><b>PERFORMANCE KNOWLEDGE</b></p> <ul style="list-style-type: none"> <li>Process incoming paperwork</li> <li>Purchase order</li> <li>Packing list</li> <li>Returned goods</li> <li>Repaired goods</li> <li>Process outgoing paperwork</li> <li>Sales invoice</li> <li>Return vendor merchandise</li> <li>Recall merchandise</li> </ul>	<p><b>SAFETY — HAZARD</b></p>
<p><b>DECISIONS</b></p> <p>Discriminate between incoming or outgoing paperwork</p>	<p><b>CUES</b></p> <p>Type of paperwork</p>	<p><b>ERRORS</b></p> <p>Confusing the paperwork</p>

**SK STATEMENT) D-1 COLLECT INCOMING & OUTGOING MERCHANDISE DATA**

SCIENCE	MATH — NUMBER SYSTEMS
<p>Conscious awareness of qualities basic to optimal mental performance                      Observation                      Concentration                      Mental clarity</p>	<p>Set of Real Numbers Whole numbers                      Uses of Numbers (without calculation)                      Ordering                      Indexing</p>
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Reading                      Speaking</p>	<p><u>EXAMPLES</u></p> <p>Packing list                      Various employees</p>
<p><u>SKILLS/CONCEPTS</u></p> <p>Product Knowledge                      Comprehension                      Terminology                      Terminology                      Clarity of expression</p>	

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**TASK STATEMENT) D-2 POST INVENTORY CONTROL**

4-17-72  
4-2-72

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Packing list  
Purchase order  
Inventory control system  
Buyer's guide  
Cost sheets  
Catalog  
Last sale record  
Pad & Pencil  
Sales invoice  
Vendor memos  
Files

**PERFORMANCE KNOWLEDGE**

Select incoming merchandise paperwork  
Organize inventory system  
Manufacturer  
Part number  
Description  
Post incoming paperwork  
Packing list  
Purchase order  
Returned goods  
Serviced goods  
Flag shortages or minimums  
Post outgoing paperwork  
Sales invoice  
Return to vendor

**SAFETY - HAZARD**

**DECISIONS**

Determine when to inform management of inventor. problems  
Determine when to flag inventory cards  
Determine when to perform physical inventory check

**CUES**

Low or high balance

**ERRORS**

Mistake in posting

ASK STATEMENT) D-2 POST INVENTORY CONTROL

<p><b>SCIENCE</b></p> <p>Sales psychology Store pride Self-confidence</p>		<p><b>MATH - NUMBER SYSTEMS</b></p>
		<p>Set of Real Numbers - Rationals Uses of Numbers, (without calculation) Coding [part numbers] Counting Ordering Indexing [Inventory] Fundamental Operations (Calculation) (See Appendix) Basic Measurement Skills and Concepts [recording of inventory units] Measurement Geometric Linear Area Volume Measurement Non-geometric Time/calendar Money Interest Weight Liquid</p>
<p><b>COMMUNICATIONS</b></p>		
<p><u>PERFORMANCE MODFS</u></p> <p>Writing Reading</p>	<p><u>EXAMPLES</u></p> <p>Inventory card Inventory cards</p>	<p><u>SKILLS/CONCEPTS</u></p> <p>Pennmanship Classification Accuracy Accuracy Detail description</p>

**TASK STATEMENT) D-3 PURCHASE APPROPRIATE MERCHANDISE**

67

**SAFETY — HAZARD**

**PERFORMANCE KNOWLEDGE**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Packing list  
Purchase order  
Inventory control system  
Buyer's guide  
Cost sheet  
Catalog  
Lost sale record  
Pad & Pencil  
Sales invoice  
Vendor memos  
Files

Check card system for minimum balances  
List items to be reordered from preestablished quantities on card  
Reorder per company policy  
Write phone in orders per company policy  
File  
Contact with vendor salesperson

**DECISIONS**

Determine when to order merchandise

**CUES**

Post purchase order

**ERRORS**

Order wrong quantity

**SK STATEMENT) D-3 PURCHASE APPROPRIATE MERCHANDISE**

SCIENCE	MATH — NUMBER SYSTEMS	
<p>Sales psychology                      Conscious awareness of qualities basic to optimal mental performance                      Attention                      Observation                      Concentration                      Mental alertness                      Mental quietude                      Mental clarity                      Organization</p>	<p>Set of Real Numbers, Rationals                      Use of Numbers (without calculation) (coding                      [parts number])                      Fundamental Operations (Calculation) (See Appendix)                      Basic Measurement Skills and Concepts [order quantities]                      Measurement: Geometric                      Linear                      Area                      Volume                      Measurement Non-geometric                      Time calendar                      Money Interest                      Weight                      Liquid                      Reading and interpreting tables, charts, and graphs                      [catalogues]</p>	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
<p>Speaking                      Reading                      Writing                      Listening</p>	<p>Vendors                      Inventory cards                      Purchase order                      Salesperson</p>	<p>Clarity                      Terminology                      Communicating                      Logic                      Penmanship                      Classification                      Product facts</p>

(TASK STATEMENT) D-4 CHECK PHYSICAL INVENTORY

<p><b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b></p> <p>Stock room Inventory control system Packing list Pencil &amp; Pad Ladder or stool Buyer's guide</p>	<p><b>PERFORMANCE KNOWLEDGE</b></p> <p>Select part and location Pull and count parts in the bin Mark down actual count Post actual count on inventory cards Correct inventory cards</p>	<p><b>SAFETY - HAZARD</b></p> <p>Use ladder when necessary Overreaching Falling</p>
<p><b>DECISIONS</b></p> <p>To accept count or look elsewhere for material</p>	<p><b>CUES</b></p> <p>Incorrect inventory card</p>	<p><b>ERRORS</b></p> <p>Wrong count Wrong postings</p>

**SK STATEMENT) D-4 CHECK PHYSICAL INVENTORY**

<p><b>SCIENCE</b></p> <p>Sales psychology          Conscious awareness of qualities basic to optimal mental performance          Attention          Observation          Concentration          Mental alertness          Mental quietude          Mental clarity          Organization</p>	<p><b>MATH — NUMBER SYSTEMS</b></p> <p>Set of Real Numbers Rational          Uses of Numbers (without calculation) Counting          Fundamental Operations (Calculation) (See Appendix)          Basic Measurement Skills and Concepts [physical inventory]          Measurement Geometric          Linear          Area          Volume          Measurement Non-geometric          Weight          Liquid</p>
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Reading</p> <p>Writing</p>	<p><u>EXAMPLES</u></p> <p>Labels          Inventory cards          Buyer's guide</p> <p>Inventory cards</p>
<p><u>SKILLS/CONCEPTS</u></p> <p>Accuracy          Comprehension          Retention          Mechanical descriptions</p> <p>Penmanship          Classification          Memo format</p>	

**Duty: E.**

Stocking merchandise

Task:

1. Examine merchandise for damage and labels
2. Put stock in proper sections
3. Supervise safety standards for stocking

**TASK STATEMENT) E-1 EXAMINE MERCHANDISE FOR DAMAGE & LABELS**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

- Knife
- Labels
- Magic marker
- Merchandise
- Pad & Pencil
- Packaging tape
- Tags
- Containers

**PERFORMANCE KNOWLEDGE**

- Inspect carton for dents and tears, broken cartons
- Check for label, part numbers, and manufacturer
- Inspect non-carton items for tagging
- Break down shipping carton to selling units
- Seal or replace damaged cartons
- Relabel all merchandise as necessary
- Associate part number, type, description with manufacturer

**SAFETY — HAZARD**

- Use of knife
- Cartons closed properly
- Lacerations
- Merchandise falls out

**DECISIONS**

- Determine when merchandise is ready for stocking
- Determine when salable appearance

**CUES**

- Condition appearance of merchandise

**ERRORS**

- No label
- Unsalable appearance



**ASK STATEMENT) E-1 EXAMINE MERCHANDISE FOR DAMAGE & LABELS**

<p><b>SCIENCE</b></p> <p>Sales psychology          Conscious awareness of qualities basic to optimal mental performance          Attention          Observation          Concentration          Mental alertness          Mental quietude          Mental clarity          Organization</p>	<p><b>MATH – NUMBER SYSTEMS</b></p>
	<p>Set of Real Numbers Rationalals          Use of Numbers (without calculation)          Counting          Coding</p>
<p><b>COMMUNICATIONS</b></p>	
<p><u><b>PERFORMANCE MODES</b></u></p> <p>Reading          Viewing</p>	<p><u><b>EXAMPLES</b></u></p> <p>Labels          Cartoons</p>
	<p><u><b>SKILLS/CONCEPTS</b></u></p> <p>Comprehension          Logic</p>

**TASK STATEMENT) E-2 PUT STOCK IN PROPER SECTIONS**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Material handling equipment  
Stock area  
Merchandise  
Gloves  
Rags

**PERFORMANCE KNOWLEDGE**

Select stock area  
Transport merchandise  
Clean area prior to stocking  
Place fresh merchandise behind older merchandise  
Stock with label in upright position  
Arrange alphabetical, numerical  
Arrange heavier stock to lowest level  
Stack to convenient height and depth  
Relocate overstock and mark as such

**SAFETY — HAZARD**

Not correct height & depth  
Merchandise in aisle

Merchandise falls  
People trip

**DECISIONS**

Determine when merchandise is arranged clear and safe

**CUES**

Size, shape and weight of merchandise

**ERRORS**

Misplaced merchandise

**ASK STATEMENT) E-2 PUT STOCK IN PROPER SECTIONS**

<p style="text-align: center;"><b>SCIENCE</b></p> <p>Professionalism Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Conscious awareness of qualities basic to optimal mental performance Mental alertness Mental clarity Organization</p>	<p style="text-align: center;"><b>MATH — NUMBER SYSTEMS</b></p>
<p>Set of Real Numbers Whole numbers Use of Numbers (without calculation) Counting Indexing [overstock] Coding [arrange alphabetical, numerical] Basic Arithmetic Skills and Concepts Property of comparison Basic Measurement Skills and Concepts [storage &amp; stocking] Measurement Non-geometric Temperature Weight Time calendar</p>	
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Reading Viewing</p>	<p><u>EXAMPLES</u></p> <p>Labels Merchandise</p>
	<p><u>SKILLS/CONCEPTS</u></p> <p>Comprehension Visual analysis Logic</p>

**TASK STATEMENT) E-3 SUPERVISE SAFETY STANDARDS FOR STOCKING**

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**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Stock area  
Merchandise  
OSHA Safety Manual  
Employee  
Safety placards

**PERFORMANCE KNOWLEDGE**

Inspect area to be stocked  
Determine height, weight, and quantity  
Advise practical approach to stocking  
Post safety placards where necessary  
Interpret OSHA Manual  
Advise employee

**SAFETY - HAZARD**

**DECISIONS**

Determine whether merchandise is stocked safely

**CUES**

Type of merchandise involved  
Area available for stocking

**ERRORS**

Damaged merchandise  
Bodily injury

**ASK STATEMENT) E-3 SUPERVISE SAFETY STANDARDS FOR STOCKING**

<p><b>SCIENCE</b></p> <p>Professionalism          Maintain capacity to foster cooperation          Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables          Exhibit qualities of self-confidence self-control, self-reliance, self-respect, and adaptability          Supervision          Distribute personnel with regard to leadership qualities and experiences for optimum team performance          Maintain customers illusion of privacy by avoiding excessive noise or movement          Grant appropriate regard for customer's personal space          Grant conscious attention to smoothly flowing team work          Maintain regard for differing views on maximum efficiency of the operations          Grant appropriate regard for customer's unique needs.          Exhibit capacity to ascertain best service for the particular party type requested          Show and describe facilities with appropriate speed and clarity          Communicate pride in establishment          Conscious awareness of qualities basic to optimal mental performance          Attention          Observation          Concentration          Mental alertness          Mental quietude          Mental clarity          Organization</p>	<p><b>MATH — NUMBER SYSTEMS</b></p> <p>Set of Real Numbers Whole numbers Counting          Uses of Numbers (without calculation)          Basic Measurement Skills and Concepts          Measurement Geometric          Linear          Measurement Non-geometric          Weight          Basic Logic Deductive Inductive</p>	
<p><b>COMMUNICATIONS</b></p>		
<p><b>PERFORMANCE MODES</b></p> <p>Speaking          Reading          Writing          Viewing</p>	<p><b>EXAMPLES</b></p> <p>Fellow employee          OSHA Manual          Memos          Store area</p>	<p><b>SKILLS/CONCEPTS</b></p> <p>Clarity of expression          Process report, instruction          Memo format          Logic          Visual analysis</p>

**Duty: F**

**Cataloging of Merchandise**

**Task:**

1. Arrange catalogs and price sheets alphabetically according to manufacturer
2. Keep price schedules and sales policies current
3. Keep current supplements and sales promotion copy in catalog
4. Keep customer address and credit file current
5. Make return of deleted manufacturer's items
6. Make corrections and deletions to catalog and inventory file as required
7. Report changes to other personnel
8. Keep current warranty policies
9. Assemble new information for salesperson
10. Check the accuracy of the sales invoice

**TASK STATEMENT) / (RE-ARRANGE CATALOGS AND PRICE SHEETS ALPHABETICALLY ACCORDING TO MANUFACTURER**

**SAFETY - HAZARD**

**PERFORMANCE KNOWLEDGE**

Select group of catalogs/price sheets  
 Arrange alphabetically by manufacturer  
 Place any supplements in front of manufacturer's  
 main catalog  
 Place price sheets behind manufacturers  
 Add appropriate index dividers

**TOOLS, EQUIPMENT, MATERIALS,  
 OBJECTS ACTED UPON**

Available catalogs  
 Catalog holder  
 Counter  
 Lighting  
 Index dividers  
 Price sheets

**ERRORS**

Misfile manufacturer's or price catalog

**CUES**

Receive new materials (catalogs) from manufacturers

**DECISIONS**

Select the proper catalogs

**F-1 ARRANGE CATALOGES AND PRICE SHEETS  
(ASK STATEMENT) ALPHABETICALLY ACCORDING TO MANUFACTURER**

SCIENCE	MATH — NUMBER SYSTEMS
<p>Professionalism            Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables            Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability            Conscious awareness of qualities basic to optimal mental performance            Attention            Observation            Concentration            Mental alertness            Mental quietude            Mental clarity            Organization</p>	<p>Set of Real Numbers Whole numbers            Uses of Numbers (without calculation)            Indexing [price sheets]            Coding [manufacturer's code]</p>
COMMUNICATIONS	
<p><u>PERFORMANCE MODES</u></p> <p>Reading</p> <p>Viewing</p>	<p><u>EXAMPLES</u></p> <p>Catalog</p> <p>Catalog</p>
<p><u>SKILLS/CONCEPTS</u></p> <p>Comprehension            Speed            Logic            Logic            Detail &amp; Inference</p>	

Rf



**TASK STATEMENT) F-2 KEEP PRICE SCHEDULES AND SALES POLICIES CURRENT**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Price schedule  
Catalog  
Catalog rack  
Vendor's memos correspondence

**PERFORMANCE KNOWLEDGE**

Select pertinent information to revise catalog  
Invert vendor's memos correspondence in appropriate catalog section  
Remove superseded schedules as called for on the new price sheet and or memo

**SAFETY - HAZARD**

**DECISIONS**

Decide when appropriate material has been outdated and replaced

**CUES**

Receive new price schedules, vendor's memos or correspondence

**ERRORS**

Throw away needed price information that has not been superseded

**TASK STATEMENT) F-2 KEEP PRICE SCHEDULES AND SALES POLICIES CURRENT**

<p><b>MATH — NUMBER SYSTEMS</b></p>	<p>Set of Real Numbers Rationals Uses of Numbers (without calculation) Indexing (price sheets) Basic Measurement Skills and Concepts Measurement: Non-geometric Time/calendar</p>
<p><b>SCIENCE</b></p>	<p>Professionalism: Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Conscious awareness of qualities basic to optimal mental performance Attention Observation Concentration Mental alertness Mental quietude Mental clarity Organization</p>
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Reading</p> <p>Viewing</p>	<p><u>EXAMPLES</u></p> <p>Price schedules</p> <p>Price schedules</p>
<p><u>SKILLS/CONCEPTS</u></p> <p>Comprehension Speed Logic</p> <p>Logic Detail &amp; inference</p>	

R22

F-3 KEEP CURRENT SUPPLEMENTS AND SALES PROMOTION  
TASK STATEMENT) COPY IN CATALOG

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Catalog Catalog rack Supplements Sales promotion</p>	<p>Select appropriate materials Insert content of main catalog section Delete superseded supplements Keep in uniform order</p>	
<p><u>DECISIONS</u>  Determine the promotional material to insert</p>	<p><u>CUES</u>  Receive new materials (catalogs) from manufacturers</p>	<p><u>ERRORS</u>  Misfile in wrong section</p>

F-3 KEEP CURRENT SUPPLEMENTS AND SALES PROMOTION  
RISK STATEMENT) COPY IN CATALOG

SCIENCE	MATH — NUMBER SYSTEMS	
<p>Professionalism:            Maintain capacity to function efficiently when encountering fast changing, multiple personal or situational variables            Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability            Conscious awareness of qualities basic to optimal mental performance            Attention            Observation            Concentration            Mental alertness            Mental quietude            Mental clarity            Organization</p>	<p>Set of Real Numbers Whole numbers            Uses of Numbers (without calculation)            Indexing (indexing supplements)            Basic Measurement Skills and Concepts            Measurement Non-geometric            Time calendar</p>	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
<p>Reading            Viewing</p>	<p>Price schedules            Price schedule</p>	<p>Comprehension            Speed            Logic            Logic            Detail &amp; Inference</p>

**TASK STATEMENT) F-4 KEEP CUSTOMER ADDRESS AND CREDIT FILE CURRENT**

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Address list  
Phone book  
Credit list  
Management information

**PERFORMANCE KNOWLEDGE**

Make necessary additions to customer list  
Make necessary corrections  
Keep alphabetical order

**SAFETY - HAZARD**

**DECISIONS**

Act on management information

**CUES**

Receive management information

**ERRORS**

Misfile customer's card  
Put information on wrong card

**ASK STATEMENT) F-4 KEEP CUSTOMER ADDRESS AND CREDIT FILE CURRENT**

SCIENCE	MATH – NUMBER SYSTEMS	
<p>Professionalism                      Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables                      Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability                      Conscious awareness of qualities basic to optimal mental performance                      Attention                      Observation                      Concentration                      Mental alertness                      Mental quietude                      Mental clarity                      Organization</p>	<p>Set of Real Numbers, Rationals                      Basic Measurement Skills and Concepts                      Measurement Non-geometric                      Money Interest (credit information)</p>	
COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
<p>Reading                      Viewing                      Writing</p>	<p>Customer file                      Customer file                      Customer file</p>	<p>Comprehension                      Speed                      Logic                      Detail &amp; Inference                      Report, Classification</p>

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(TASK STATEMENT) F-5 MAKE RETURN OF DELETED MANUFACTURER'S ITEMS

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Return good authorization i.e. vendor memo  
Invoice  
Tags  
Pad & Pencil

**PERFORMANCE KNOWLEDGE**

Determine merchandise to be returned  
Pull stock  
Tag for return  
Write invoice  
Pack and ship  
File invoice

**SAFETY - HAZARD**

Pull stock carefully

Avoid injury to back, hands,  
and feet

**DECISIONS**

Decide to accept or reject and return merchandise

**CUES**

Receive returned goods authorization from manufacturer

**ERRORS**

Return wrong merchandise

**SK STATEMENT) F-5 MAKE RETURN OF DELETED MANUFACTURER'S ITEMS**

SCIENCE	MATH - NUMBER SYSTEMS
<p>Professionalism.            Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables            Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability            Conscious awareness of qualities basic to optimal mental performance            Attention            Observation            Concentration            Mental alertness            Mental quietude            Mental clarity            Organization</p>	<p>Set of Real Numbers Rational-            Uses of Numbers (without calculation) (coding {part number}            Fundamental Operations (Calculation) (See Appendix)            Basic Measurement Skills and Concepts            Measurement, Non-geometric            Money Interest            Time calendar            Measurement Geometric            Linear</p>
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Reading  Writing</p>	<p><u>EXAMPLES</u></p> <p>Return goods Authorization  Memos Invoice</p>
	<p><u>SKILLS/CONCEPTS</u></p> <p>Comprehension Detail Mechanical description  Memo format Classification Partnership</p>

RF



**F-6 MAKE CORRECTIONS AND DELETIONS TO CATALOG AND  
(TASK STATEMENT). INVENTORY FILES AS REQUIRED**

<p><b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b></p> <p>Inventory file Catalog Invoice Return good authorizations</p>	<p><b>PERFORMANCE KNOWLEDGE</b></p> <p>Select catalog to be corrected Make clear necessary changes to part number Catalog Price sheet Inventory card</p>	<p><b>SAFETY — HAZARD</b></p>
<p><b>DECISIONS</b></p> <p>Determine effect on merchandise in question</p>	<p><b>CUES</b></p> <p>Nature of the change required</p>	<p><b>ERRORS</b></p> <p>Changing or deleting the wrong part</p>

**F-6 MAKE CORRECTIONS AND DELETIONS TO CATALOG AND ASK STAT..MENT) INVENTORY FILES AS REQUIRED**

<p><b>SCIENCE</b></p> <p>Professionalism.          Maintain capacity to function efficiently when encountering fast changing multiple personal or situational variables          Exhibit qualities of self-confidence self-control self-reliance, self-respect and adaptability          Consensus awareness of qualities basic to optimal mental performance          Attention          Observation          Concentration          Mental alertness          Mental quietude          Mental clarity          Organization</p>	<p><b>MATH -- NUMBER SYSTEMS</b></p> <p>Set of Real Numbers Rational numbers          Uses of Numbers (without calculation)          Coding (part numbers)          Basic Measurement Skills and Concepts          Measurement Non-geometric          Money Interest (price sheet)</p>	
<p><b>COMMUNICATIONS</b></p>		
<p><b>PERFORMANCE MJDES</b></p> <p>Reading           Writing</p>	<p><b>EXAMPLES</b></p> <p>Catalog           Catalog</p>	<p><b>SKILLS/CONCEPTS</b></p> <p>Comprehension of detail          Terminology          Penmanship          Classification          Logic</p>

(TASK STATEMENT) F-7 REPORT CHANGES TO OTHER PERSONNEL.

24

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

Return good authorization  
Vendor's memos  
Inter-office memos

PERFORMANCE KNOWLEDGE

Write memo of change  
Send to inside or outside salesperson  
Send to management  
Send to inventory control

SAFETY - HAZARD

DECISIONS

Determine who should receive memo

CUES

When duty has been completed

ERRORS

Not notifying proper people  
Notifying people late

**TASK STATEMENT) F-7 REPORT CHANGES TO OTHER PERSONNEL**

<p><b>SCIENCE</b></p> <p>Professionalism          Maintain capacity to foster trust          Maintain capacity to foster confidentiality          Maintain capacity to foster cooperation          Maintain capacity to generate integrity          Maintain capacity to cope with conflict behavior or personality clashes          Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables          Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability          Supervision          Communicate pride in establishment          Consciously aware of qualities basic to optimal mental performance          Attention          Observation          Concentration          Mental alertness          Mental quietude          Mental clarity          Organization</p>	<p><b>MATH — NUMBER SYSTEMS</b></p> <p>Set of Real Numbers Rational numbers          Uses of Numbers (without calculation)          Coding, part number          Basic Measurement Skills and Concepts          Measurement Non-geometric          Time calendar (monies)</p>	
<p><b>COMMUNICATIONS</b></p>		
<p><u>PERFORMANCE MODES</u></p> <p>Speaking           Writing</p>	<p><u>EXAMPLES</u></p> <p>Other employees           Memos</p>	<p><u>SKILLS/CONCEPTS</u></p> <p>Terminology          Clarity           Memo format          Terminology          Clarity</p> <p style="text-align: right;">92</p>

(TASK STATEMENT) F-8 KEEP CURRENT WARRANTY POLICIES

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TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

File drawer  
Manufacturer's warrant forms  
Manufacturer's statement of warranty  
Correspondence on warranty  
Pad & Pencil

PERFORMANCE KNOWLEDGE

Locate file  
File latest information pertaining to warranty  
File alphabetically according to manufacturer  
Note major changes  
Advise salesperson and inventory control of policy changes

SAFETY - HAZARD

DECISIONS

Determine if changes of policy affect sales

CUES

Changes in manufacturer's policy

ERRORS

Misunderstanding warranty policy resulting in dissatisfied customer

**SK STATEMENT) F-8 KEEP CURRENT WARRANTY POLICIES**



SCIENCE	MATH — NUMBER SYSTEMS
<p>Professionalism.                      Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables                      Exhibit qualities of self-confidence, self control, self-reliance, self-respect, and adaptability                      Conscious awareness of qualities basic to optimal mental performance</p> <ul style="list-style-type: none"> <li>Attention</li> <li>Observation</li> <li>Concentration</li> <li>Mental alertness</li> <li>Mental quietude</li> <li>Mental clarity</li> <li>Organization</li> </ul>	<p>Set of Real Numbers Whole numbers                      Basic Measurement Skills and Concepts                      Measurement Non-geometric                      Time calendar</p>
<p><b>COMMUNICATIONS</b></p>	
<p><u>PERFORMANCE MODES</u></p> <p>Reading</p>	<p><u>EXAMPLES</u></p> <p>Warranties</p>
	<p><u>SKILLS/CONCEPTS</u></p> <p>Comprehension                      Detail                      Definition                      Terminology</p>

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(TASK STATEMENT) F-9 ASSEMBLE NEW INFORMATION FOR SALESPERSON

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

New catalogs  
Price sheets  
Supplements  
Vendors memos  
Sales promotion material  
File section  
Pad & Pencil  
Inter-office memo  
Envelopes

SAFETY - HAZARD

PERFORMANCE KNOWLEDGE

Assemble appropriate information  
Place in envelope  
Mark unusual changes  
New sales item  
Major defect  
Place in salesperson's file  
Write memo with helpful tips for sales

DECISIONS

Determine appropriate information helpful to salesperson

CUES

Nature or type of change

ERRORS

Pass on wrong information

**SK STATEMENT) F-9 ASSEMBLE NEW INFORMATION FOR SALESPERSON**

SCIENCE	MATH — NUMBER SYSTEMS
<p>Professionalism            Maintain capacity to foster trust            Maintain capacity to foster confidentiality            Maintain capacity to foster cooperation            Maintain capacity to generate integrity            Maintain capacity to cope with conflict behavior or personality clashes            Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables            Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability</p> <p>Supervision            Distribute personnel with regard to leadership qualities and experiences for optimum team performance            Grant conscious attention to smoothly flowing team work            Communicate pride in establishment.            Conscious awareness of qualities basic to optimal mental performance:</p> <ul style="list-style-type: none"> <li>Attention</li> <li>Observation</li> <li>Concentration</li> <li>Mental alertness</li> <li>Mental quietude</li> <li>Mental clarity</li> <li>Organization</li> </ul>	<p>Set of Real numbers Rational numbers            Uses of Numbers (without calculation) Coding            [part numbers]            Basic Measurement Skills and Concepts            Measurement Non-geometric            Time calendar            Money interest</p>
<p><b>COMMUNICATIONS</b></p>	
PERFORMANCE MODES	EXAMPLES
<p>Reading</p> <p>Writing</p>	<p>Catalogs</p> <p>Memo</p>
<p><b>SKILLS/CONCEPTS</b></p>	
<p>Comprehension            Detail            Logic            Memo format</p>	



TASK STATEMENT) F-10 CHECK THE ACCURACY OF THE SALES INVOICE

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

- Sales invoice
- Catalogs
- Price sheets
- Pad & Pencil
- Adding machine
- Address and or credit file

PERFORMANCE KNOWLEDGE

- Inspect invoice for date
- Inspect for customer name & address
- Inspect type of sale i.e., cash or charge
- Approve credit sales
- Inspect for appropriate signatures
- Inspect quantity entry
- Inspect part number & description for accuracy
- Inspect for correct unit price
- Inspect for extended price
- Inspect total of invoice
- Inspect for correct discounts
- Inspect for applicable taxes
- Gain product knowledge

SAFETY - HAZARD

DECISIONS

Determine how to handle corrections

CUES

Mistakes on invoice

ERRORS

Overlooking obvious mistakes

**( STATEMENT) F-10 CHECK THE ACCURACY OF THE SALES INVOICE**



<b>SCIENCE</b>	<b>MATH — NUMBER SYSTEMS</b>
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Professionalism:  
 Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables  
 Exhibit qualities of self-confidence, self-control, self-respect, and adaptability.  
 Conscious awareness of qualities basic to optimal mental performance:  
 Attention  
 Observation  
 Concentration  
 Mental alertness  
 Mental quietude  
 Mental clarity  
 Organization

Set of Real Numbers--Rational numbers  
 Uses of Numbers: (without calculation)  
 Counting  
 Coding--[part number]  
 Fundamental Operations (Calculation) - (See Appendix)  
 Basic Arithmetic Skills and Concepts - (See Appendix)  
 Use of computing devices and mechanical aids  
 [adding machine]  
 Basic Measurement Skills and Concepts [quantity]  
 Measurement: Geometric  
 Linear  
 Volume  
 Measurement: Non-geometric  
 Time/calendar  
 Money/Interest  
 Weight  
 Liquid

**COMMUNICATIONS**

<b>PERFORMANCE MODES</b>	<b>EXAMPLES</b>	<b>SKILLS/CONCEPTS</b>
Reading	Invoice	Informational reports Detail Comprehension

**Duty: G**

**Merchandising of products and service**

**Task:**

1. Keep current on competitive advertising and promotion
2. Make recommendations on product or service to be advertised
3. Set up point of sale displays and handouts
4. Supervise or perform housekeeping of display area

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**G-1 KEEP CURRENT ON COMPETITIVE  
TASK STATEMENT) ADVERTISING AND PROMOTION**

137

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Various news media  
Mailings, fliers  
Customers  
Vendor salesperson  
Salesperson  
Fellow employees

**PERFORMANCE KNOWLEDGE**

Read, listen, and observe competitive advertising  
Justify sales position  
Evaluate sales techniques  
Gain product knowledge

**SAFETY - HAZARD**

**DECISIONS**

Determine activity of specific products  
Determine better sales promotion

**CUES**

Various advertising media

**ERRORS**

Get the wrong facts

**ASK STATEMENT) ADVERTISING AND PROMOTION**

**SCIENCE**

Professionalism:  
 Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.  
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.  
 Conscious awareness of qualities basic to optimal mental performance.

- Attention
- Observation
- Concentration
- Mental alertness
- Mental quietude
- Mental clarity
- Organization

**MATH -- NUMBER SYSTEMS**

Set of Real Numbers--Rational numbers  
 Fundamental Operations (Calculation) (See Appendix)  
 Basic Arithmetic Skills  
 Basic Measurement Skills and Concepts (Justifying own sales)  
 Measurement: Non-geometric  
 Time/calendar  
 Money: Interest  
 Weight  
 Liquid  
 Measurement Geometric  
 Linear  
 Volume

**COMMUNICATIONS**

PERFORMANCE MODES

- Reading
- Listening
- Viewing

EXAMPLES

- Newspapers
- Radio
- Television

SKILLS/CONCEPTS

- Comprehension
- Detection of propaganda devices
- Visual analysis
- Recognition of brands

**G-2 MAKE RECOMMENDATIONS ON PRODUCT OR SERVICE  
TASK STATEMENT) TO BE ADVERTISED**

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**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Pad & Pencil  
Sales information  
Inter-office memo  
Manager

**PERFORMANCE KNOWLEDGE**

Select sales information  
Discuss product or service with other employees  
Write recommendation on memo

**SAFETY - HAZARD**

**DECISIONS**

Determine where it would fit into the business

**CUES**

Appropriate sales information  
Customer comments  
Competitor's advertising  
Seasonal items to be advertised

**ERRORS**

Lack of judgment

**G-2 MAKE RECOMMENDATIONS ON PRODUCT OR SERVICE  
SK STATEMENT) TO BE ADVERTISED**

<p><b>SCIENCE</b></p> <p>Professionalism:          Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.          Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability.          Conscious awareness of qualities basic to optimal mental performance:          Attention          Observation          Concentration          Mental alertness          Mental quietude          Mental clarity          Organization</p>	<p><b>MATH — NUMBER SYSTEMS</b></p> <p>Set of Real Numbers — Rational numbers          Uses of Numbers: (without calculation)          Coding—[part number]</p>
<p><b>COMMUNICATIONS</b></p>	
<p><b>PERFORMANCE MODES</b></p> <p>Speaking</p> <p>Writing</p>	<p><b>EXAMPLES</b></p> <p>Management</p> <p>-Memos</p>
<p><b>SKILLS/CONCEPTS</b></p> <p>Persuasion          Implication          Logic</p> <p>Memo format          Clarity</p>	

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TASK STATEMENT) G-3 SET UP POINT OF SALE DISPLAYS AND HANDOUTS

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

Vendor displays  
Company displays  
Banners  
Handouts  
Show room  
Tool kit

PERFORMANCE KNOWLEDGE

Select displays  
Set up displays  
Stock the display units  
Mark prices as necessary  
Coordinate appropriate handouts  
Coordinate with outside advertising

SAFETY - HAZARD

Do not assemble properly

Display falls and hurts someone

Do not clutter aisle

People may trip and fall

DECISIONS

Determine size of display  
Determine timing of display

CUES

Available display material

ERRORS

Poor selection based on size, timing and customer need



**SK STATEMENT) G-3 SET UP POINT OF SALE DISPLAYS AND HANDOUTS**

**SCIENCE**

Supervision:  
 Distribute personnel with regard to leadership qualities and experiences for optimum team performance.  
 Grant appropriate regard for customer's personal space.  
 Grant conscious attention to smoothly flowing team work.  
 Grant appropriate regard for customer's unique needs.  
 Exhibit capacity to ascertain best service for the particular party type requested.  
 Communicate pride in establishment.  
 Conscious awareness of physical expressions basic to peak physical performance:  
 Movement from tension to relaxation and vice versa.  
 Conscious awareness of qualities basic to optimal mental performance:  
 Attention  
 Observation  
 Concentration  
 Mental alertness  
 Mental quietude  
 Mental clarity  
 Organization

**MATH — NUMBER SYSTEMS**

Set of Real Numbers — Rational numbers  
 Basic Geometry Skills and Concepts  
 Recognize and identify basic geometry figures, plane and solid.  
 Basic Measurement Skills and Concepts  
 Measurement: Non-geometric  
 Money/ Interest  
 Temperature

**COMMUNICATIONS**

PERFORMANCE MODES

Reading  
 Viewing

EXAMPLES

Instruction  
 Display area

SKILLS/CONCEPTS

Comprehension  
 Mechanical description  
 Visual analysis

105

115

(TASK STATEMENT) G-4 SUPERVISE OR PERFORM HOUSEKEEPING OF DISPLAY AREA

1116

**TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON**

Cleaning supplies

**PERFORMANCE KNOWLEDGE**

Select area to be cleaned  
Wipe and dust signs and merchandise  
Wipe, clean, cans with liquid contents  
Remove old signs and adhesive etc.  
Supervise floor cleaning and display arrangement

**SAFETY - HAZARD**

Close off wet floors  
People will slip and fall

**DECISIONS**

Determine best time of day to perform duty

**CUES**

Company policy

**ERRORS**

Damage to displays

**SK STATEMENT) G-4 SUPERVISE OR PERFORM HOUSEKEEPING OF DISPLAY AREA**

**SCIENCE**

Supervision:  
 Communicate pride in establishment.  
 Conscious awareness of physical expressions basic to peak physical performance:  
 Body rhythm  
 Breathing coordinated with body movement  
 Body balance and posture  
 Movement from tension to relaxation and vice versa  
 Conscious awareness of qualities basic to optimal mental performance:  
 Attention  
 Organization

**MATH -- NUMBER SYSTEMS**

- Set of Real Numbers--Rational number
- Fundamental Operations (Calculation) --  
 Addition algorithm  
 Subtraction algorithm
- Basic Arithmetic Skills and Concepts-- [cleaning solution]
- Ratio and proportion
- Basic Measurement Skills and Concepts-- [cleaner]  
 Measurement: Non-geometric  
 Liquid  
 Dry
- Uses of Numbers: (without calculation)---Counting

**\* COMMUNICATIONS**

PERFORMANCE MODES

Speaking

EXAMPLES

Other employee

SKILLS/CONCEPTS

Clarity of expression

# APPENDIX

## Basic Arithmetic Skills and Concepts

### Set of Real Numbers

Irrationals/Rationals

Fractions/Decimals

Integers ( . . . -3, -2, -1, 0, +1, +2, +3, . . . )

Whole Numbers (0, 1, 2, 3, . . . )

Counting Numbers (1, 2, 3, 4, . . . )

### Fundamental Operations (Calculation)

Addition algorithm

Subtraction algorithm

Multiplication algorithm

Division algorithm

Order of operations, i.e., use of parentheses in simplifying arithmetic expressions

### Basic Skills

Reduction of fractions

Changing mixed numbers to improper fractions

Changing percents to fractions and fractions to percents

Finding a percent of a number and what percent one number is of another

Changing fractions to decimals and decimals to fractions

Ratio and proportion—estimation

Rounding off decimals and whole numbers

Approximation using scientific notation

Guess and check method

Rule of thumb

Property of comparison

equality/equivalence

inequality/greater than/less than

Properties of the real number system

commutative (order), associative (grouping), distributive (multiplication W.R.T. addition)

identity of one ( $\times$ )

identity of zero (+)

multiplication by zero

transitive

inverses-multiplicative and additive