

Receiving: Opening & Closing Responsibilities

“Opening” Receiving

“Opening” Receiving refers to the tasks that must be completed at the **start of your shift** to ensure the dock and receiving area are ready for the day.

Opening responsibilities include:

1. **Open the dock gate**
2. **Check Microsoft Teams** for any tasks or notes left by the closing shift that were not completed
3. **Clean and organize workstations**
4. **Notify the GM Manager, Receiving Manager or Shift Lead** of any outstanding issues or tasks that need attention

Delivery Timing Expectations

- Most package deliveries occur between **10:00 AM and 2:00 PM**
- **Food deliveries (Core-Mark or similar vendors)** typically arrive between **8:00 AM and 9:00 AM**

If food is received, refer to the **Food Receiving** guide to understand the proper check-in process and next steps.

“Closing” Receiving

“Closing” Receiving refers to the tasks that must be completed **before the end of your shift** to prepare the dock and receiving area for the next day.

- The dock is officially **closed at 3:30 PM**, Monday through Friday
- You may still be scheduled until **4:00 PM or 5:00 PM**, depending on coverage and workload

If there are **no boxes left to receive or verify**, use the remaining time to:

- Clean the receiving area
- Complete **consolidations**

- Assist with other tasks as directed by management

End-of-Shift Communication

Before leaving your shift, you are **required** to send a message in the Microsoft Teams chat (or leave a clear handoff note) that summarizes:

- What you worked on
- What still needs to be completed

Example:

“Verifying the count on GM39473 — not completed.”

This step is extremely important. While written notes can be helpful, they may be missed or misunderstood. Microsoft Teams communication is required to ensure a clear and accurate handoff between shifts.

In addition, before clocking out, you are expected to **clean your work area**. This includes removing any:

- Drinks
- Food
- Products or loose materials

We understand this may feel repetitive or confusing (for example, wondering why a Teams message is required). The purpose is to be respectful of your coworkers and to support the next shift. Leaving clear communication and a clean workspace ensures the next team can start their work smoothly just as the previous shift did for you.

Closing Checklist Examples

Below are examples of appropriate closing tasks:

1. Ensure all **workstations are clean and organized**
2. Take out **trash and recycling**
3. Ask a **manager** if help is needed on the sales floor
4. Complete **cashier training** with Chris or Keith (if assigned)

These are examples of actual tasks that may vary based on the day’s needs.

Workspace Etiquette & Shift Communication

Maintaining a clean, organized workspace and clear communication is a shared responsibility during both **“Opening” Receiving** and **“Closing” Receiving**. The condition of your work area and the information you leave behind directly affect the efficiency of the next shift.

Relation to Opening & Closing Receiving

- During **“Opening” Receiving**, workstations should be cleaned and organized to prepare the dock and receiving area for incoming deliveries.
- During **“Closing” Receiving**, work areas must be cleaned and reset to ensure the next shift knows what to expect and can begin work immediately.

In both cases, the goal is to leave the receiving area in a ready, organized, and clearly communicated state.

Workspace Expectations

- Do not leave your section or workstation messy or disorganized.
- Tags, loose product, packaging, or random items should not be left behind.
- If something can be cleaned or put away in **under 5 minutes**, it should be completed before transitioning to another task or ending your shift.
- Always leave your area in a condition you would expect when starting your own shift.

Tools & Equipment

All tools used during Opening or Closing Receiving must be returned to their designated locations before the end of your shift.

- **Box Cutter Knives**
 - **Box cutter knives must be returned to the box cutter storage section after use.**
 - **Do not leave box cutters on workstations, carts, or inside boxes.**
 - *(Image Placeholder – Box Cutter Storage Area)*

- **Pencils and Markers**
 - Pencils and markers must be returned to their designated area at the end of your shift.
 - *(Image Placeholder – Pencils/Markers Storage Area)*
- **Tape Dispensers**
 - Tape dispensers must be returned to their designated area after use.
 - If an entire roll of tape is used, it must be replaced before the end of your shift, so it is ready for the next person.

Replacement tape rolls are in the upstairs warehouse:

- Take the elevator to 2R
- When the doors open, the store use supplies are located immediately to the right on a wall of shelving

If tape supplies are not available, contact a store lead or manager for assistance.

Shift Communication (Required)

Referring to **End-of-Shift Communication** clear communication is a required part of workspace etiquette.

- **Microsoft Teams is the required method** for end-of-shift and shift-to-shift communication.
- Written notes may be used as a temporary reference but **should not replace Teams messages**.

Written notes can and will be missed, misplaced, or misunderstood. Because of this, all important information must be communicated through Teams, including:

- **What was worked on**
- **What still needs to be completed**
- **Any workspace or receiving-related issues**

Why Microsoft Teams Is Used

Microsoft Teams is used because it is the most reliable and accessible option:

- Everyone has access to Teams on their phone or workstation
- Messages are time-stamped and visible to the entire team
- Information is not lost during cleanup or shift changes
- Updates can be reviewed at any time by Opening, mid, or Closing shifts

Using Teams helps prevent confusion, reduces duplicate work, and ensures smooth transitions between shifts.

Before completing your shift, take a moment to:

- Check your workspace
- Return tools to their proper locations
- Send a clear Teams message if any work is incomplete

Conclusion

The main goal of both opening and closing shifts is to ensure that:

- The next shift knows exactly what to expect
- No tasks are left unclear or undocumented

Remember:

- This is a professional work environment
- Do not spend time on your phone while on shift
- If you finish your assigned tasks, **find something productive to do**
 - Learn a new section of the bookstore
 - Ask for additional work
 - Assist another department if approved

Being proactive, communicative, and engaged helps the entire team succeed.