



Class Syllabus

Inventory Control/Logistics

Classes held at 1790 Shattuck Avenue, Berkeley, CA 94709

**For safety of students and staff, classes are held
virtually until further notice.**

**\$2,255.00/course inclusive of:
Materials, Certificate of Completion, and DISC Assessment**

Course Job Description focus:

Logistics Analysts

Analyze product delivery or supply chain processes to identify or recommend changes. May manage route activity including invoicing, electronic bills, and shipment tracing.

Stock Clerks- Stockroom, Warehouse, or Storage Yard

Receive, store, and issue materials, equipment, and other items from the stockroom, warehouse, or storage yard. Keep records and compile stock reports

Stock Clerks and Order Fillers

Receive, store, and issue sales floor merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders. May mark prices on merchandise and set up sales displays.

First Week

1st class- General overview of inventory and logistics industry. Safety and security in logistics and warehousing, general inventory control and stock handling procedures. Basic general customer/ interpersonal skills, greeting and reception of customers and visitors in a professional setting. Maintaining a positive attitude and dealing with conflict resolution, understanding perspectives and non-verbal cues of others.

2nd class- Introduction to computer usage. Basic concepts of using a computer, a preface history, and introduction into Microsoft Office to prepare for Inventory Control environment software and computer usage.

Second Week

3rd class- Shipping and receiving, freight handling and maintaining records. Customer interaction and quality customer service techniques, confidentiality and security procedures. Word processor/keyboarding practice. Group review/discussion session.

4th class- Purchasing, ordering and counting inventory cycles, bills of lading, invoices and labels related to inventory control. Customer service videos, customer service scenarios and role-playing. Word processor/keyboarding practice. Group review/discussion session.

Third Week

5th class- Computerized warehouse and inventory control systems and databases. Developing and maintaining relationships, building networks. Word processor/keyboarding practice. Word processor/keyboarding practice. Group review/discussion session.

6th class- DISC assessment test review, training session and test. Videos, exercises related to the logistics and inventory control industry. Group review/discussion session.

Fourth Week

7th class- Class and DISC test review. Delivery, routing, storing, loading and unloading of merchandise. Group review/discussion session.

8th class- Job search skills, resume critique and award of certificate of completion

5501 Sacramento Ave, Richmond, CA 94804 (510) 390-7001 info@pccsonline.org