

## ■ WEIGHING AND PREPACKING

a learning element for staff of consumer cooperatives

international labour office, geneva

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by Inge Blank



**MATCOM**  
**Material and techniques for cooperatives management training**

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# WEIGHING AND PREPACKING

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## HOW TO LEARN

- Study the Element carefully.
  
- Give written answers to all the questions in the Element. This will help you not only to learn, but also to apply the knowledge in your work at a later stage.
  
- After studying the Element on your own, discuss it with your instructor and colleagues, then take part in practical exercises organised by your instructor.

## TRAINER'S NOTES

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Original Script:		Inge Blank
Illustrations:		V.Morra, D.Bertino, A.Längst

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## INTRODUCTION



The shop is full of customers. You and your colleagues are working hard behind the counter. Everyone seems to be in a hurry today. They all want quick service. You try to work faster, and be nice and polite at the same time, but the tension in the air makes you a bit nervous.

"One kilo of sugar, two kilos of rice - yes, Madam....."

Your colleague wants to use the scale, too. Oh, this weighing! It takes such a long time. Not enough in the bag. Add some more - too much now - take some away. Forget it - the customers are getting impatient having to wait so long. You become careless, drop some flour on the counter, some paper bags on the floor. What a mess!

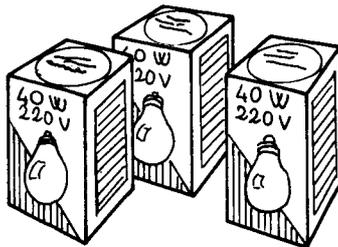
Suppose that all these goods had been weighed and packed in advance. Then you could just take the ready-made bags of salt, sugar, rice, flour and so on from the shelf. No weighing would be necessary during the rush hours.

When we pack things in advance we call it prepacking. It helps a lot - it saves time and improves the service. Why not try? This Learning Element will help you to learn about prepacking, why you should do it, and how you should do it.

Factory-packed goods

Biscuits, matches, soft drinks, washing powder and spices are examples of goods which usually are already packed in "consumer-size" packets when they are delivered to the shop. The packing is done by the manufacturer. Below is a list of some reasons for this:

- 1 It is easier for the manufacturer to find the wrapping material which best suits the goods and which makes transport and storage safer.
- 2 The manufacturer can use modern packing machinery, which is much more efficient than manual packing in the shop.
- 3 The manufacturer wants to make his brand the best seller, so he wants to make a package which attracts the customers.
- 4 Information about the goods can be printed on the package, and this is important if the goods are on sale in a self-service shop.



In most cases it is better for both the customer and the shop assistants if the goods are prepacked by the manufacturer.



There may also be some disadvantages for the customers if the manufacturers prepack the goods. Mention two such disadvantages.

Unpacketed goods

Sometimes we cannot buy ready-packed goods from the supplier, because only unpacketed goods are available, a whole bag of rice, for instance, or a large box of biscuits or a drum of oil.

Even when factory-packed goods are available, some shop managers prefer to buy unpacketed goods. Why? Because the price is lower! Members appreciate it if the manager keeps the costs down.

But the manager has to compare the costs carefully before he decides which alternative is the best. Suppose that he buys rice in 50 kg bags. Then he must remember that he has an extra cost for the small paper bags he uses for the customers, and when he fills the bags there may be some LEAKAGE (that is the rice that is lost through spilling or overfilling the small bags).



Calculate the total cost for some product which you buy unpacketed from the supplier (e.g. sugar, rice, salt or beans).

Name of the product: \_\_\_\_\_

How much do you pay the supplier per kg? \_\_\_\_\_

Add the cost of one small paper bag + \_\_\_\_\_

Total cost for 1 kg = \_\_\_\_\_

Is the same product available from the supplier in ready-packed 1 kg bags? If so, what is the cost price for 1 kg?  
\_\_\_\_\_

Suppose that you have a leakage which amounts to 1% of the price when you handle the unpacketed goods. This will further reduce the difference between the two alternatives.

Are there any other costs involved which must be considered? Compare the two alternatives carefully.

How much is the total difference in cost between the factory-packed and the shop-packed product?  
\_\_\_\_\_

The manager must be able to select the best alternative. But it is not only a matter of choosing between factory-packed or unpacketed goods. If the manager prefers to buy unpacketed goods, it is also very important to select the best method for packing and delivery to the customers.

The manager may actually have to choose one of four different alternatives, such as in this example:

A Shop manager A buys rice in big bags from the supplier. She empties the bags into a metal container which protects the rice better. When the customers come to buy the rice, they bring their own small containers.



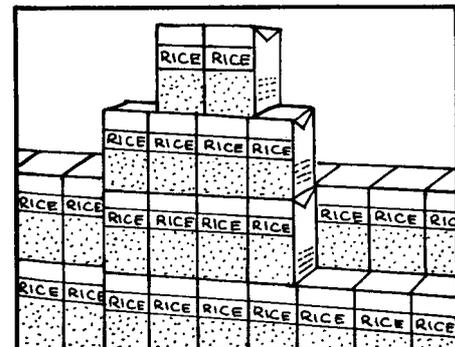
B Shop manager B buys rice in big bags, but she does not ask the customers to bring their own containers. When they ask for rice, she weighs the amount they want into small paper bags.



C Shop manager C buys rice in big bags but he then pre-packs it into small paper bags of commonly demanded weights. When customers buy rice, he gives them ready-packed paper bags.



D Shop manager D only buys factory-packed rice from the supplier. It is delivered in nice cardboard boxes.





Compare the alternatives described on page 6 and then answer the following questions.

- a) Which alternative would be cheapest for the customers? \_\_\_\_\_
- b) Which alternative is probably the most expensive for the customer? \_\_\_\_\_
- c) Which alternative is most practical for the shop personnel? \_\_\_\_\_
- d) Which alternative causes least leakage? \_\_\_\_\_
- e) Which two alternatives cause most leakage? \_\_\_\_\_



How do you pack the goods for your customers at present? Give some examples using the goods you sell in your shop.

These goods are packed by the manufacturer:

These goods are prepacked in the shop:

These goods are packed in the shop as the customer buys them:

These goods are not packed at all:

What you have read so far has given a background to the "packing problem". Let us sum up:

- Factory-packed goods - alternative d) on page 6 - are often the best alternative for both customers and shop staff. It saves work for the staff and waiting time for the customers.

But packages are not always available in suitable sizes, and may be expensive. Therefore we may prefer other alternative. (Compare your answer to the question on page 4.)

- Alternative a) is cheap for the co-operative and its members. We have a low cost for the unpacketed goods, and no cost for packing material. Every customer can get the quantity he wants. But there may be some leakage, and it is awkward for the customers to bring containers and for the staff to fill their containers.
- Alternative b) has an additional cost for paper bags, which will increase the price of rice or reduce the margin.
- Alternative c) offers some advantages: we can still buy cheap unpacketed goods, but the prepacking means that there will be less risk for leakage and customers will be served faster.

Now check your answers to the questions on page 7. Compare with the summary above.

The conclusion is that when we buy unpacketed goods from the suppliers, it is often better to organise prepacking, so that we have ready-made packets when the customers come to buy

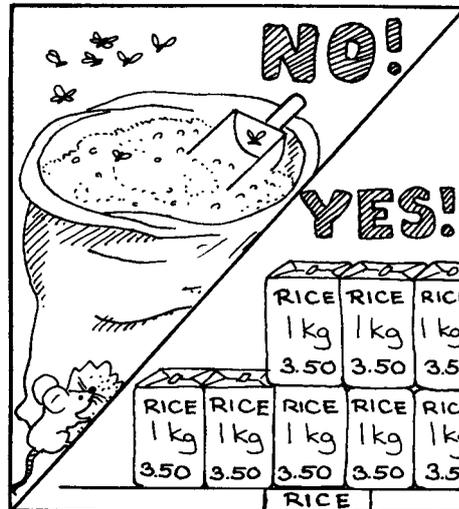
You will find more reasons for prepacking on the following two pages.

## WHY PREPACK?

### Better hygiene

Moisture, heat, insects, rats, etc., can easily destroy goods like flour, sugar and rice if they are kept in open bags. Even your hands can be hygienically unsafe. They are often in touch with various kinds of things, and maybe you do not always wash them in between different actions. If you handle paraffin and then weigh some flour, imagine how the flour might smell! Scoops and other tools used for various different goods are equally dangerous.

It is easy to avoid this problem and ensure that your customers receive clean goods. Once a bag has been opened, you should immediately pack all its contents into small packets, using clean hands and equipment. The small packets should then be securely closed and put on shelves - safe from dirty hands, tools and insects.



### Better service

Most customers appreciate quick service. In a counter-service shop the waiting time can be kept as short as possible if the goods are prepacked, and then the staff will have more time for other customer services. In self-service shops it is essential to have mainly prepacked goods, otherwise the whole idea of self-service would be ruined.



Better display

To make shopping easier for the customers, all goods should be properly displayed. This can only be done if the goods are pre-packed in suitable packets, ready for sale. The packet should tell what it contains, its weight and its price.



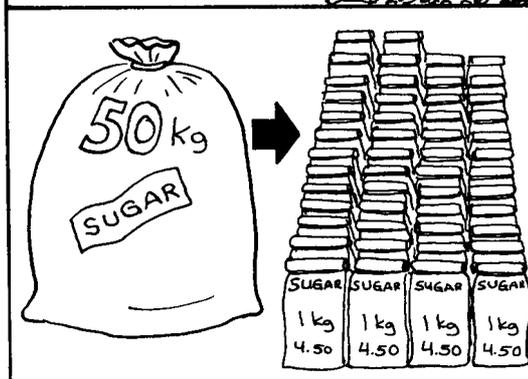
Better use of labour

In your shop you have some very busy hours and some which are very quiet. If the quiet hours are used for prepacking, the busy hours will be easier.



Less leakage

If you are weighing and packing while customers are waiting, you can become nervous and careless and spill or over-supply. This means a loss to the society. On the other hand, if you arrange for prepacking of large quantities during quiet hours, you can work more carefully and avoid leakage. If you are prepacking from a 50 kg bag of sugar, you can compare if you actually get 50 small 1 kg packets.





a) Three of the reasons for prepacking mentioned on pages 9 to 10 will help us to increase the sales. Which ones?

b) Two of the reasons will reduce the costs. Which ones?

Well, if prepacking helps us to increase sales and reduce costs, there is every reason for doing it.

The next question is - which goods should be prepacked?

## GOODS TO BE PREPACKED

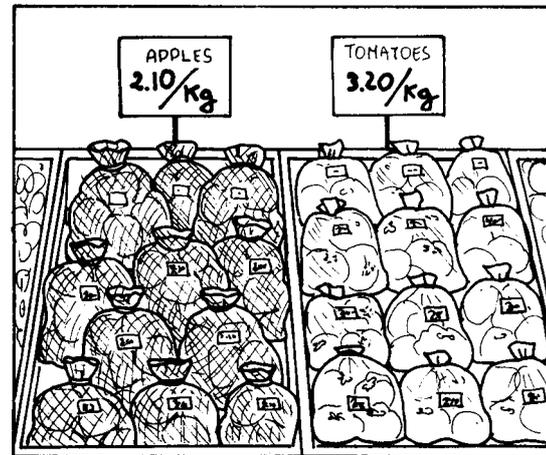
Sugar, rice, flour, grain,  
etc.

These goods may arrive from the wholesaler in heavy bags. Then they need to be prepacked into small bags of suitable sizes.



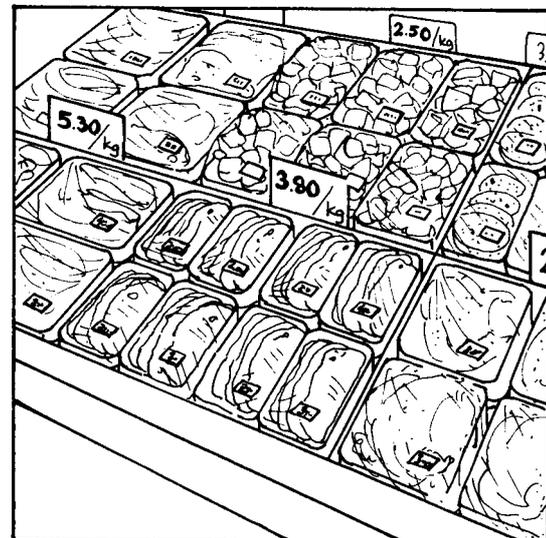
Vegetables and fruit

In self-service shops it is often more practical to prepack some fruit and vegetables too.



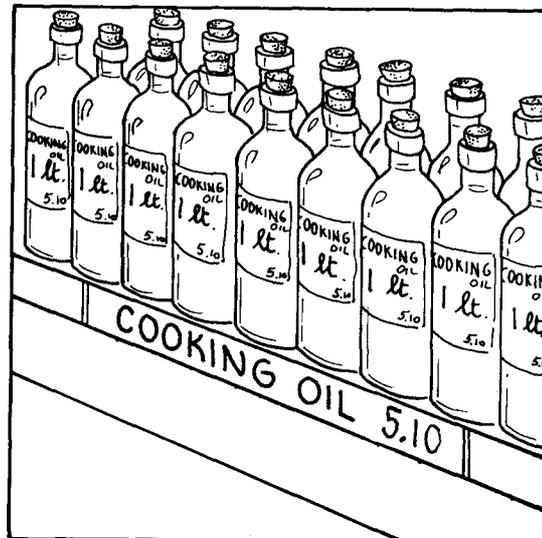
Meat and cheese

Meat can be prepacked into plastic packets of suitable sizes. This will save a lot of time during the rush hours, and it will protect the meat against insects. To protect cheese from drying up, it can be cut piece by piece and then the cut area can be covered with a plastic film. However, prepacking in plastic packets is a good alternative.



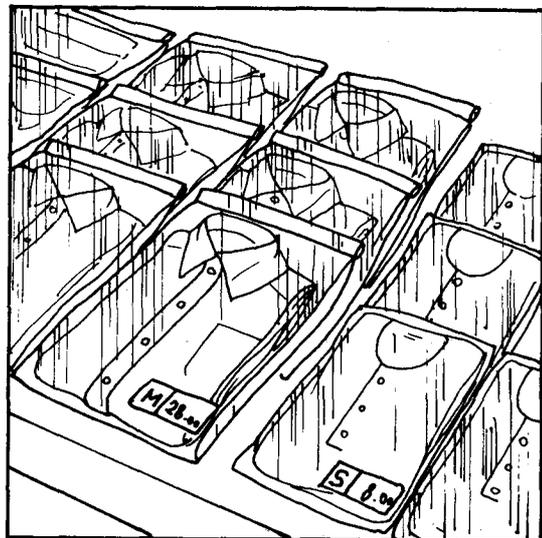
### Liquids

Some liquids are delivered in barrels or drums, for instance cooking oil. It is a nuisance to fill bottles while customers wait. Therefore, bottles of suitable sizes could be filled in advance.



### Non foodstuffs

Clothes, such as shirts, socks, underwear, etc., need protection from dirt and dust. Plastic bags are suitable, as they allow the customers to see the goods.



These are the most common articles which need to be prepacked. Depending on the stock range in your shop, there may be other things which need prepacking.

## WORKING SPACE

### A fixed place

The best idea is to have a fixed place for prepacking.

If you work in a small shop, you may only have one set of scales which you need in the selling area when you serve the customers certain goods. If this is the case, you might do the prepacking where the scale is placed, rather than moving it to the storeroom.

But normally you should arrange a convenient place for weighing and prepacking in the storeroom or in a special working room, if there is one.

Even if you work alone in a small shop, you can still do the prepacking in the storeroom, but from a position where you can watch the shop.

### A working table

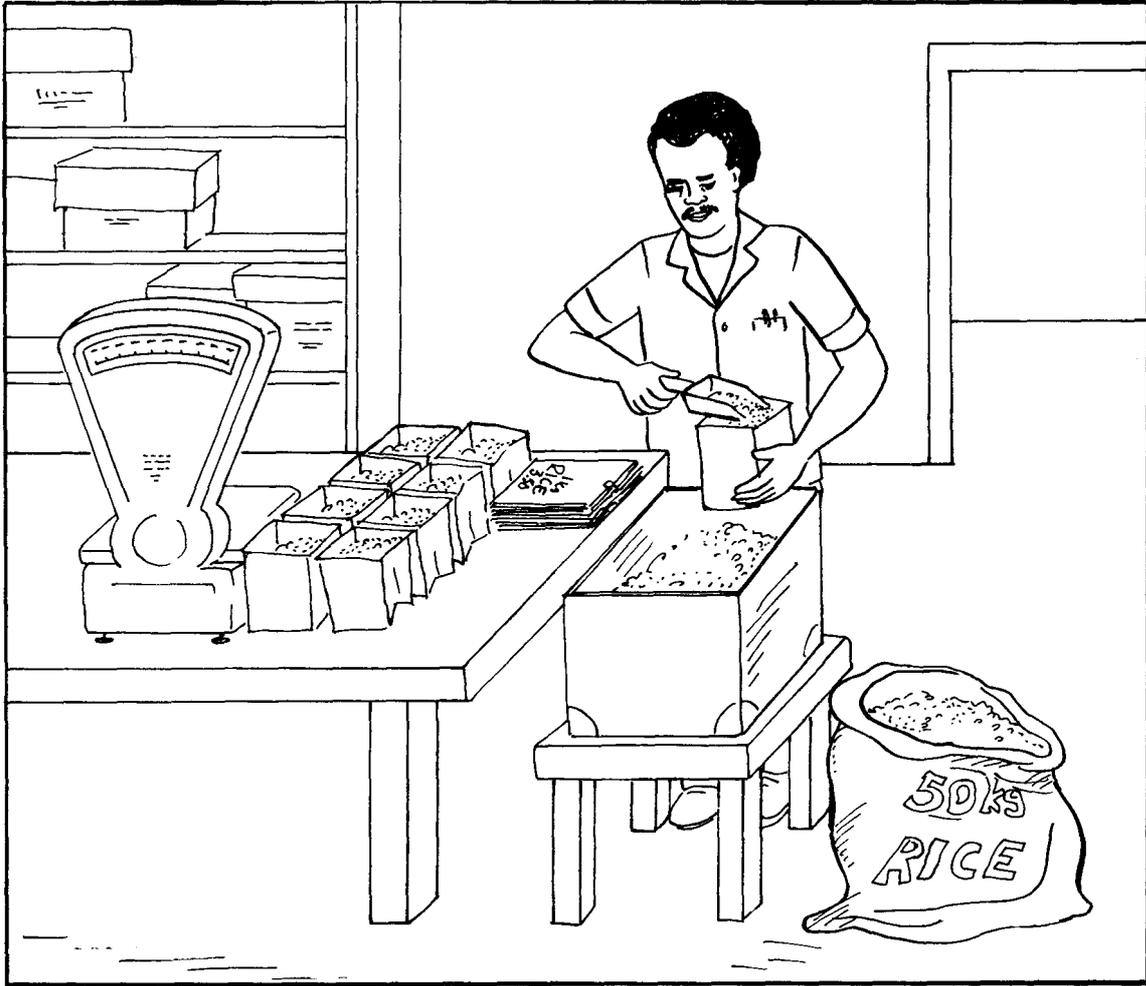
It is very important to have a proper working table that is big enough for the weighing and packing.

The table must be sturdy and of comfortable height, so that you do not hurt your back.

The table top should have a hard surface (e.g. formica) which is easy to keep clean, and on which you can use knives and other tools.

Close to the working table you will need a platform so that the bag can be placed at a comfortable working height.

The work will be easier if you have a big container on the platform in which you can empty the contents of the bag.



Describe the place you use for prepacking in your shop. What are its advantages and disadvantages?

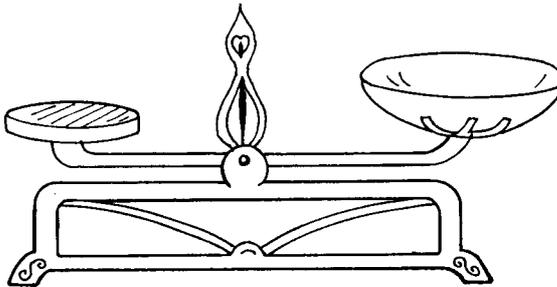
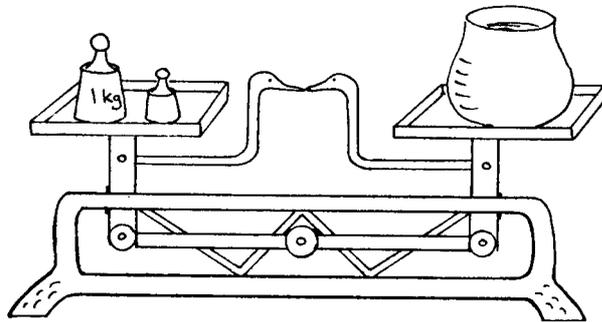
# EQUIPMENT

## Weighing machines

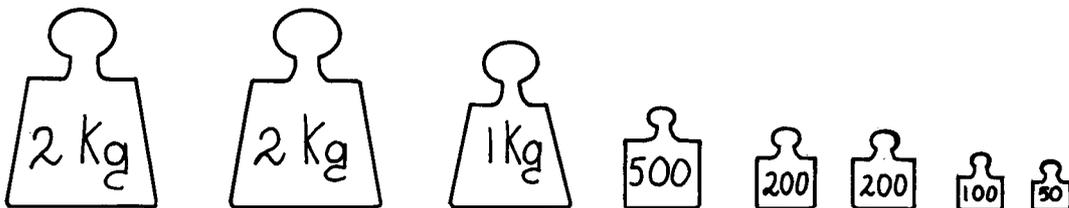
First of all, we need good scales. There are several types, the most common of which will be described here.

## The Balance Scale

The balance scale is the most common, the cheapest and the least complicated. It consists of two pans or trays which should balance. One pan is used for the goods and the other for the weights. This type of scale is most suitable for weighing predecided quantities.

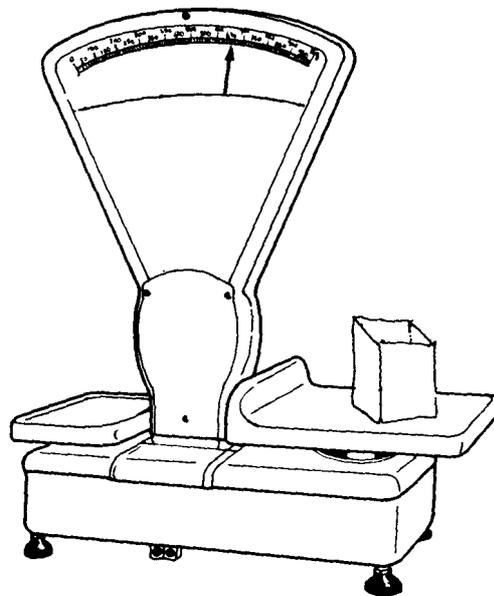
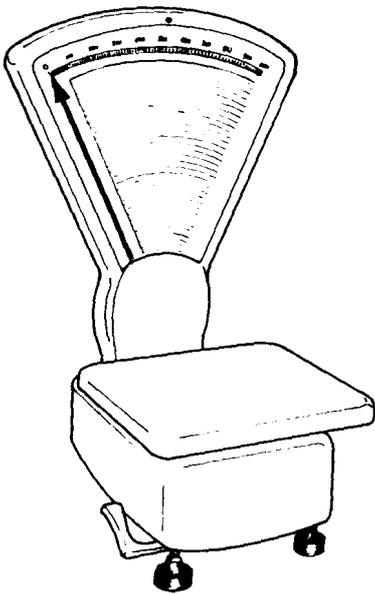


You need a complete set of weights for the scale, so that you can balance any desired amount of goods.



The Pendulum Scale (The "Fan Scale")

This type of weighing machine allows you to weigh small quantities without using any weights. A pendulum-pointer shows the actual weight directly on a scale. This is very good when you weigh odd quantities.

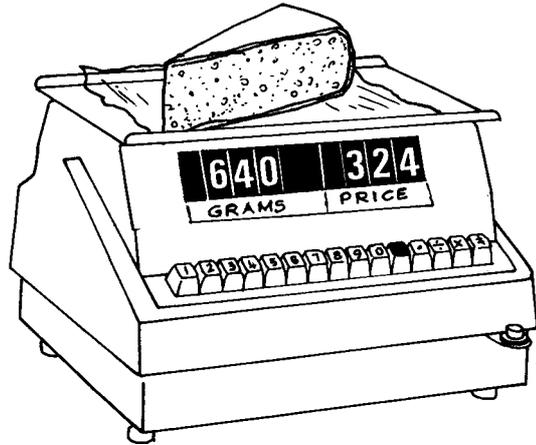


There is a special model which has a small pan for extra weights. This makes it possible to weigh heavier goods. For instance, if you put 1 kg on the weight pan, and the scale reads 600 g, then the weight of the goods is 1.6 kg.

Other models have extra built-in weights so that you only have to turn a handle or a knob when you want to weigh heavier things.

### Electronic scales

Modern electronic scales are very easy to use. When you put the goods on the pan, you can read the weight in clear figures in the display window. If you register the price per kilogramme on the keyboard, the display will automatically show the price of the goods on the pan.



Some models will also print a little price tag with the same information.

BETA COOP		
Weight	Per kg	Price
640	5.06	3.24

This type of weighing machine helps us to give quick service and better information to our customers. But before we buy one we must know:

- 1) if we can afford it and if it is worth the money;
- 2) if there is adequate power supply;
- 3) if quick and reliable repair service is available (particularly machines with printers need regular maintenance).

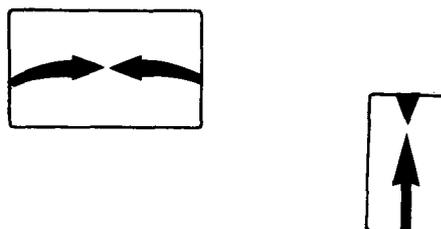
### Balancing the scale

To show correct weight, a scale must be placed on a steady table or counter and balanced in an absolutely level position. Usually that position can be adjusted with screws that

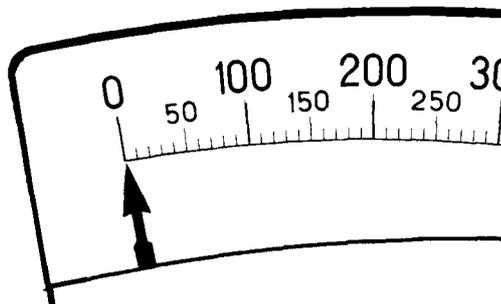
raise or lower one side of the scale. On some machines you may find a built-in water level to make adjustment easier.

How can you be sure that the scale is properly balanced before you start weighing?

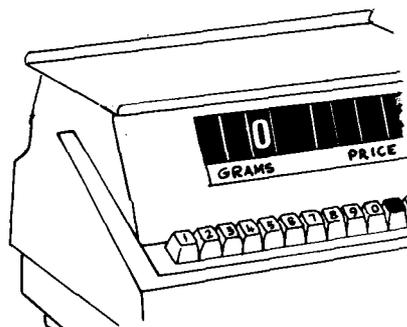
On a balance scale, the two empty pans will stop exactly at the same level. You can easily see that on the pointers which follow the movement of the pans.



On a pendulum scale, the pointer will stop exactly at zero.



An electronic scale will show exactly "zero". (You may first have to press a special key.)



As soon as a scale is moved a little or its pans get dirty, the balance is likely to be disturbed. It might be necessary to adjust and clean the scale several times a day. Make it a habit to always check the balance before weighing.

### Tare

A customer wants to buy half a kilogramme of syrup. She has brought a glass jar for you to fill. You have the syrup in a large can.

First you put the empty glass jar on the scale pan. You can see that it weighs 120 grammes. This means you must add syrup until the scale indicates 620 grammes.  $620 \text{ g} - 120 \text{ g} = 500 \text{ g}$ . Now you have half a kilogramme.

We call the weight of the goods + the container the GROSS WEIGHT (620 g in this case). The weight of the goods alone is called the NET WEIGHT (500 g). The weight of the container is called TARE (120 g). It is very important for shop assistants to consider the tare. Otherwise, the customers will be charged for the weight of the container, too.

Some electronic scales will automatically adjust for the tare when you press a special key after you put the empty container on the pan. A warning light will remind you to re-set the scale afterwards.

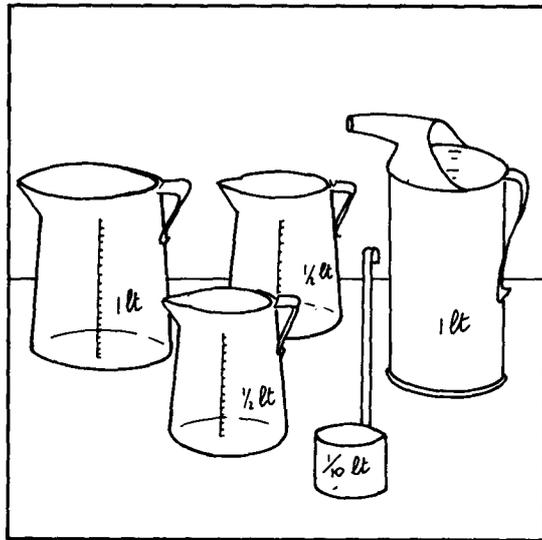


What is the easiest way to adjust the scale for the tare of a bottle when you use a balance scale like the one shown on page 16?

Take a look at the scale in your shop. Has it got an adjustment screw or an in-built water level? Describe how to check and adjust the position of the scale.

Measures

If you are selling liquid from large containers you must either know the volume of the bottles you are filling or you will need a set of measures. To make sure that you do not contaminate the goods you will need separate measures for various types of liquids, like paraffin and cooking oil.



**?** Make a list of the measures you need in your shop. Which goods will you use the various measures on your list for?

Type, volume or length	Number you need	To be used for

Control of weights and measures

It is very important that the members can rely on your weights and measures. The Law says that scales, weights and measures shall be checked regularly by an Authority. The authority has the right to come and check them at any time, without warning.

Weights and measures can become worn out or damaged and this may change their weight or volume. Make sure they do not get damaged. Keep them clean. Dirt on a weight makes it heavier, and you will give overweight.

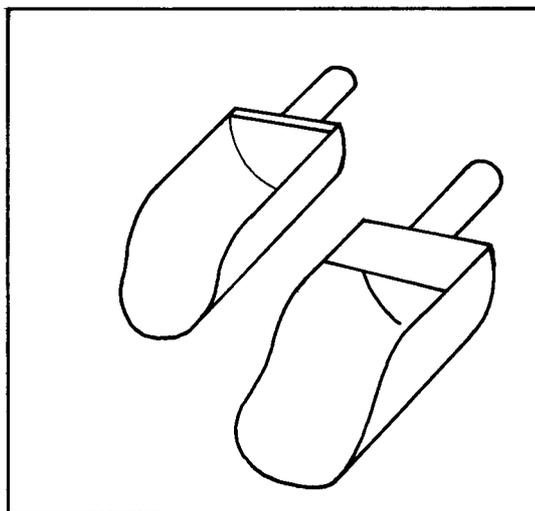


Which Authority is in charge of the control of weights and measures?

How often should the equipment be checked?

### Scoops

Scoops are used for filling sugar, rice, flour, etc., into small bags. You will need one or more scoops for each type of goods so that you cannot contaminate the goods. You must still clean the scoops often. Make sure they are properly dried afterwards. Then you do not wet the goods.



### Packing material

Paper, paper bags, plastic bags and plastic film are normally used for packing the goods. Let us compare the two materials:

Paper - It is easy to write on paper (weight, contents, price) and we can close the paper bag by folding the top.

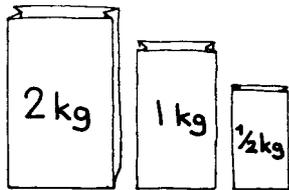
Plastic - It is normally stronger than paper and we can see the contents inside, but we need something to close it with (cellotape, rubber bands or special seal clips).

# PREPACKING TECHNIQUES

The actual procedure depends on the type of goods, but there are some common **general** rules:

## GENERAL RULES

① Decide packet sizes



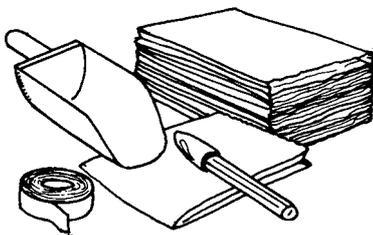
You know from experience how much the customers usually buy of each type of goods. Decide how many bags you should pack with 1/2 kg, 1 kg, 2 kg, etc.

② Prepare the working space



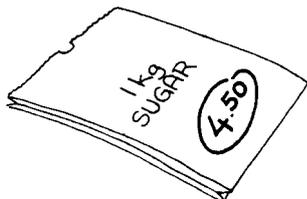
Clear the table. Remove all items not needed. Clean the table so that the goods are not contaminated or the bags stained. Check to be sure that both scale and weights are clean and that nothing interferes with the pan of the scale.

③ Check the equipment



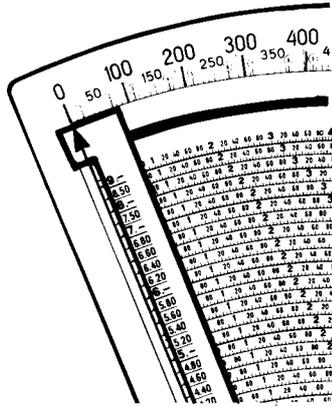
Make sure all the things you need are available: bags of the right sizes, measures, felt pens, etc.

④ Check the price



Make sure that you know the correct price. Calculate the price per packet.

5 Balance the scale



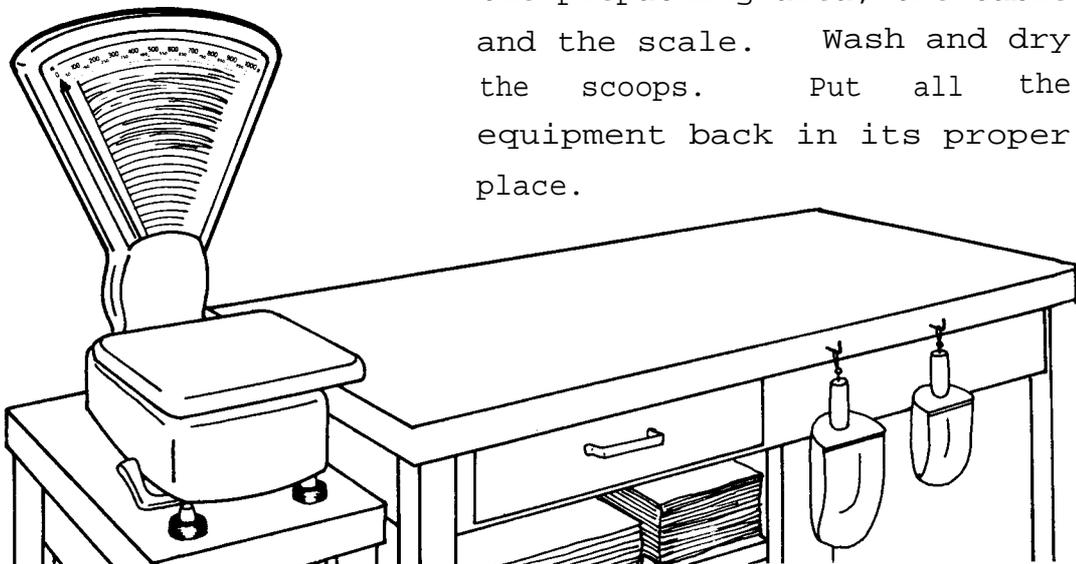
If using heavy packing material, you should put an empty packet on the scale pan while balancing. Then the tare will not be included, but the scale will show the net weight of the goods.

6 Empty the entire bulk package



Try to pack all the contents of any bag that you open. Reseal the bag if you cannot finish packing all its contents. (It might be more convenient to empty the bag into a clean container, from which you then fill the smaller bags.)

7 Clean up

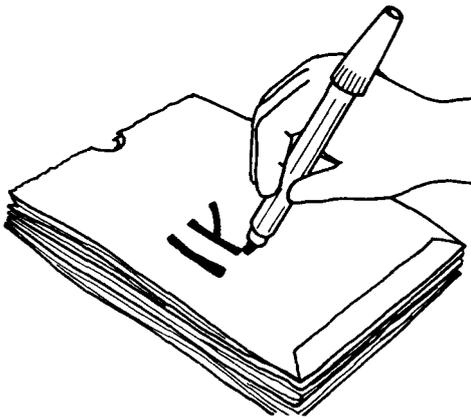


When you finish the work, clean the prepacking area, the table and the scale. Wash and dry the scoops. Put all the equipment back in its proper place.

DRY FOOD

Sugar, flour, rice, beans, peas and similar "dry foods" are the most common goods that are prepacked in the shop. When you pack these things, remember the general rules (see pages 23-24). Then, follow the work procedure described below:

① Mark the bags



If using paper bags, it is easier to mark them with contents, quantity and price when they are flat on the table, before you fill them. Plastic bags are best marked with a felt pen; a pencil or ballpoint might damage them.

② Prefill the bags



Now fill up the bags you have just marked - to just below the actual weight. (You should be able to do this without using a scale. You will learn through experience how much a "scoopful" weighs.) Keep the bags over the container when filling them, in case you spill anything.

If you have enough space, "prefill" several bags at a time. You will work more efficiently if you do these repetitive actions without any interruption for weighing, etc.

3 Weigh



Now it is time to put the bags on the scale, one by one. Have some goods in the scoop and slowly fill up to the correct weight.

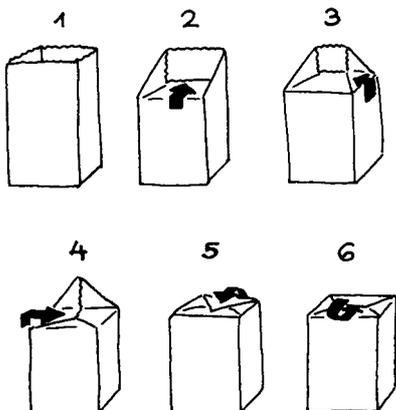
Remember - giving underweight means cheating a customer and giving overweight means that one customer will gain at the expense of all the other customers/members.

To work faster, do not close the bags until you have weighed a number of them. If you weigh and close each bag, one by one, it means that you will have to put down the scoop and then pick it up again, which takes more time.



When you have weighed a bag, put it on the other side of the scale or in another place where it will not be mixed up with the unweighed bags.

4 Close the bags



To close paper bags, fold as pictured and seal with a piece of tape. To close plastic bags, press out the air and fold the top twice. Use a rubber band instead of tape to seal them so they can be opened without tearing.

5 Put the ready packets in a box

Place the ready packets in a box or on a trolley so that they can easily be moved into the selling area (or the storeroom).



6 Fill the shelves

Remove the old packets on the shelf in the shop. Clean the shelf and fill it up with the new packets. Put the old packets in front of the new ones so that they are sold first.



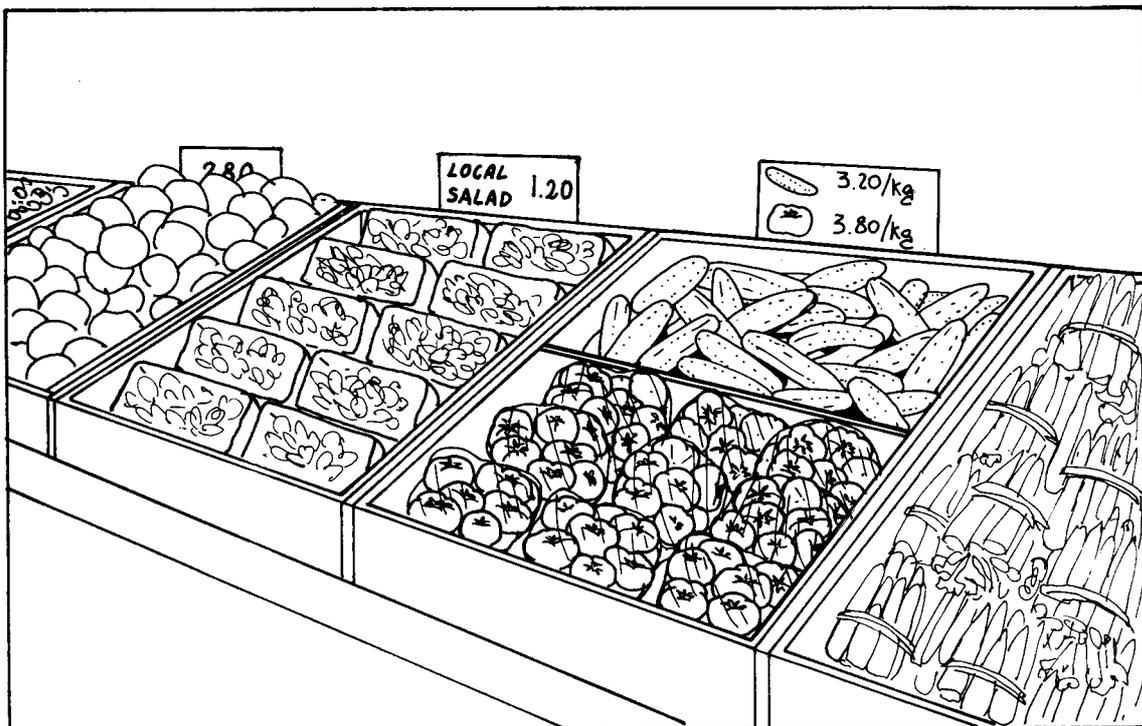
If there is a price label on the shelf, check it. It may give the price for 1 kg and now you have placed 2 kg bags on the shelf.

Check the display. Does it look nice and tidy? Are all the bags intact and properly closed?

## FRESH FOOD

Prepacking of fresh food differs in some respects from that of dry food.

- a) You cannot always pack fresh food in even quantities. You cannot cut exactly 200 g of cheese or 1/2 kg of meat . . . . so you pack pieces of a suitable size. Then you calculate the price.
- b) It is very important to select suitable packing material. Customers often want to be able to see the contents, and that means that you have to use transparent plastic.
- c) Even though you prepack most of the fresh foodstuffs, some customers may not find what they need among the prepacked goods and then you will have to serve them personally. This is also common in self-service shops.
- d) Goods which can go bad quickly ("perishable goods") need special attention. It is necessary to check the packets several times a day. Remove goods which have gone bad immediately.

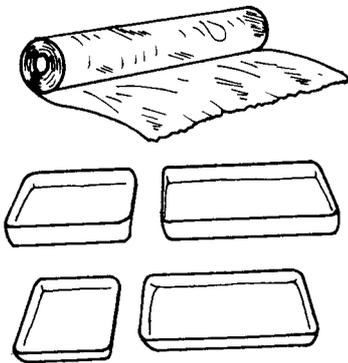


## Meat

In this Element we will not try to teach you how to cut meat properly. Thorough training and long experience is needed to master this skill. If it is done badly both customer service and shop economy will suffer.

If you do sell meat in your shop, and it has been professionally cut into nice pieces, then you may want to pack it so that the customers can serve themselves. The packing procedure is as follows:

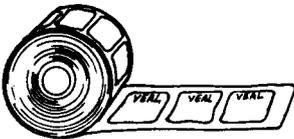
### ① Select proper packing material



Transparent stretch film is suitable. It is available in rolls. Plastic bags can be used for some meat products.

You may need plastic or cardboard trays to lay the meat on. They help to display the meat attractively. They also provide a firm surface on which a heat seal can be made without any danger of burning the meat.

### ② Prepare price labels



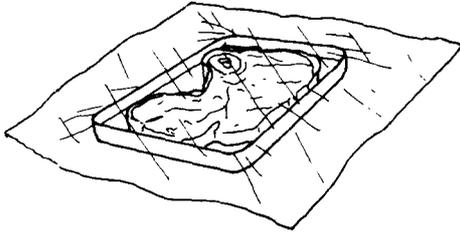
Use adhesive labels. If needed, prepare them with information about the goods you will pack.

### ③ Pack the meat



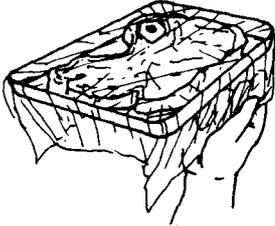
A few things to remember:

- Never try to cheat the customers and use a tray to hide a part of the meat that is bad or unattractive.



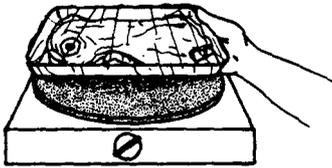
- Use the right sizes of trays and boards - preferably shallow ones.

- Cut off a piece of film, which is a little more than double the size of the packet.



- Put the film around the packet.

- To seal it you may "weld" the film by holding it against a hot plate.



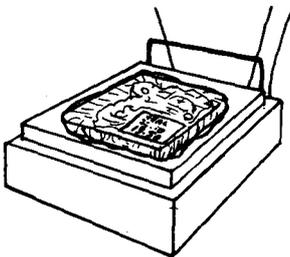
- Do not squeeze red meat with the film - it makes the cut bleed and lose colour.

④ Weigh and label the packets

Weigh the packets one by one and do not forget the tare.

Find the price and mark the label with it.

Place the label on the packet immediately.



### Eggs

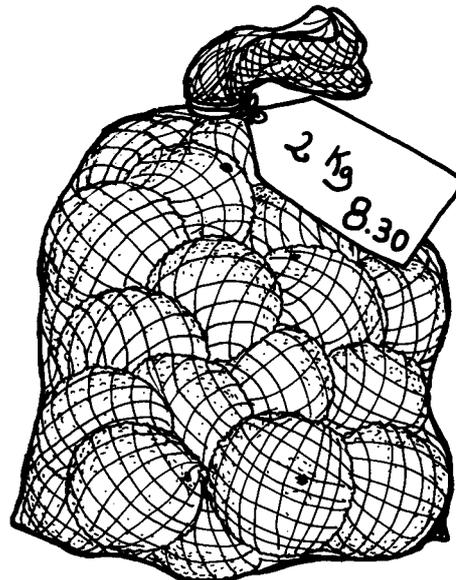
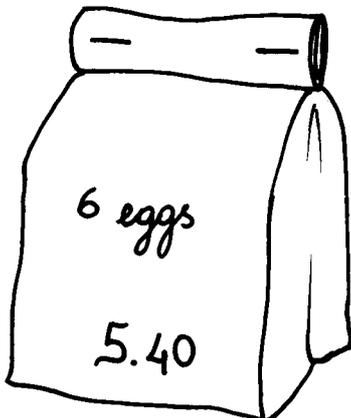
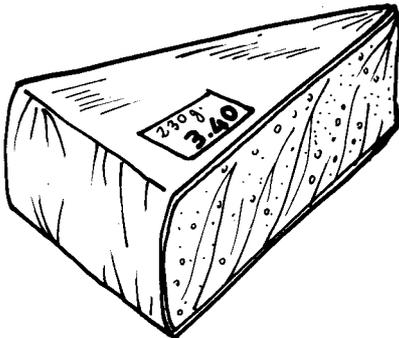
There are egg trays and containers which protect the eggs and prevent them from breaking. If you want to prepack eggs in smaller quantities in a cheaper material, use newspaper or solid paper bags. If you find it difficult to close the bags by folding them, use staples.

### Cheese

Cheese should be cut into pieces of different sizes, according to demand. Transparent film is ideal for packing cheese.

### Fruit and vegetables

The customers like to check the quality of certain goods (e.g. tomatoes) before buying them. Transparent bags, a type of net bag or, otherwise, strong paper bags could be used.

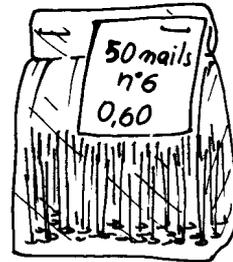


## NON FOOD

### Hardware

Nails and screws are types of hardware which are sometimes prepacked in the shop. Some shops buy crates that contain thousands of nails because they cost less than factory-packed packages. They then prepack small parcels that contain 25, 50, 100 or more, if it is necessary. Even the smaller factory-packed boxes may contain too many nails for the customers. A few boxes can be split up into still smaller ones, in this case.

Paper or plastic bags can be used to prepack the nails. The type of nail, quantity and price should be marked on each packet.



You intend to pack all the nails from a crate into small packets that contain 200 each. What is the fastest way of doing this?

### Clothes

As clothes that become dirty in the shop are not very attractive to customers, transparent plastic bags could be used for socks, shirts, shorts, etc., to protect them from dust and dirty hands. The bags should also be marked with the price and size. In this way the customer can see the article, its price and size and does not have to open the bag.

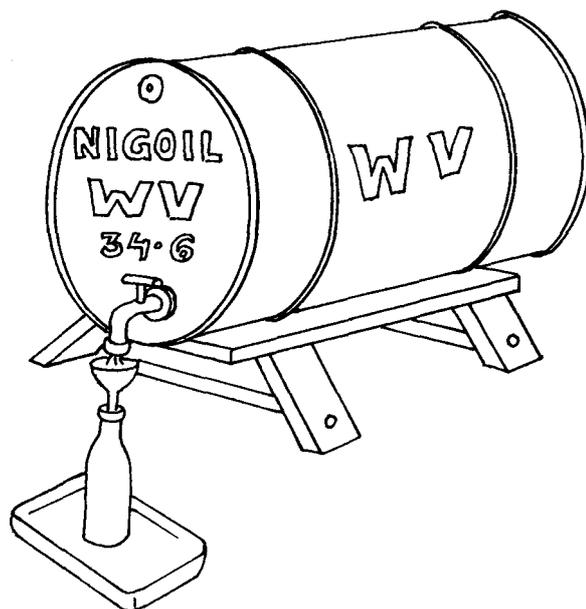
Of course, the articles may be taken out of the bags to show them fully, but make sure that they are folded properly before they are put back into the bags.

## LIQUIDS

Liquids that are delivered to the shop in drums or big cans could be "prepacked" into small bottles.

Special utensils are needed to fill the bottles: Measures, funnels, bottles and corks, adhesive labels, a spill tray and perhaps a pump. This is how you do it:

- Check that the bottles are clean and do not smell from any previous contents. If possible, use different types of bottles for edible oils and petrol products, to avoid accidents.
- Fill the bottles directly from the pump, or tap. If you use standard sized bottles you do not need to measure them. Use a funnel to prevent spillage, but keep a tray or similar device below the bottle in case you do spill some. Spillage will cause losses, smells and is unhygienic. It may even cause a fire.
- Wipe the bottles and apply the adhesive price labels.



Remember that glass bottles have a price and that you cannot give them away free. Therefore, customers must pay a deposit. Then you pay it back when they return the bottle. Another method is to bring an exchange bottle.



## CHECK-OUT

To prove to yourself that you have fully understood this Element, you should now go through the following questions. Mark what you think is the right answer to each question. If you have problems with a particular question, go back and read the corresponding chapter again. Your teacher will check your answers later.

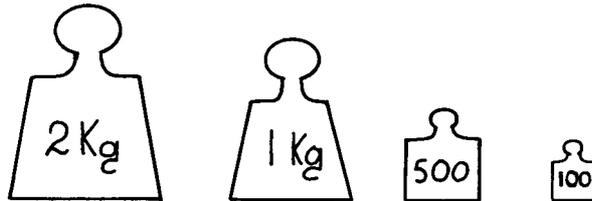


- 1 What does the word "prepacking" mean?
  - a That the customers bring their own containers.
  - b That the attendant packs the goods when selling.
  - c That the goods have been packed before they are displayed.
  
- 2 Which of the following is a good reason for prepacking?
  - a It reduces leakage.
  - b It keeps the staff busy.
  - c It is customary in retail shops.
  
- 3 Which goods should be prepacked?
  - a Foodstuffs only.
  - b Perishables only.
  - c Any goods for which prepacking helps staff and customers.
  
- 4 What happens when you spill some foodstuffs on the floor when you weigh them?
  - a Leakage will increase.
  - b Leakage will not be affected.
  - c Leakage will be reduced.
  
- 5 What happens if you put too much in the bags when you prepack them?
  - a Leakage will not be affected.
  - b Leakage will increase and the shop will lose.
  - c Nobody will lose.

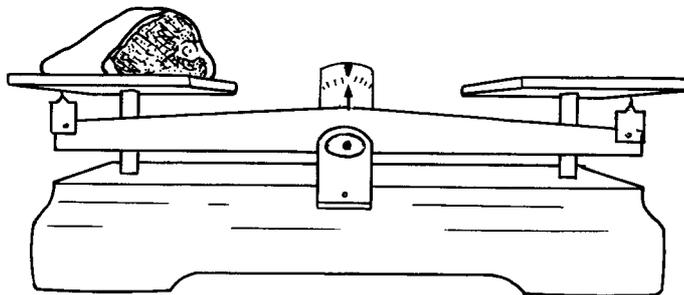
- 6 When should the information be written on the paper bags?
- a After the bags are closed.
  - b When the bags have been placed on the shelf.
  - c Before the bags have been filled.
- 7 Why is there a water level on some weighing machines?
- a It is required by law.
  - b It is a manufacturer's brand mark.
  - c It indicates when the scale is properly levelled.
- 8 What will happen if the scale pointer shows less than "0" when there is nothing on the pan?
- a You will charge the customers too much.
  - b You will charge the customers too little.
  - c You will charge correctly.
- 9 Which is the best material to prepack clothes in?
- a White paper.
  - b Brown paper.
  - c Transparent plastic.
- 10 What should be used to mark plastic bags?
- a Pencil.
  - b Ballpoint pen.
  - c Felt pen.
- 11 How do you refill the shelves in a shop?
- a The new packets are placed in front of the old ones.
  - b The new packets are placed behind the old ones.
  - c The new packets are mixed with the old ones.
- 12 What is the name for the allowance made for the weight of the container in which goods are prepacked?
- a Fare.
  - b Tare.
  - c Ware.

13. And finally, some brain-teasers for you. (You may run into this kind of tricky situation if you don't have enough weights for the scale in your shop!)

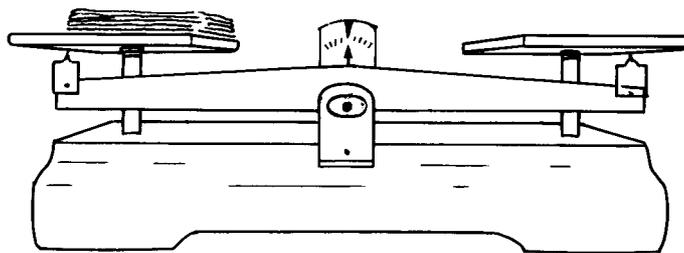
- a) You have a balance scale, a piece of meat, and only the following weights:



You find that the meat weighs 2.4 kg. Show below how you placed the weights on the scale.



- b) A customer asks for 400 grammes of sliced ham. Show how you would use the scales if you had the same weights as above.



- c) Assume a customer asks for 200 grammes. What would you do then?

## COMPLEMENTARY EXERCISES

To complete your studies of this topic you should take part in some of the following exercises which will be organised by your teacher.

### Practical Group Assignments in a Shop

#### 1 Prepacking Exercises

One group shows the other groups how prepacking is done. They should prepare beforehand.

The other groups comment on the organisation, the equipment and the work procedure that is demonstrated. Ideas of how the procedure could be improved are discussed.

#### 2 The Prepacking Area

Study the area reserved for prepacking in the shop. Work out a report on how the area could be improved for prepacking.

#### 3 Work Time Study

Study how long it takes a salesman in a counter-service shop to bring the customer some goods which have not been prepacked. (For instance 2 kg of rice and 1/2 kg of salt.) Study how far he has to walk in the shop to weigh, pack and serve these things. Compare this situation to a situation where these goods have been prepacked and are available close to the counter.

### Group Discussion

#### 4 "Remember"

You decide to put a poster that says "REMEMBER" in the prepacking area of your shop. What would you put on it? The poster should help all staff involved in the prepacking to remember a few very important matters that concern their job. Discuss what you would include on the poster, and how to word it so that it becomes an effective reminder.

Compare the ideas of the various groups. Select the best one and produce the poster for everyone to take home and put up in his/her shop.

## MATCOM TRAINING MATERIAL

MATCOM has published the following "Learning Elements" for staff, managers and committee members of consumer co-operatives:

BASIC ECONOMICS OF A CONSUMER CO-OPERATIVE	92-2-105729-1
PLANNING AND CONTROLLING THE BUSINESS	92-2-102222-6
CASH AND STOCK MANAGEMENT	92-2-105046-7
PRICING	92-2-103028-8
BUILDINGS AND EQUIPMENT FOR SMALL SHOPS	92-2-102177-7
BASIC RULES FOR THE DISPLAY OF GOODS	92-2-102067-3
THE DISPLAY OF GOODS IN SELF-SERVICE SHOPS	92-2-102081-9
EASY LETTERING FOR SIGNS AND POSTERS	92-2-103330-9
THE STOCK RANGE	92-2-103089-X
ORDERING GOODS	92-2-103088-1
RECEIPT OF GOODS	92-2-102437-7
SHOP HYGIENE	92-2-103692-8
FOOD SPOILAGE AND PRESERVATION	92-2-103693-6
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CASH CONTROL USING A CASH REGISTER	92-1-102436-9
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STOCK CONTROL RECORDS	92-2-102774-0
STOCK-TAKING	92-2-105731-3
WORK ORGANISATION AND STAFF MANAGEMENT	92-2-103268-X

For instructors, the following material is available:

TRAINER'S NOTES - A booklet comprising notes for the instructor on the use of the above "Learning Elements".

92-2-105151-X

RETAIL MANAGEMENT - A complete 2-week course presented in a "Trainer's Manual" (ringbinder). For each session there is a session-guide for the trainer and a copy of each case-study and other hand-outs for the trainees.

92-2-105490-X

Inquiries and orders for MATCOM training material should be sent to:

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