

# Shelf Stacker interview questions

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## What to expect

Interviews for shelf stacker roles are usually practical and straightforward. Employers want to know you can work quickly and safely, follow instructions and be reliable. Questions often focus on your availability, your ability to handle physical tasks and how you would handle common in-store situations.

- **Process questions:** These ask how you approach routine tasks like replenishing shelves, rotating stock or using equipment. They check you understand the steps and can work efficiently.
- **Behavioural questions:** These ask for examples from your past work or study. They look at teamwork, reliability and how you handle busy periods or challenges.
- **Scenario questions:** These put you in a hypothetical situation, such as spotting a wrong price or a customer asking for help. They test your judgement and customer service instincts.
- **Safety questions:** These focus on manual handling, WHS and keeping the shop floor safe. They confirm you know how to lift, move and store stock without hurting yourself or others.
- **Technical questions:** These ask about specific tools like RF scanners, pallet jacks or planograms. They check you can use the equipment and follow merchandising instructions.

Typically you will have a single interview with a store manager or supervisor. It may start with a short chat about your availability and previous experience, then move to scenario and safety questions. Some employers include a brief practical trial or a walk through the store to see how you handle stock.

## 1. Tell me about a time you had to work quickly to get stock on the shelves during a busy period.

### Why they ask

This behavioural question checks whether you can stay calm, prioritise and keep shelves full when the store is busy. Employers want to see you can work at a fast pace without making mistakes.

### How to structure your answer

Use STAR: describe the Situation (busy period), the Task (replenish shelves quickly), the Action (how you organised yourself, what you did first, how you used equipment) and the Result (shelves filled, customers served, no safety issues).

### Example answer

*"During a weekend sale at a supermarket, a delivery arrived late and the aisles were already busy. I was asked to prioritise the most popular lines. I grabbed a pallet jack and RF scanner, checked the planogram for the fast-moving items, and worked from the busiest aisle outwards. I left the heavier pallets for when a colleague could help. By the time the lunch rush hit, the key shelves were full and I had kept the aisles clear. My supervisor said the store looked good despite the late delivery."*

## 2. What would you do if you noticed a shelf label showing the wrong price?

### Why they ask

This scenario question tests your attention to detail and how you handle a common retail issue. It shows whether you understand price integrity and customer service.

### How to structure your answer

Walk through your judgement step by step: notice the issue, check the correct price, fix or report it, and think about the customer impact.

### Example answer

*"First I would double-check the label against the product and the current promotional information. If I could confirm it was wrong, I would remove or cover the incorrect label straight away so customers are not misled. Then I would let my supervisor know so the price can be corrected in the system and a new label printed. If a customer had already picked up the item, I would explain the correct price politely and let them decide. I would also check nearby labels for the same mistake."*

### **3. How do you make sure you rotate stock correctly?**

#### **Why they ask**

This technical question checks whether you understand stock rotation, which is critical for reducing waste and keeping products fresh. It shows you can follow a routine and pay attention to dates.

#### **How to structure your answer**

Give a clear walk-through of your method: check dates, move older stock forward, put new stock behind, remove anything expired.

#### **Example answer**

*"When I fill a shelf, I always check the dates on the products already there. I pull the older items to the front and place the newer stock behind them. If I find anything expired or damaged, I remove it from the shelf and put it aside for the correct disposal or return process. I also make sure the shelf is clean before I put new stock out. I do this for every product, even if it takes a little longer, because it keeps quality high and reduces waste."*

### **4. Can you describe your experience using an RF scanner and a pallet jack?**

#### **Why they ask**

This technical question checks your familiarity with common tools. Even if you have limited experience, employers want to know you can learn safely and use equipment correctly.

#### **How to structure your answer**

Describe each tool separately, what you used it for, and how you stayed safe. If you have no experience, say so and explain how you would learn.

#### **Example answer**

*"I have used a handheld RF scanner to check stock levels, locate products and confirm prices. I would scan the barcode, read the screen to see where the item belonged, and update the count if needed. With pallet jacks, I have moved pallets from the delivery area to the shop floor. I always check the pallet is stable, pump the jack slowly and keep the load low. I also make sure the path is clear and I never lift more than I can handle safely. If I have not used a particular model before, I ask for a quick demonstration."*

### **5. Give me an example of a time you worked as part of a team to complete a task.**

#### **Why they ask**

This behavioural question looks at teamwork. Shelf stackers often work alongside other staff, and employers want to know you can cooperate and communicate.

#### **How to structure your answer**

Use STAR: Situation (team task), Task (what needed doing), Action (your role, how you communicated, how you helped others), Result (task completed, team worked well).

#### **Example answer**

*"At a previous store, a large delivery arrived just before closing and we had to get it all onto the floor before we could leave. My colleagues and I split up: one person unpacked, two of us filled shelves, and another checked dates. I suggested we focus on the refrigerated items first so they would not spoil. I kept checking with the others to see if they needed help with heavy boxes. We finished the whole delivery in good time and left the store ready for the morning. It felt good to get it done"*

together.”

## **6. What does safe manual handling mean to you in this role?**

### **Why they ask**

This safety question confirms you understand WHS and can protect yourself and others. It is important because shelf stacking involves lifting, bending and moving stock.

### **How to structure your answer**

Define safe manual handling in your own words, then give examples of how you apply it, such as bending your knees, keeping loads close, asking for help and keeping walkways clear.

### **Example answer**

*“Safe manual handling means using your body properly so you do not hurt your back or drop things on yourself or others. In practice, I bend my knees and keep my back straight when lifting, hold boxes close to my body and never twist while carrying something heavy. If a box is too heavy or awkward, I ask a colleague for help or use a trolley. I also keep aisles and storage areas clear of trip hazards, and I report any spills or damaged shelving straight away. Safety is part of every task, not just the big lifts.”*