

Warehouse Storeperson interview questions

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What to expect

Interviews for Warehouse Storeperson roles usually check three things: can you follow a checking and stock process correctly, can you operate equipment and handle physical demands safely, and can you keep a level head when things get busy or go wrong. Expect a practical, no-frills conversation rather than a heavily formal panel.

- **Process:** Questions asking you to walk through a standard task, like receiving stock or picking an order, in the order you'd actually do it.
- **Behavioural:** Past-experience questions about how you've handled discrepancies, mistakes or teamwork situations on the job.
- **Safety:** Questions testing your understanding of WHS obligations and how you'd respond to unsafe behaviour or conditions.
- **Scenario:** Hypothetical situations, such as competing priorities during peak dispatch, to see how you make decisions under pressure.
- **Technical:** Direct questions about equipment checks, licences and warehouse management system use.

Most interviews open with a couple of questions about your licences, availability and physical fitness for the role, move into process and behavioural questions about your day-to-day experience, then finish with one or two scenario or safety questions before you're given a chance to ask about shift patterns, equipment and team structure.

1. Walk me through how you'd receive and check an incoming shipment against the paperwork.

Why they ask

This checks whether you understand the core receiving process and won't skip verification steps under time pressure.

How to structure your answer

Answer as a step-by-step walkthrough, in the order tasks actually happen: unloading, checking documentation against physical goods, flagging discrepancies, then putting stock away.

Example answer

"When a delivery arrives, I first check the driver's paperwork against the purchase order to confirm it's the right shipment. As we unload, I count and inspect the goods for damage, matching quantities and item codes against the docket. If anything doesn't match, I note it on the paperwork and flag it to my supervisor before it goes into the system as received. Once everything checks out, I scan the stock into the WMS and move it to its storage location, keeping the aisle clear as I go."

2. Tell me about a time you found a discrepancy between the stock system and what was physically on the shelf.

Why they ask

Inventory accuracy is core to the role, and this shows how you handle problems without hiding or guessing.

How to structure your answer

Use STAR: describe the situation, your task, the action you took to investigate and resolve it, and the result.

Example answer

"During a routine stock count, I found the system showed twelve units of an item but only eight were on the shelf. My task was to work out whether it was a picking error, a miscount or missing stock. I checked recent dispatch records and found an order had been picked but not scanned out properly. I corrected the system record, reported the scanning gap to my supervisor, and we reminded the team to scan every item before it left the pick face. The variance was resolved and it flagged a small process gap that got fixed for everyone."

3. What checks do you do before operating a forklift at the start of a shift?

Why they ask

This is a direct technical check on your licence knowledge and pre-start safety habits.

How to structure your answer

Answer as a checklist or sequence covering the specific things you inspect and why each matters.

Example answer

"I check tyres, forks and hydraulics for visible damage, test the brakes, horn and lights, and check the fuel or battery charge level. I make sure the seatbelt and reverse alarm work, and I look at the load capacity plate if I'm unfamiliar with the machine. If anything's faulty, I tag it out and report it rather than operate it, because a fault that seems minor can cause a serious incident once you're carrying a load."

4. It's peak dispatch time, you're behind on picking orders, and you're also asked to help unload an arriving truck. How do you prioritise?

Why they ask

This tests judgement under time pressure and whether you communicate rather than just guess.

How to structure your answer

Answer as a judgement-under-pressure response: state how you'd assess urgency, who you'd check with, and the decision you'd make.

Example answer

"I'd quickly check which orders have the earliest dispatch cut-off and how much time the truck driver has before they need to leave. If the truck can wait ten or fifteen minutes without holding anyone up, I'd finish the most time-critical picks first and let my supervisor know I'm delayed on the unload. If the truck can't wait, I'd flag the picking backlog to a team lead so another person can pick up the orders, rather than let dispatch deadlines slip silently."

5. What would you do if you saw a colleague operating a forklift without holding a current licence?

Why they ask

This checks whether you'll act on safety obligations rather than let a breach slide to avoid conflict.

How to structure your answer

Answer as a safety-response structure: immediate action, who you escalate to, and how you'd follow up.

Example answer

"I'd ask them to stop and get off the forklift straight away, since an unlicensed operator is a serious safety and compliance risk. I'd report it to my supervisor immediately rather than deal with it quietly, because it needs to be documented and addressed properly. I wouldn't assume it was a one-off; I'd want to understand why it happened so it doesn't happen again."

6. How would you handle a delivery driver who's getting impatient while waiting for their load?

Why they ask

Storepersons deal with drivers and other departments regularly, and this checks communication under mild pressure.

How to structure your answer

Answer with a communication and de-escalation structure: acknowledge the concern, explain the situation, give a realistic timeframe.

Example answer

"I'd let them know I understand they're on a schedule, explain why there's a delay, whether it's a picking backlog or a stock location issue, and give them a realistic estimate rather than a vague one. If I can speed things up by grabbing another team member, I would. Most drivers are fine once they know what's happening and that someone's actively working on it rather than ignoring them."