

## Classroom Activity Instructor Guide: 20 Questions with Macy's Fulfillment Manager David Thomas

### RISE Up Program

RISE Up is the NRF Foundation training and credentialing program that provides foundational employability skills to help people land jobs and get promoted in retail and beyond.

The supplemental classroom activities for the RISE Up program will provide students with the opportunity to gain unique perspectives from retail leaders and insights into current issues impacting businesses.

#### Activity Objective

Learn what it's like to lead a retail warehouse team, along with how to grow a career in supply chain and the skills need to succeed with “**20 Questions**” with Macy's Fulfillment Manager David Thomas.

#### Benefits of RISE Up

❖ **Employability Skills**

Help your students learn the in-demand skills needed to land jobs and get promoted in retail.

❖ **Flexible Delivery Options**

Classroom, online or blended

❖ **Scenario-Based Learning**

Realistic scenarios that support active learning to help keep your students engaged while developing their problem-solving and decision-making skills.

❖ **Hands-On Activities**

Hands-on activities for skill development, allowing your students to apply and master key skills needed for the job and providing them a safe environment to practice, identify and correct performance errors.

#### Training Partner Resources

- [Instructor Guide](#)
- [Train the Trainer Videos](#)
- [Table of Contents](#)
- [Resource Library](#)

## “20 Questions” with Macy's, Inc.'s Fulfillment Manager David Thomas

### Background

David Thomas joined Macy's, Inc. in May 2014 at the fulfillment center in Portland, Tennessee as a part-time associate. Over the years, Thomas worked his way up to a full-time associate and a supervisor. By September 2017, Thomas was promoted to fulfillment operations manager of that same fulfillment facility. Thomas oversees 80-120 associates during non-peak/peak operations and is responsible for daily order accuracy and fulfillment. He also manages production planning and warehouse operations.



Macy's, Inc. is one of the nation's premier retailers with 726 stores. The company comprises three powerful retail brands: Macy's, Macy's Backstage, Bloomingdale's and Bluemercury. Macy's, Inc. is headquartered in New York City.

### Video Format

10 minute video that covers:

- ❖ Warehouse/distribution center roles
- ❖ Growth opportunities in retail supply chain
- ❖ Leadership skills
- ❖ Insight into how fulfillment centers operate

### **RISE Up and Get Noticed**

If you enjoy a supportive, results-driven, diverse and fun place to work, learn and grow, you're the perfect fit for Macy's, Inc.

Completing RISE Up training from the NRF Foundation can provide you the skills to help you get a job with Macy's, Inc.

**[Apply Here](#)**

## Activity

Watch the “20 Questions” video:

<https://nrffoundation.org/blog/new-course-supply-chain>

Then answer the following questions:

1. **What is the purpose of Macy's fulfillment center?**
2. **What is a major responsibility for an operations manager?**
3. **In the video, Thomas touches on his leadership journey from starting as a part-time associate to becoming a manager. What advice does he give on career growth?**
4. **What are the three skills that Thomas recommended to succeeding in warehouses and distribution centers?**

5. **What qualities does Thomas look for in a warehouse employee?**
6. **What are some tips to improve work-life balance?**
7. **What are some of the key roles at the warehouse/distribution center?**
8. **What role is not at the warehouse/distribution center but is critical to its success?**
  - A. Sales associate
  - B. Analyst
  - C. Human resource
  - D. Customer service
9. **What enhancements have been made recently to improve the customer experience?**
10. **Now that you've heard Thomas share more about how he has built his career, what excites you about opportunities in warehouses and distribution centers?**

## Answer Key

1. The facility is dedicated to receiving, housing, and shipping products that are sold on Macys.com. (0:22)
2. Colleague engagement (teambuilding). (0:38)
3. Take risks, invest in yourself, never be afraid to be yourself and do things with intention. (2:19)
4. Cultivating inclusion, people management, understanding safety procedures and their implications. (2:42)
5. Someone who can build trust, own their role, commit to win and work towards getting better every day. (4:36)
6. Prioritize time, set work hours, take breaks and plan. Time management is key to a work-life balance. (6:33)
7. Receiving associate, loader associate, order picker, etc. (7:00)
8. B. Analysts oversee and deploy updates in the system infrastructure that is essential for the operations of a warehouse. (7:27)
9. Buy online, pickup in store, curbside pickup, and same day delivery. (8:36)
10. Open-ended question.

