

## Classroom Activity: 20 Questions with Macy's, Inc.'s Fulfillment Manager David Thomas

### “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



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## 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?**