

Robotics Fulfillment Center Tour Facilitation Guide

Grades K-5

We can't wait to introduce you to the incredible technology and people who make Amazon possible. Use this facilitation guide to provide an excellent tour experience for students at home or in the classroom!

1. Prepare for the tour

- Review the [key learnings](#) and facilitation guide documents. Click through the tour (link below) on your own.
- Distribute graphic organizers ([PDF](#), [Word](#), [Google Doc](#)) to students if desired.

2. Select your tour style and length

Host a tour with student devices

A host projects the tour to a group and students join to compete against each other from separate devices.

- [Full Tour \(~45 minutes\)](#)
- [Split Tour : Part 1 \(~20-25 minutes\)](#)
- [Split Tour : Part 2 \(~20-25 minutes\)](#)

Project the tour without student devices

The host projects tour to group without students joining on separate devices.

- [Full Tour \(~45 minutes\)](#)
- [Split Tour : Part 1 \(~20-25 minutes\)](#)
- [Split Tour : Part 2 \(~20-25 minutes\)](#)

Share the tour for independent student play

Students complete the tour by themselves on their own devices. Teacher cannot see student responses.

- [Full Tour \(~45 minutes\)](#)
- [Split Tour : Part 1 \(~20-25 minutes\)](#)
- [Split Tour : Part 2 \(~20-25 minutes\)](#)

For additional support in setting up Kahoot, visit: <https://support.kahoot.com/hc/en-us>

3. Facilitate the tour

- Use the guide below to walk students through the tour. Ask students to share their thoughts or respond to questions to build more interaction.
- To advance slides, click "Got It" in the top right corner.
- Use our [Teacher Toolkit](#) for optional follow up activities and print completion certificates.

Kahoot! Tips

- If the video clips are playing too softly, check that the volume bar on the YouTube video is at maximum volume.
- There is no go back feature. If you need to go back to a video, the links to the segments on YouTube are provided in the facilitation guide below.
- **Warning:** Hitting space bar auto-advances the slide with no go-back feature.

4. Get free swag when you submit your feedback. [Complete this survey](#) to help us improve future tours and receive a swag pack for your class!

Amazon Elementary FC Tour

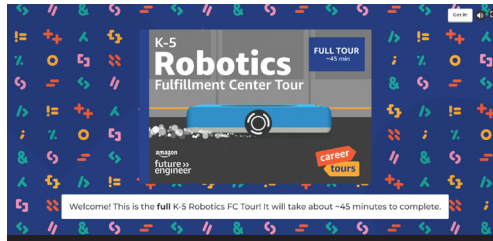
Slide #
(suggested time)

Slide Image

Facilitation Tips

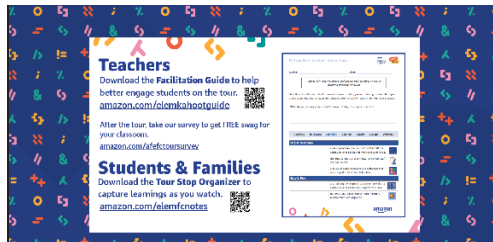
Notes

1
30 sec



Say: “You may have heard of the company Amazon before. You may have seen Amazon trucks delivering packages around your neighborhood! Today we’re going to take a virtual field trip to the fulfillment centers where Amazon fulfills and sends out customer orders to learn about how computer science makes it all possible.”

2
1 min

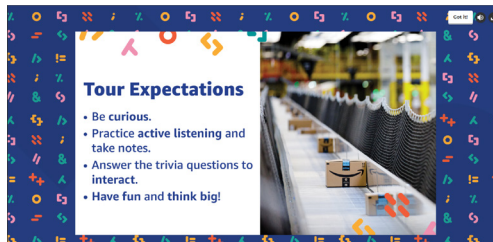


If you’d like your students to access digital notes, have them scan the QR code or access a [doc at the tinyurl provided](#). Students should make a copy of the document. They’ll have to switch between the Google Docs and Kahoot tabs to answer questions and take notes.

If using paper note catchers, this would be the time to distribute.

Tour Stop Organizer: [PDF](#) [Word](#)

3
1 min



Set tour expectations with your class.

Read the expectations to students.

Say: “Before we begin, I want to know - what do you already know about Amazon, robots, or computer science? On the next slide you will answer what you already know.”

Amazon Elementary FC Tour

Slide

(suggested time)

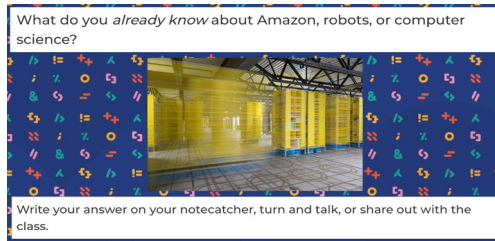
Slide Image

Facilitation Tips

Notes

4

2 min



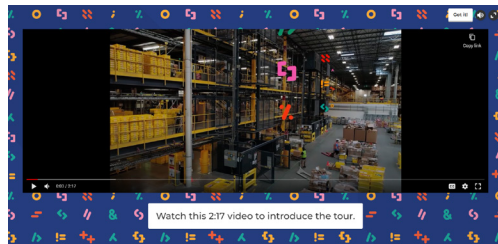
Students should write answers on their notecatcher, turn and talk, or share out whole group. “What do you already know about Amazon, robots, or computer science.”

Select a few answers and read them aloud to class or have students share answers.

Say: “It’s time to begin our tour!”

5

2 min 30 sec

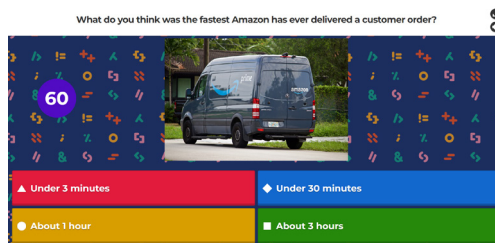


Show [Video 1](#). Video is 2:17 in length.

Say: “It’s time for your first trivia question. What do you think is the fastest Amazon has ever delivered a customer order? Remember points are awarded for getting it right AND how fast you answer. You got this!”

6

45 sec



Read the question and on-screen answer choices to students. “What do you think was the fastest Amazon has ever delivered a customer order?”

Answer: Under 30 minutes

Say: “Let’s get back to the tour to learn more about the ordering and fulfillment process.”

Amazon Elementary FC Tour

Slide

(suggested time)

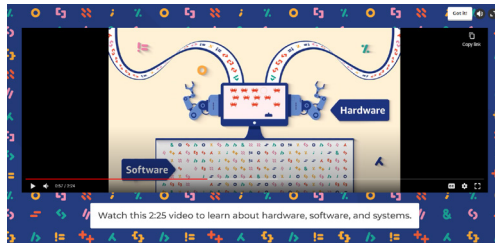
Slide Image

Facilitation Tips

Notes

7

2 min 30 sec



Show [Video 2](#). Video is 2:24 in length.

After the video, say: "When I hit 'Got It!'/ 'Next' we're going to answer two questions about what you just learned about software and hardware."

8 - 9

1 min 30 sec



Read the first question and on-screen answer choices to students. "The robots used to carry the pods are an example of ____"

Answer: hardware

Read the second question and on-screen answer choices to students. "The robots know where to go because ____ programs its path using code."

Answer: software

Say: "Let's get back to the tour to learn more about the ordering and fulfillment process."

10

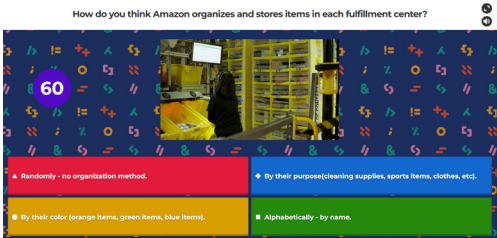
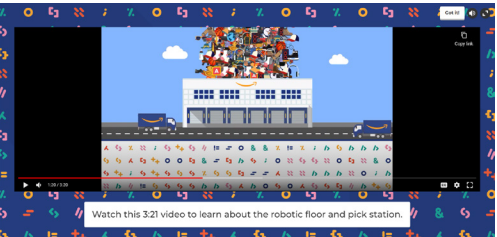
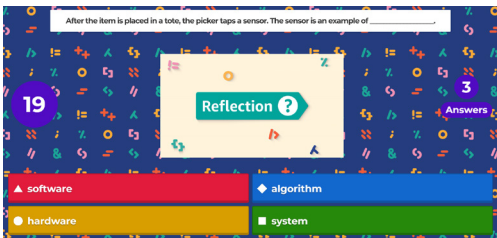
2 min 30 sec



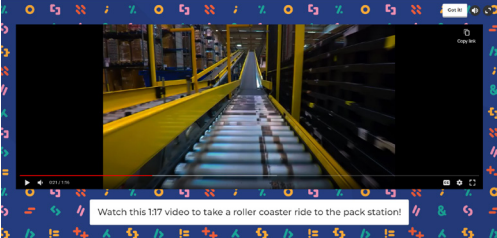
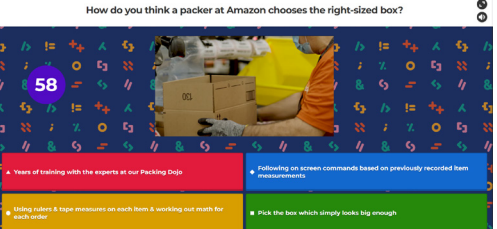

Show [Video 3](#). Video is 2:13 in length.

After the video, say: "The Amazon Fulfillment Centers are huge. Some hold over 20 million items! When I click 'Got it!' you're going to answer - how do you think Amazon organizes and stores items in each fulfillment center. You may not know the answer to this one just yet, but try your best!"

Amazon Elementary FC Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
11 45 sec		<p>Read the question and on-screen answer choices to students. “How do you think Amazon organizes and stores items in each fulfillment center?”</p> <p>Answer: Randomly - no organization method.</p> <p>Ask students why they think items are organized randomly in the FCs.</p> <p>Say: “Let’s see if your predictions are correct!”</p>	
12 3 min 30 sec		<p>Show Video 4. Video is 3:20 in length.</p> <p>After the video, say: “It’s time to reflect on what we’ve learned so far. You’re going to answer 2 questions about hardware, software, and systems.”</p>	
13 - 14 1 min 30 sec		<p>Read the first question and on-screen answer choices to students. “After an item is placed in a tote, the picker taps a sensor. The sensor is an example of ____.”</p> <p>Answer: hardware</p> <p>Read the second question and on-screen answer choices to students. “Hardware, software, and people work together at the pick station to form a ____.”</p> <p>Answer: system</p>	

Amazon Elementary FC Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
15 1 min 30 sec	 A video showing a roller coaster ride through an Amazon warehouse. The track is yellow and blue, and the ride is moving through a large, open space with high ceilings and industrial equipment. The video is framed by a decorative border with colorful icons.	<p>Show Video 5. Video is 1:16 in length.</p> <p>Say: "Amazon packages come in all different size boxes and types of packaging. When I press 'Got it!'/ 'Next' you'll answer the question: how do you think a packer chooses the most efficient box for packing?"</p>	
16 45 sec	 A video showing a packer choosing a box size. The video is framed by a decorative border with colorful icons. The video shows a packer standing in front of a large stack of boxes, and a question is displayed on the screen: "How do you think a packer at Amazon chooses the right-sized box?". Below the question are four answer choices: "Years of training with the experts at our Packing Dojo", "Following on screen commands based on previously recorded item measurements", "Using robot & tape measures on each item & working out math for each order", and "Pick the box which simply looks big enough".	<p>Read the question and on-screen answer choices to students. "How do you think a packer at Amazon chooses the right-sized box?"</p> <p>Answer: Following on screen commands based on previously recorded item measurements.</p> <p>Say: "Now we'll see how items are packaged at a pack station."</p>	
17 3 min 30 sec	 A video showing a database definition. The video is framed by a decorative border with colorful icons. The video shows a definition of a database: "Database: A place where data is organized and stored, typically in a computer system." Below the definition is a question: "Watch this 3:06 video to learn how hardware, software, and people work together at a pack station."	<p>Show Video 6. Video is 3:06 in length.</p> <p>[Optional] Ask students where they may have used efficiency in their lives. Possibly connect to classroom procedures that highlight efficiency.</p> <p>After the video, say: "It's time to reflect on our investigation question. You'll answer 2 questions related to hardware, software, and systems."</p>	

Amazon Elementary FC Tour

Slide

(suggested time)

Slide Image

Facilitation Tips

Notes

18 - 19

1 min 30 sec



Read the first question and on-screen answer choices to students. “_____ determines exactly which box to use for the items being packed.”

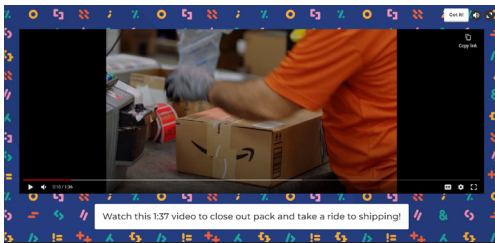
Answer: software

Read the second question and on-screen answer choices to students. “The tape dispenser that spits out the right amount of tape is an example of _____.”

Answer: hardware

20

2 min



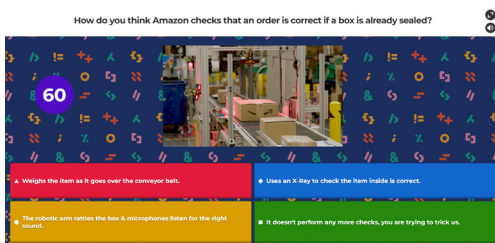
Show [Video 7](#). Video is 1:37 in length.

After the video, say: “After your items are packaged, they need a check to make sure it’s correct and a label so it can be delivered to the correct address. How do you think Amazon makes sure your order is correct when the box is already sealed? You’ll answer that question then learn how!”

***If doing the tour in 2 parts, this is where the split occurs. Part 2 is available [here to host](#) and [here for solo play](#).**

21

45 sec



Read the question and on-screen answer choices to students. “How do you think Amazon checks that an order is correct if the box is already sealed?”

Answer: Weighs the item as it goes over a conveyor belt.

Say: “Let’s watch how special technology at a station called SLAM makes this happen.”

Amazon Elementary FC Tour

Slide

(suggested time)

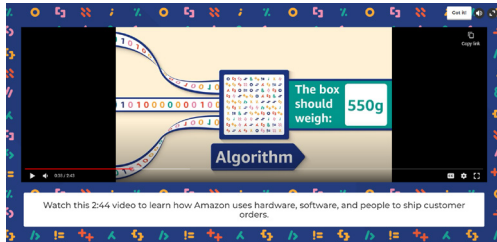
Slide Image

Facilitation Tips

Notes

22

3 min



Show [Video 8](#). Video is 2:44 in length.

After the video, say: "It's time to reflect on our investigation question in regards to shipping. On the next slides, you will answer 2 questions about our vocabulary words."

23 - 24

1 min 30 sec



Read the first question and on-screen answer choices to students. "The SLAM station uses an algorithm to see if an order is correct. The algorithm is an example of ____."

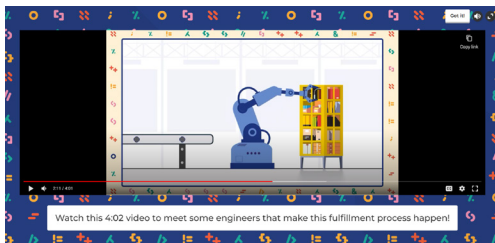
Answer: software

Read the second question and on-screen answer choices to students. "The SLAM algorithm pulls the expected weight of the items from ____."

Answer: a database

25

4 min 15 sec



Show [Video 9](#). Video is 4:02 in length.

After the video, say: "You just met some engineers who made all of this technology possible. I want to know which of those careers or jobs most interests you! When I hit 'Got it!', you'll answer the question, 'Which career interests you most?' This is a poll question, so there's no right or wrong answer, and no points are given towards the leaderboard."

Amazon Elementary FC Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
26 1 min		<p>Read the question and on-screen answer choices to students. “Right now, which career most interests you?”</p> <p>Acknowledge student answers. Call on a few students to share out why they chose their answer.</p>	
27 1 min 30 sec		<p>Show Video 10. Video is 1:18 in length.</p> <p>After the video, say: “We just saw so many ways hardware, software, and people work together to deliver customer orders! We’re going to answer a few questions that don’t count towards your points right now!”</p>	
28 1 min 30 sec		<p>Students should write answers on their notecatcher, turn and talk, or share out whole group. “What was your favorite part of the tour?”</p> <p>Call on a few students to share out their favorite parts of the tour and why.</p> <p>Say: “Let’s do some rapid fire trivia and poll questions to help us end the tour and determine our winner.”</p>	

Amazon Elementary FC Tour

Slide

(suggested time)

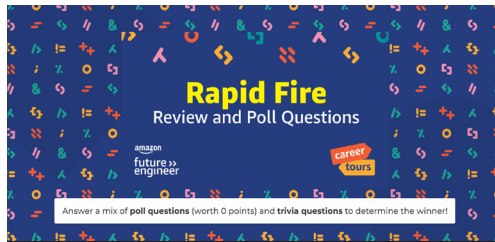
Slide Image

Facilitation Tips

Notes

29

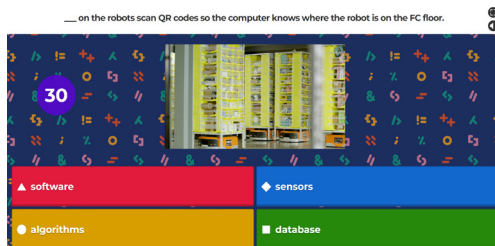
2 min



Say: "Some of the questions will be polls, and some will be review and worth points. The polls are worth 0 points, and there's no right or wrong answer!"

30

45 sec



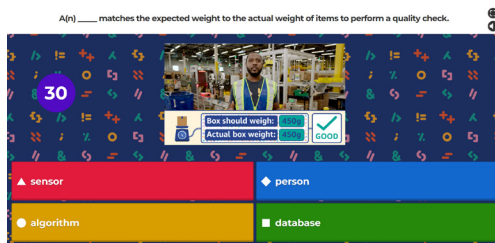
Read the question and on-screen answer choices to students. "___ on the robots scan QR codes so the computer knows where the robot is on the FC floor."

Answer: sensors

Say: "Next up is another trivia question!"

31

45 sec

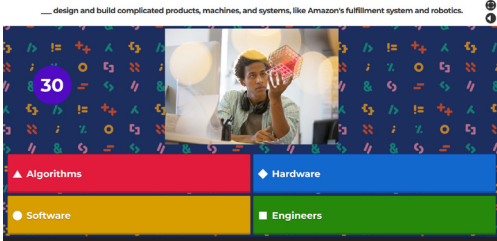
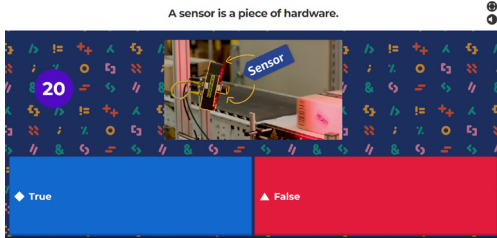
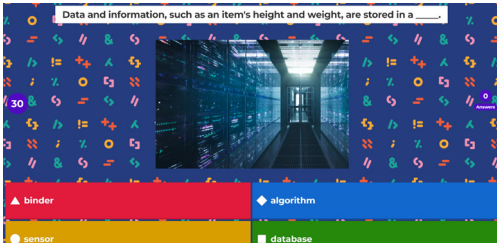


Read the question and on-screen answer choices to students. "A(n) __ matches the expected weight to the actual weight of items to perform a quality check."

Answer: algorithm

Say: "Great job! Let's see who can get the next one right!"

Amazon Elementary FC Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
32 45 sec		<p>Read the question and on-screen answer choices to students. “___ design and build complicated products, machines, and systems, like Amazon's fulfillment system and robotics.”</p> <p>Answer: Engineers</p> <p>Say: “Yes! Let's go rock out another trivia question.”</p>	
33 0 min		<p>Read the first question and on-screen answer choices to students. “A sensor is a piece of hardware.”</p> <p>Answer: true</p> <p>Say: “We have 1 more review question, then a few survey questions before we find out our winner.”</p>	
34 0 min		<p>Read the question and on-screen answer choices to students. “Data and information, such as an item's height and weight, are stored in a ___.”</p> <p>Answer: a database</p> <p>Say: “The next questions are some polls to give Amazon some information to help make their tours even better in the future. Then we'll find out the winner! The first questions asks about your tour experience on a scale from 1 to 5, with 1 meaning you did not like it, and 5 meaning you really liked it.”</p>	

Amazon Elementary FC Tour

Slide

(suggested time)

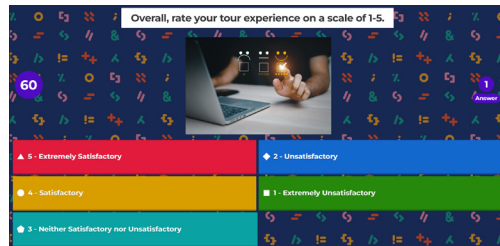
Slide Image

Facilitation Tips

Notes

35

30 sec

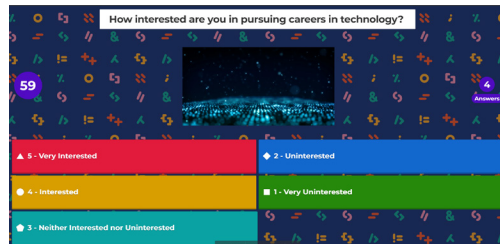


Read the poll question and answer choices to students.

Say: "The next question asks if you now are interested in having a career in technology. 5 means you really want a career in technology and 1 means you really don't want a career in technology."

36

30 sec

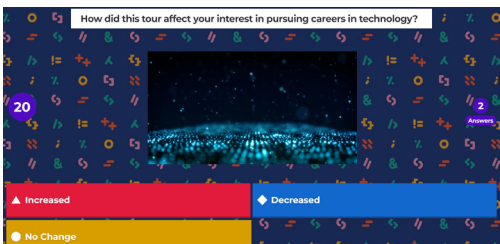


Read the poll question and answer choices to students.

Say: "Next you'll answer if this tour increased, decreased, or had no change on your interest in a career in technology."

37

0 min



Say: "The last question asks if you agree or disagree with the following statement: I feel like I belong in careers in technology." After this last question, we'll check out the podium to see who won!

Amazon Elementary FC Tour

Slide

(suggested time)

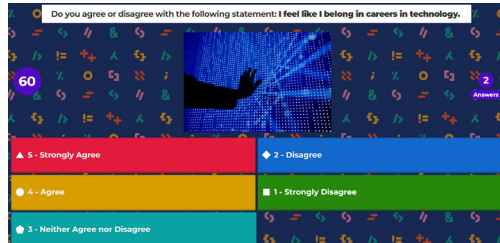
Slide Image

Facilitation Tips

Notes

38

30 sec



Say: “Really great job today! Once I go through these next 2 slides we’ll see the winner on our podium!”

39

0 sec



Teachers only: Scan the QR code on this slide or visit the link to take a survey and receive a free swag pack. Please do not have students complete this survey as they already answered the questions in the previous slides and are not eligible to receive a swag pack.

40

0 sec



Optional: Lead students in a discussion using the discussion questions or your own questions. Show the podium. Celebrate the winners and all students for participating.

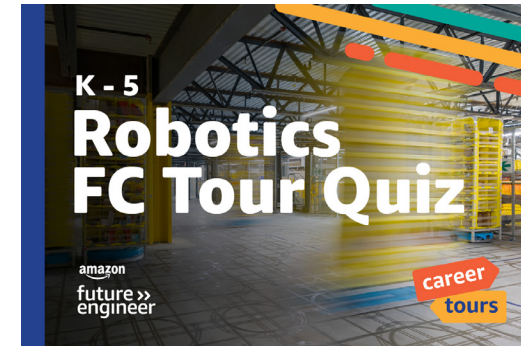
After the Tour

Complete the survey to subscribe and a \$5 Amazon Gift Card



[FC TOUR SURVEY](#)

Test students' vocabulary knowledge with a bonus quiz.



[QUIZ KAHOOT!](#)

Print and distribute student certificates.



[DOWNLOAD CERTIFICATE](#)

Lead Class Discussion

Dive into discussion with your class using any of the discussion questions. A variety of questions at different difficulty levels are provided.



[PDF](#) [WORD](#) [GOOGLE DOC](#)

Take Another Tour

Journey through space with Alexa, go behind the scenes of a data center, and more.



[TAKE ANOTHER TOUR](#)

Q&A

Hear from tour leaders as they answer questions not addressed on the tour.



[Q&A KAHOOT!](#)