

Cashier Procedures - Sample #1

Functions of a Cashier

A cashier is most often the first and last contact with a customer. Your ability to make a good and lasting impression is very important.

- Complete the sales and return transactions according to the training you received.
- Greet all customers and watch for those that might need assistance or information. Avoid pointing a customer to a specific department or aisle. If the item they are looking for is too far from the register area, if available, call a salesperson working on the floor, or a salesperson from the appropriate department, to come to the register area and assist the customer.
- Take incoming calls and pass them to the appropriate individual or department. Take message if necessary. Assist caller when able.
- If available, call for assistance or back up cashier when developing a line of customers.
- If available, call for additional help on the sales floors when needed.
- Be aware of customers who might be shoplifting. Notify the manager on duty if you are suspicious.
- Call customers when special orders are in.
- Monitor the amount of money in your cash drawer. Call your supervisor or manager for additional change, or to remove excess paperwork and large bills from the cash drawer as necessary.
- Be familiar with items that do not have price tags on them.
- Be knowledgeable of current advertisements, sales, classes and events.
- Greet and assist sales representatives calling on the store.
- Keep checkout area clean and well stocked with necessary supplies.
- When time permits, read trade magazines, manufacturers literature, and product labels to enhance your knowledge of the products and services we offer.
- Make recommendations for changes and additions to the policy and procedure manual and job description for cashiers.