

PSP CASHIER TRAINING AGENDA

Employee _____

Employee ID # 01489 _____

Store _____

	Cashier		Trainer	
	Initials	Date	Initials	Date
1. Cash Register Review				
Keys on register (Touchscreen)				
Scanners, where they are and when to use which				
Scale				
Importance of accuracy				
2. Product review				
Unscannable items (Cashier Cheat Sheets)				
Cans				
Rawhide				
Rock				
Bulk items				
Fish				
Two prices same item				
3. Safety and Security				
Give the bad guy what they want				
Recognize bad people/call mgr.				
Proper lock procedure/sight				
Quick change artist				
Don't second guess price, ask for a price check				
Never make change, we are not a bank, could be a quick change artist.				
4. No customer receipt				
Computer will not work when out of paper watch for color change.				
Changing the register paper - how to.				
5. Making a mistake and how to survive				
Stay Calm				
Explain problem to customer				
When to get a manager				
6. Voids				
Customer changes mind				
Customer forgot money				
Customer doesn't have enough money				
Cashier makes a mistake which they can't clear.				
7. Someone cashiering on your register				
Managers approval only				
8. Tax Free Transactions				
Call Manager				
9. Scanning Products				
Multiple quantities				
Cases of cans-scanning the can not the case				
Ringling individually different flavors of the same food				
10. Coupons				
Automatic Doubling, watch for				
Free product doesn't get doubled				
Customer must complete information if required on coupon				
Check all expiration dates				
Free product coupons must have yellow slip attached and filled out				
Cannot accept expired or blank coupons				
Cashier must initial coupons				
11. Taking Cash				
Always state aloud and count the amount given to you				
by the customer as you receive money				
Check all 50's and 100's with counterfeit pen and check security strip.				
Count back change to customer				
Do a drop when your drawer exceeds \$300.00				

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Make a drop before your break				
Make a drop anytime you feel uncomfortable with amount you have in your drawer				
Put large bills under the change tray				
12. Check Information (If not converted to Electronic payment)				
Must be pre-printed				
Telephone numbers				
Drivers license or state ID				
Address check matches drivers license and or no PO numbers				
Make sure check is signed				
Make sure check is for the right amount				
Make sure you put approval code on the check				
All Checks run through TeleCheck or current service bureau				
Processing check				
Initial Check				
Authorization number				
Customer phone number				
Store number				
Amount cannot exceed purchase				
Split tender transaction (enter cash first)				
Put Check into register.				
13. Charges				
Swipe card				
Put in amount and press EFT on Touchscreen				
If Call Center appears, call manager				
14. Returns				
Must be handled by the manager				
Cashier fills out return slip				
Call manager to the front				
15. Gift Card Procedures				
Purchasing a gift card				
Redeeming a gift card				
16. Other Point of Sale Procedures				
Frequent buyer envelopes				
Donations				
Steps for ringing product with UPC's				
Scan the Bar code (UPC)				
Type in the UPC code numbers under the barcode				
first and last digits which are normally smaller are not needed				
Open Department sales and when to call the manager.				
Flipchart				
17. OTHER				
Price matching				
Substituting items, when it is ok, when its not, manager approval needed				
(Example=Scan the 2 20# bags and have the Manager do an Immediate price change to match a 40# bag.				
18. Properly Maintained Registers				
Do not overstuff the drawers and do not put paper clips etc. in them				

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Dust and clean computer screens daily.				
Watch for color receipt warnings and change paper				
If you feel something is not right call manager				
19. Bagging				
Plastic bags are flimsy, so be nice				
6 cans max per bag (large cans)				
Lighter stuff on top, use small bags when possible				
Bag purchase ASAP/but never leave cash drawer open				
Call stocker to bag if the situation calls for it, use your judgement				
20. Misc				
Cleaning supplies				
Register supplies				
Special orders				
21. Morning cashier responsibilities				
Check daily task list from manager				
Notify manager when tasks are complete				
Clean ledges and windows				
Smile				
22. Evening cashier responsibilities				
Face front end				
Face assigned aisles				
Put overstock in return bin				
Pull rugs				
Smile				
23. All the time duties				
Vacuum rugs				
Shopping cart level, have stocker retrieve				
Price checks-get stocker or manager				
Keep the front area clean and neat.				
Carry outs-Call Stocker				
24. Closing Store				
Be sure all tasks are completed				
Make sure register is neat and everything is in the proper place				
Make sure all returns and overstock is put away.				
26. Count Down and Balancing				
Cashier is accountable for accuracy of drawer				
Be able to explain any over or shorts				
When manager closes cash register				
The cashier is responsible and accountable for the accuracy				
of the cash drawer, sale transactions, and documents while cashiering.				
Overages and shortages in excess of \$1.00 may require disciplinary action.				
Manager will dismiss you to clock out				

I HAVE READ AND I UNDERSTAND THE CASHIER TRAINING
AGENDA AND I AGREE TO FOLLOW THEM AS A
CONDITION OF MY CONTINUED EMPLOYMENT

EMPLOYEE _____ DATE _____

MANAGER _____ DATE _____