



CASHIER TRAINING

Welcome to Sullivan's Foods! We're glad to have you aboard! It is our belief that the best cashiers are ones that have been properly trained. Therefore, we feel it is very important for each cashier to follow the training program we have outlined. The following training program has been designed to assure that you have a strong knowledge base of the functions you are to perform and the courtesy and respect we expect you to show to our customers.

Listed are courtesy guidelines that you are to follow. Please initial each one indicating that you understand and will abide by.

1. Each customer is to be greeted in a friendly and courteous manner.
If at all possible greet each customer by name. _____
2. The customer is treated as the number 1 priority. They are the reason for our business and support our jobs. Never treat them as an interruption to your work. _____
3. No talking to other cashiers while a customer is present. _____
4. Smile and respond to each customer with respect. _____
5. Remember, the customer is always right. Never argue with a customer. _____
6. If it is slow, go out of your cashier's lane and assist the customer with lifting heavy items or unloading the cart. _____
7. If it is slow, stand out front of the cashier lane pointing out to the customer that your lane is open and you are ready to assist them. _____
8. If a customer is requesting an item while at the check lane don't let their request go unattended. Call the appropriate personnel to assist them. _____
9. Remember, no eating, chewing gum, or drinks at the register. _____
10. telephone etiquette - The telephone is to be answered in this manner: "Sullivan's Foods, this is _____, may I help you?". _____

11. Intercom etiquette - "Jon to register 1 Please". "Grocery department call ext 11 Please".
These are examples only, please use your discretion, but remember that we want to leave a good impression with our customers.

12. Always thank the customer at the completion of an order. "Thank you for shopping at Sullivan's Foods".

13. If indicated be sure to get the customer a carry out or instruct them on availability of taking cart outside. (According to individual store policy).

The following is a list that you are to read over and the store cashier training coordinator is to initial following completion.

1. Employee Guide, time has been allotted for the new employee to read over the guide and questions have been answered.

2. The new employee has signed the signature sheet in back of the Employee Guide and has turned it in to the store manager.

3. The cashier training coordinator is to give each new employee a tour of the store and introduce them to the following people. The department manager are also responsible for pointing out facts of significance in each department.

- A. Produce Manager _____
- B. Meat Manager _____
- C. Deli Manager _____
- D. Dairy/Frozen Manager _____
- E. Bakery Manager _____
- F. Floral Manager _____
- G. Liquor Department Manager _____

4. The new employee has been informed of what customer service options are available to the customer. (The cashier training coordinator is to explain and demonstrate each function pointing out clearly any functions the new cashier may be expected to perform).

- A. Photo Processing _____
- B. Fax Machine _____
- C. Copy Machine _____
- D. UPS _____
- E. Hunting/Fishing License _____
- F. Money Orders _____
- G. Rug Doctor _____
- H. Lotto/Lottery _____
- I. Telephone/Intercom System _____
- J. Gas Exchange _____
- K. Dry Cleaning (if applicable) _____

5. Informed of the following laws and store policy's:

A. Must be 21 to purchase liquor. ID Check on all those who appear to be under the age of 45. If the cashier is under the age of 21 they must find another employee over the age of 21 who is then responsible for checking the identification of the customer and scanning the liquor. _____

B. City liquor laws for sale of liquor. (Sundays?, time of last sale, etc.... according to each store). _____

C. Check cashing policy. _____

D. Where to find fire extinguisher or pull alarm. _____

E. ADA Law - must help all disabled customers with purchases.
(Ex: Wheel chair dependent - unable to reach items on top shelf). _____

F. Charge customers. _____

G. Different between HI TAX and LOW TAX. _____

H. Difference between 1% and 6% floral tax. _____

I. Vendor Coupon Regulations (Item amount, size, etc.) _____

J. NO Smoking Regulation. _____

K. NO Shirt - NO Shoes - NO Service. _____

L. NO Skateboards or Roller Blades. _____

M. Guidelines to follow on shop lifting suspects. _____

N. Guidelines to follow on attempted robberies. _____

O. Food Stamp rules and regulations.
(Food Stamp pamphlet is also to be given) _____

P. WIC rules and regulations. _____

6. The following are a list of bag and bagging techniques to be discussed and demonstrated to the new employee. (Using both paper and plastic bags).

A. Bag sizes, types and usages. _____

B. Bagging of cans. _____

C. Bagging of eggs and bread. _____

D. Soap and detergent items to be double bagged. _____

E. Double bagging items such as hot chicken, chicken & meats, ice cream, deli soups, bananas in winter, etc. _____

7. The cashier training coordinator is to review with the new employee the different keys on the cash register. _____

8. The cashier training coordinator is to explain UPC symbols and their use. _____

9. The cashier training coordinator is to explain the following functions and procedures on the cash register. The new employee is to be able to do a return demo of each item to the cashier training coordinator three times before the item is to be initialed off.

A. Sign on/Sign off. _____

B. How to scan (if more that 3 times ring in UPC). _____

C. Scanning & multiple items (3 for \$1.00=.33, .33, & .34 cents)
(Ex: Cat food - all must have same bar code) _____

D. Insertion and removal of register and detail tape. _____

E. Vendor coupons (3 different kinds).

1. Not Scan able _____

2. Vendor Coupon that is scan able & has price on it. _____

3. Vendor coupon is scan able & has no price on it. _____

F. Store coupons. _____

G. Cash Orders _____

H. Food Stamp Order _____

I. WIC Order _____

J. Change Orders. _____

K. Use of cash register produce scale. _____

L. Suspend/Resume sale. _____

M. Voiding. _____

N. Check Orders. _____

O. Sullivan's - Check printer _____

P. Gift Certificates. _____

Q. End of shift count down procedures. _____

10. Review with the new employee the following items and how they are to be rung up on the cash register. (This is a list of items that are often found to be confusing - it may not be conclusive be sure to add other items you feel necessary).

A. Ice. _____

B. Newspapers/Books/Magazines. _____

C. Lawn and garden supplies. _____

D. Christmas Trees/Roping/Wreaths. _____

E. Bird seed. _____

F. Salt/Salt Blocks. _____

G. Greeting Cards. _____

H. Decorated Cakes. _____

I. Brachs Candy. _____

J. General Merchandise items such as: Sunglasses, sweatshirts, etc. _____

K. Charcoal. _____

L. Large Dog Foods. _____

M. Frozen Turkeys. _____

11. The cashier training coordinator is to discuss with the new employee what is expected of the new employee during slow business times.

A. Filling candy and etc. as needed. _____

B. Front End Cleaning. _____

Congratulations! You have completed the initial cashier training. You will now work on the cash registers with the cashier training coordinator standing by to assist you. If you have any questions be sure to ask. No question is to be left unanswered. We want you to feel comfortable at the registers. Remember practice makes perfect!

At the completion of the cashier training program the new employee and the cashier training coordinator are to each sign the verification form. The training list is to then be returned to the store manager and to be placed in the Employee's file.



VERIFICATION OF CASHIER TRAINING COMPLETION

I, _____, have completed the cashier training program and have been given the opportunity to ask questions. I feel comfortable in working the cash register independently.

Signature of New Employee _____

I, _____, verify that _____ has completed the cashier training program. I believe that they are ready to work the registers independently.

Signature of Training Coordinator _____