

JOB ROLE – CASHIER

Sector – Retail
(Qualification Pack Code: RAS/Q 0102)



PSS Central Institute of Vocational Education
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UNIT 1: INTRODUCTION TO RETAILING

Session 4: Duties and Responsibilities of Cashier

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Session Objectives

The student will be able to:

- Describe the retail cashier
- Explain the duties of cashier
- List out the responsibilities of cashier
- Identify the skills required to become a retail cashier

Introduction

As a lot of customers interact at the cash counter in a retail store, therefore, the cash counter must be managed logically and effectively to improve customer experience. Normally, the retail cashier looks after the cash desk and occupies an important place in retail stores.

Retail Cashier

The cashier is a retail employee, who deals in cash and cash transactions at the billing counter. Working as a cashier in the modern retail store is all about completing the sales with the help of sophisticated machinery and helping the customer with enquiries about products, discounts, free gifts, etc.

Duties of a cashier

- To greet customers when he/she enters in the organisation.
- Handle all cash transactions of the retail organisation.
- Accept payment by all type of cards.
- Check and enter the daily cash accounts.
- Guide and solve customers' queries.
- Provide training to the new cashier.
- Maintain daily, weekly and monthly report of transactions.

Responsibilities of Retail Cashier

- Handle cash transactions with customers
- Scan products and collect payments
- Issue receipts, refunds or tickets, or change goods
- Redeem stamps and coupons
- Resolve, guide and provide relevant information
- Greet customers in a retail store on their arrival
- Maintain clean and neat checkout areas
- Pleasantly deal with customers

Skills required to become Retail Cashier

- Ability to concentrate on the job.
- Ability to adjust with the workload according to urgency.
- Ability to promote a friendly atmosphere.
- Ability to handle different type of customers.
- Effective communication skills.
- Sincerity towards work.
- Basic knowledge of computers and working on electronic equipment, such as cash register, scanners, money counters, fake currency detectors, etc.

Summary

In this session, you have learnt about the duties and responsibilities of retail cashier and skills required to become retail cashier in any retail store.

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