

JOB ROLE – CASHIER

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



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UNIT 4: PROCESS OF PAYMENT

Session 3: Rights, Duties and Responsibilities in Process of Payment

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Session Objectives

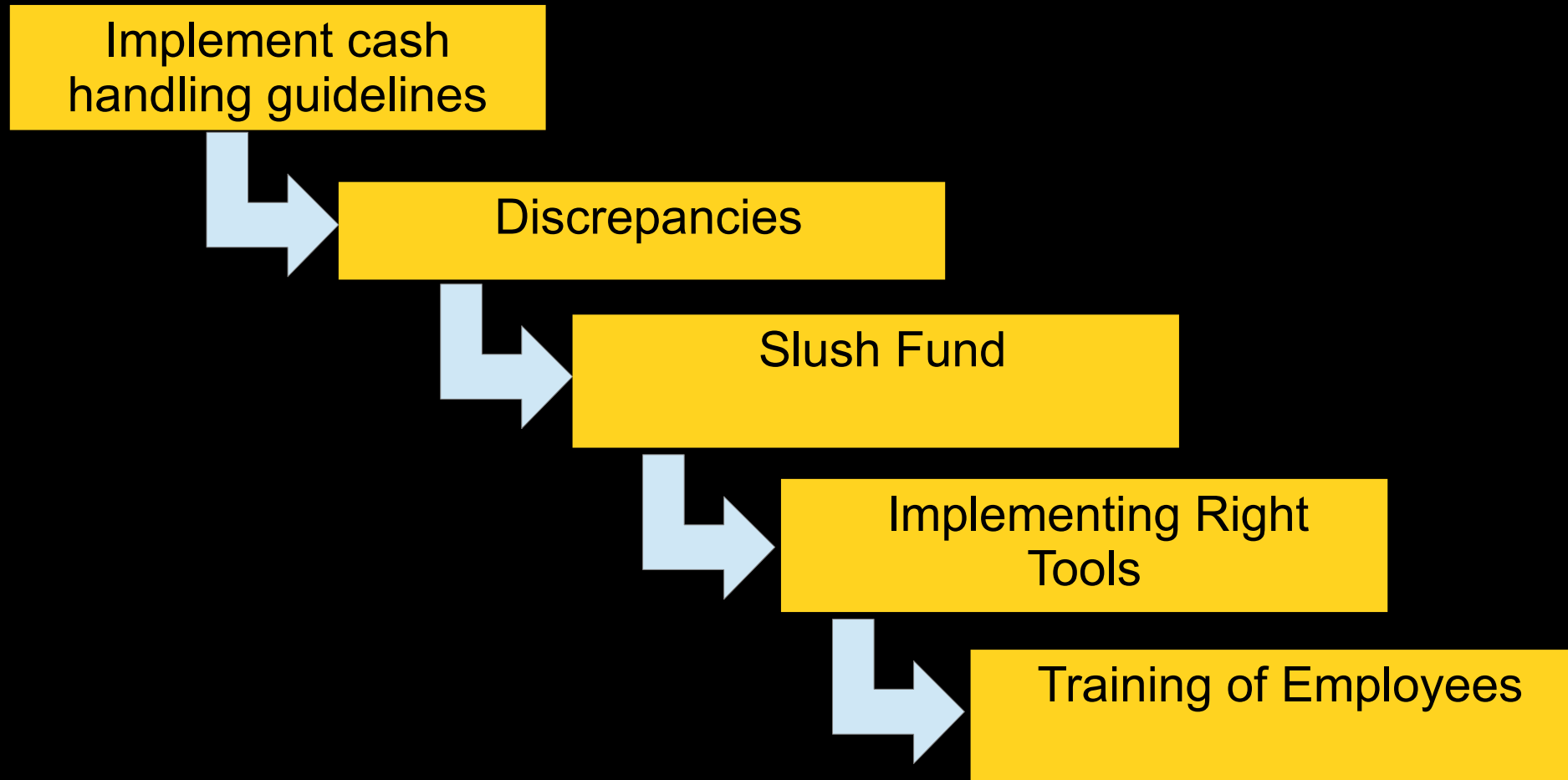
The student will be able to:

- Demonstrate the company procedure for working out payments
- Describe the duties of cashier in payment process
- Identify skill required for cashier in payment process
- Explain the responsibilities of cashier in payment process

Introduction

Payment is an important step in the entire process of retailing. Cashiers are responsible members of a retail store, they welcome their customers on getting the right decision of purchase.

Company Procedure for working out Payments



Duties of Cashier in Payment Process

- Matching the amount of money as in cash register.
- Record the transactions in computer.
- Accuracy in handling money.
- Ability of multitask.
- Possess a positive attitude towards work and steady disposition.
- Flexibility to work in different conditions and schedules.

Skills required for Cashier in Payment Process

- Walk and stand for long time.
- Cashier can be physically demanding, requiring lifting, bending, reaching, carrying merchandise, lifting and moving displays.
- Good verbal communication.
- Self-motivated, a good team member and trustworthy.

Responsibilities of Cashier in Payment Process

Primary Responsibilities

- To process customer payments
- To process customer transactions
- To be polite and efficient
- To maintain security of customer payments

Additional Responsibilities

- To offer additional services, where appropriate
- To advise customers on special offers and promotions
- Advising of linked products/loyalty schemes/current promotions
- Having good knowledge of products
- Asking if customers require additional items like stamps/phone/mobile top-ups

On day-to-day basis a cashier has to deal with

- Pricing issues
- Payment problems (e.g., cards not accepted)
- Faulty equipment (e.g., faulty chip 'n' pin machine)
- Customers returning/exchanging items
- Insufficient change in tills
- Shift changes & Opening credit accounts

Summary

In this session, you have learnt about the company procedure for working out payments, duties of cashier in payment process, skills required for cashier in payment process and responsibilities of cashier in payment process.

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