

Checkers Guidelines

1. Please greet each customer with a friendly **hello** and **smile**.
2. Ring up purchases on the proper department key. We use this information for the evaluation and operation of each department. You will receive training on the operating of the cash register.
3. Check the **bottom** of the basket for groceries.
4. Tell the customer the amount of their purchase with a **please**.
5. State the amount tendered to you. This eliminates confusion on the denomination of the cash bill or the total of the bills offered.
6. Count the change back to the customer. Watch out for “short change” artists.
7. Hand the sales slip to the customer or put it in their sack. The sales slip is the customers’ way to check on the amount rang up if the have a question.
Remember, when you make a purchase somewhere, you like to have the receipt to prove your purchase and to check for possible errors on sale or unmarked items. If you notice that the customer has a question, recheck the tape at that time. It is much easier to do it now than at a later time.
8. Give the customer a **smile** and **thank you**. They have just contributed to your paycheck.
9. Maintenance of your drawer
 - A. Face bills and checks in the same direction. This helps greatly in the counting and adding of the cash and checks.
 - B. Keep the drawer closed when not making change. It would be very easy for someone to reach over and grab money.
 - C. Buy change from the “change box” when you get low.
 - D. Checkers have their own cash drawer.
10. When you need a bagger or carryout, please call when **starting the order** or even as the customer approaches your lane. Give the boys time to get up front before calling again.
11. When calling on the P.A., you are playing your voice to everyone in the store. Loud and demanding voice patters don’t sound good and are usually garbled and difficult to understand. Speak in a normal tone and let the amplifier do its job.
12. Observe food stamps rules. In general, if it is edible, it is food stamp able.
13. Check cashing policy
 - A. No out of town or out of state checks- unless you get manager’s approval.
 - B. No checks written for over the amount- unless you get manager’s approval.
 - C. No temporary checks- unless you get manager’s approval.
 - D. Checks with a number less than 500- requires a manager’s approval.
 - E. Look over the check – make sure (name, date, amount in numbers and written out, and signature) all are correct.
 - F. No two party checks- unless you get managers o.k.
 - G. When in doubt; ask a manager, let it be their decision.
14. All payouts to vendors can only be made by head cashier or the manager on duty.

15. General bagging instructions.
 - a. Use the proper size sack.
 - b. Keep bags about equal in weight- don't pull all heavy items in one sack.
 - c. Put refrigerated items together as much as possible. The customer appreciates this when unloading at home.
 - d. Put soft and crushable items on top.
 - e. Put wet items- leaky meat packages, frost covered items, - in a small bag before putting in the sack.
 - f. Don't put soap items in sack next to meat. The meat will absorb soap odors.
 - g. Check lane to be sure no small items or greeting cards are left.
 - h. Put cash register receipt in the sack.
16. Have someone bring sacks to register when you get low.
17. If an item at the register is not priced, check shelf to be sure of correct price. DO NOT guess at a price. When you are checking the price grab an extra item (non-perishable only) to put in the office with the price on it, to be added to the register system.
18. If you are not checking, you should help sack for another checker, check candy rack, face drug sections, etc.
19. You are the last contact that they customer has with the store. **Please** be sure that your sacking and your friendliness say, "This is a pleasant, well run store. This is where you should always shop. Please come back again." Many times a customer may or may not go back to a store depending on her last impression
20. Counting Down
 - a. Run a receipt for the checks; showing a total for the checks. Total must match register tape amount. If it does not; find and make note of error.
 - b. Count down cash and show math with short/even amount. Write on cashier receipt tape.
 - c. Staple credit card receipts into groups.
 - d. Tax slips and local charge tickets should not be stapled together.
21. If working a day shift, you must wait for your replacement to report to work before you can leave for the day.

Stocker Guidelines

1. Labels on the merchandise should **face out**. Manufactures spend thousands of dollars designing labels. Don't undo their work.
2. All stock must be **rotated**. This will take you longer to stock, but it is expected. The reasons are to keep the product as fresh as possible and to avoid product deterioration. Any food product with oil will go rancid and grain products will go stale. By all stock, we mean paper, soap, dairy and frozen as well as food.
3. Remove damaged goods from the shelf and put in the back room.
4. Be careful when using a case cutter. It is **easy** to cut yourself or merchandise.
5. When a sacker is needed, Call "O.K." or "I'll get it" or "coming up" and go to the front promptly. Don't wait for the other guy to get it. It is embarrassing to the checker and the customer when no one comes up front. If someone is already there, go back to what you were doing. Remember, you get paid just as much to sack and carryout as you do anything else. In fact, promptness at the front end will result in higher pay and more hours since it shows that you are interested in taking care of the customer.
6. Be friendly and helpful to the customers. If someone asks where something is, take him or her to it. Don't just tell them what aisle it is in.
7. General bagging instructions
 - a. Use the proper size sack
 - b. Keep bags about equal in weight- don't put all heavy items in one sack.
 - c. Put refrigerated items together as much as possible. The customer appreciates this when unloading at home.
 - d. Put soft and crushable items on top.
 - e. Put wet items in plastic bags before sacking.
 - f. Check lane to be sure no small items or greeting cards are left.
 - g. Put cash register receipt in the sack.
8. Carryout- If a customer has a heavy sack or more than one sack, carry it out for them. Older people may need help with smaller order or men may not need help with two sacks. Use your own judgment. If you are in doubt, offer to carryout in a positive manner. For example, "I'll get these for you." Or just automatically take them out.
 - a. Ask the customer where they want the sacks placed.
 - b. Try to place the sacks so they won't fall over.
 - c. Make sure the bleach, soap, and milk caps are on tight.
 - d. Thank the customer
 - e. When coming back from a carryout and you see the front end is busy, go right back to the front end. Don't wait to be called. Help up front by sacking – even if there are no carryouts – until the front end is cleared. Then go back to what you were doing.
 - f. If there are a lot of carts at the front end, put them back where they go. The cashiers appreciate this.
9. You are the last contact that they customer has with the store. **Please** be sure that your sacking and your friendliness say, "This is a pleasant, well run store. This is where you should always shop. Please come back again." Many times a customer may or may not go back to a store depending on her last impression.
10. If working a day shift, you must wait for your replacement to report to work before you can leave for the day.