

Cashier - Final Interview Round (Alternate Version)

Hi Priya, thank you for joining us again today.

Thank you. I'm happy to be here.

Let's begin with teamwork. Can you describe how you work with other team members during a busy day?

I try to stay positive and help others when I can. For example, if another cashier had a problem with their till, I offered to take a few customers from their line.

Have you ever had to deal with a language barrier or communication difficulty with a customer?

Yes, once a customer didn't speak English well. I used hand gestures and pointed to the screen to help. I also stayed patient.

What's your approach if you see a co-worker doing something incorrectly?

If it's small, I might gently mention it. If it's serious, I would tell the supervisor so we don't have any issues later.

How do you stay focused during long shifts or quiet hours?

I stay busy by checking the area around me, cleaning the counter, or reviewing procedures. I try not to use my phone.

Have you handled any customer complaints before? What did you learn?

Yes, once a customer was unhappy with a product price. I stayed calm, explained the price clearly, and they calmed down. I learned that tone is very important.

What's your comfort level with digital coupons or store apps?

I've used store apps as a customer and can help others too. I like technology and can learn quickly.

Do you know how to handle price checks or missing barcodes?

Yes, I ask a co-worker to check the shelf or use the code list we keep. I try to make it fast so the line doesn't wait too long.

Do you have any long-term goals related to retail or customer service?

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Yes, I'd like to grow into a supervisor role someday. I want to improve my communication and leadership skills.

That's great to hear. Any questions before we end?

Yes, I'd like to know if there are any opportunities to work in other departments like customer service desk or bakery.

Yes, we often offer cross-training after 3-6 months of work. Thank you again, Priya.

Thank you so much. I hope to be part of your team.