

## Cashier - Phone Screening Interview

Hi, is this Priya?

Yes, this is Priya speaking.

Hi Priya, this is Olivia from FreshMart Supermarket. Is now a good time for a quick phone interview?

Yes, sure. I'm ready.

Great. Can you tell me about any previous experience working as a cashier or in customer service?

I worked part-time at a local store during high school. I helped at the counter, handled payments, and answered customer questions.

Are you comfortable using a cash register or point-of-sale system?

Yes, I've used a simple POS machine before. I'm also a fast learner with new systems.

How do you handle difficult or upset customers?

I try to stay calm and polite. I listen to their concern, say sorry if needed, and try to solve the problem. If it's serious, I ask my supervisor.

Can you work evening or weekend shifts?

Yes, I'm available in the evenings and on weekends.

Are you comfortable standing for long periods during your shift?

Yes, that's fine with me. I don't mind standing.

How do you deal with mistakes, like giving the wrong change?

If I make a mistake, I say sorry and fix it right away. I try to stay focused to avoid mistakes.

When would you be available to start if selected?

I can start next week. I'm just finishing school exams this week.

Perfect. Thanks, Priya. We'll contact you soon after we finish all interviews.

Thank you so much. I look forward to hearing from you.