

Cashier Training

New Employee _____

I. On the Register

A. Regular Sales

- i. Cash
- ii. Credit Card
- iii. Check
 - a. check policy
- iv. Two payment Transaction
- v. Gift Cards
- vi. In Store voucher

B. Returns

- i. Regular
- ii. Defective
 - a. Write up on Defective board
- iii. Giving In store vouchers

C. House Charges

- i. Search by Name
- ii. Search by Phone Number
- iii. When account number is given
- iv. P.O.'s
 - a. First Name
 - b. PO number
- v. Authorized Charge List
- vi. ROA's

D. Ace Rewards

- i. Search by Name
- ii. Search by Phone Number
- iii. Scan card
- iv. Sign up New Customers
- v. Explain Program

II. Extra Need to Master Things

A. Transfers

- i. From our Store to another
- ii. From another store to ours (reverse)

B. Work Orders

- i. Billing
- ii. Ring out

C. Deposits & Estimates

- i. DP
- ii. DPS
- iii. EST
- iv. How to use F3

D. Rentals

- i. Fill out contract
- ii. Reservations
- iii. Return of Deposit

E. Helpful Keys

- i. F6 = Look up items
- ii. F5 = Change
- iii. F12 = Clear
- iv. Display
- v. Ctrl + T = No Tax (Do on each item)
- vi. Ctrl + D = Discount
- vii. Ctrl + P = Promotion Discount
- viii. Reprints
 - a. No Sale, 2
 - b. Ctrl + R
 - c. No Sale, G = Gift Receipt

III. Other Things

A. Answering the Phone

- i. Speak Clearly
- ii. Say something like, "Ace Hardware & Paint, This
is _____ How may I help you?"
- iii. Page the call
- iv. Be able to give directions

B. Rain Checks

- i. Fill out form
- ii. File correctly

C. Suspend

- i. How to
- ii. Recall

D. Lamination

- i. How to

E. Cashier Documents Folder

- i. Find correct one
- ii. Print