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MINISTRY OF SKILL DEVELOPMENT
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National
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Transforming the skill landscape



Participant Handbook

**Sector
Retail**

**Sub-Sector
Retail Operations**

**Occupation
Store Operations**



Reference ID: **RAS/Q0102, Version 1.0**
NSQF: Level 2

Retail Cashier

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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

RETAILERS ASSOCIATION'S SKILL COUNCIL OF INDIA

for the

MODEL CURRICULUM

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About the Book

This Participant Handbook is designed to facilitate training for Retail Cashier Qualification Pack (QP). It provides learners with the necessary knowledge to efficiently carry out the job role and function of a Retail Cashier in a retail environment. The handbook provides knowledge about error free cash register operations, payment processing, and interactions with customers. It also focuses on all payment processes made for sales done at retail stores. The handbook aims at rendering as much detail as is required for a retail cashier to work effectively and efficiently in any retail environment.

The handbook is divided into eleven National Occupational Standards (NOSs). NOSs are Occupational Standards which have been endorsed and agreed by Industry Leaders for various roles. OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. They are applicable in the Indian and global context.

Key characteristics of this handbook:

- (i) It helps learners understand the job role and responsibilities of a Retail Cashier.
- (ii) It provides guidance to perform essential functions safely and cautiously.
- (iii) It provides structured learning experience through interactive and guided learning.

Symbols Used



Key Learning Outcomes

The key learning outcomes are listed at the beginning of each module. These outline the focus areas that the learners will cover in every module.



Tips

Wherever possible, tips are included in every module. They provide additional insight to learners on a particular topic being discussed.



Steps

These provide step-by-step instructions for a specific process.



Notes

Notes at the end of each module is a space for learners to list down their key points related to the topic.



Activity

It is designed to bring or create the condition for learning.



Unit Objectives

These are listed at the beginning of each unit under every module. They highlight the focus areas that the learners will cover in every unit.

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1. Introduction

Unit 1.1 - Role of a Cashier in Retail Industry: An Overview

Unit 1.2 - Responsibilities of a Cashier in Retail Industry



Key Learning Outcomes

At the end of this module, you will be able to:

1. Describe who is a Cashier
2. Discuss the responsibilities of a Cashier
3. Explain the nature of work of a Cashier
4. Describe job role of a Cashier
5. Explain why a Cashier is required in a retail store

UNIT 1.1: Role of a Cashier in Retail Industry: An Overview

Unit Objectives

At the end of this unit, you will be able to:

1. Describe who is a Cashier
2. Discuss the nature of the work a Cashier performs
3. Describe the training process of a Cashier
4. Understand how a Cashier works in a retail environment

1.1.1 Who is a Cashier?

The term 'cashier' refers to a person who accepts payments for goods and services that are sold. In one way or another, cashiers have existed for hundreds of years. In certain businesses, like grocery stores, the cashier occupies the position of a "stepping stone". Various business entities require an individual to be a cashier before moving up to the customer-service role or for working at other positions or in other sections in the store.

Cashiers handle cash registers, computers, optical price scanners and other equipments for recording and accepting payments for the purchase of goods and services. The services of cashiers are used in restaurants, stores, business offices, theatres, and other wholesale and retail business establishments.



Fig. 1.1 A Cashier Performing Her Duty

1.1.2 Nature of Work of a Cashier

Generally, the specific job responsibilities of cashiers differ from company to company. Usually, cashiers are allotted a register at the start of their shifts, and are provided with drawers having a specified amount of money with which they start their tills. A till is commonly known as a cash register. Cashiers must tally the cash in their drawers to make sure that they have the right amount of money (float cash) and the adequate amount of change. After recording the charges for all items and deducting the value of special discounts or any coupons, the cashier totals the bill of the customer and takes the payment. General modes of payment include cash, debit cards, credit cards, coupons, etc. The cashier must be aware of the store's procedures and policies related to the types of payment accepted by the store. Rules and policies of a store are its code of conduct and all the employees must follow them. Processing of cheques might need authorisation or additional identification from the customer. Once the sale is complete, the cashier issues a receipt to the customer and returns the correct change. At some place he/she may also have to pack or wrap the purchased items.

When his/her shift ends, the cashier counts the total cash in the drawers once again and compares it with the sales data (i.e. money in the till compared to total of sale receipts). Occasional shortage of small amounts of money may be ignored; but repeated shortages may result in the dismissal of the cashier. Besides counting the contents of his/her drawers at the end of the shifts, the cashier also separates and adds up charge forms, coupons, return slips and other non-cash items.



Fig. 1.2 Nature of Work of a Cashiers

1.1.3 Training of Cashiers

The job of a cashier tends to be an entry-level position that requires little or no previous work experience. Though there are no defined educational requirements, employers looking for full-time cashiers generally prefer applicants having high school diplomas. Almost all cashiers are imparted training on the job. Generally, in small business organisations, an experienced employee gives training to the trainee. The trainee spends his/her first day in observing the various operations and in familiarising himself/herself with the store's policies, procedures and equipment. Thereafter, the trainee is assigned a register, under the supervision of an experienced employee. In larger business organisations, the trainee usually spends a number of days in training classes before being positioned at the cash register.



Fig. 1.3 Training of Cashiers

1.1.4 Cashiers Working in a Retail Environment

Almost half of all cashiers work part-time. Working hours vary on the basis of requirements of the employer. Normally, most cashiers are required to work on weekends and holidays as per the requirements. However, there are business organisations that have flexible schedules. Cashiers mostly work indoors, standing in booths or behind cash counters. Also, they are not supposed to leave their workstations without the approval of their supervisors as they are responsible for large amounts of money.

UNIT 1.2: Responsibilities of a Cashier in Retail Industry

Unit Objectives

At the end of this unit, you will be able to:

1. Discuss the responsibilities of a Cashier in retail
2. Identify the essential skills required to become a Cashier
3. Describe the information that a Cashier needs to provide to customers

1.2.1 Responsibilities of a Cashier in Retail Industry

The following are the responsibilities of a cashier in retail:

- Establishing or identifying the prices of goods and services
- Tabulating bills by using cash registers, computers, optical price scanners, and other equipment.
- Receiving payment through cash, cheque, debit card, credit card, or through an automatic debit.
- Wrapping or placing merchandise in bags.
- Providing information to customers.
- Calculating the total payments received at the end of work shift and reconciling the same with total sales.
- Accepting 'take-out' orders and reservations.
- Stocking shelves and cleaning check-out counter area.



Fig. 1.4 A Cashier in a Retail Store

To perform the above-mentioned role, a cashier is required for every retail store.

1.2.2 Essential Skills for a Cashier

The essential skills required to become a cashier can be divided into nine types, as shown in the figure below:



Fig. 1.5 Essential Skills for a Cashier

1.2.3 Providing Clear Information to Customers

As the name denotes, a cashier is an individual who handles cash. Cashiers accept payments from customers against the sale of goods or services and provide them with excellent customer service. They scan the goods and accept cash or credit card payments from customers. They interact with customers on a regular basis to solve queries, handle cash, etc.

Sometimes, cashiers also function as customer service representatives and provide the customers with a comfortable shopping experience. When an individual applies for the position of a cashier, he or she must be confident of handling difficult customers as well as a complex cash registers.

Tips

How can you work effectively as a cashier?

When you work as a cashier in a retail store, you must use all the essential skills required for a cashier and provide clear information to customers, if you are also assigned the job of salesperson.

Exercise

1. A cashier handles the cash registers, computers, optical price scanners and other equipment for recording and _____ payments from the customers for the purchase of goods and services.
2. In various businesses, like grocery stores the cashier has a _____ position.
3. A cashier is required in every _____.
4. A cashier is responsible for handling _____.

Accept, Retail store, Cash registers, Stepping stone

- 5. State whether these statements are True or False:
 - (a) A cashier is a person who looks after the security of a store.
 - (b) The cashier of a store should be alert at the cash counter.
 - (c) Most cashiers work indoors, usually standing in booths or behind the counters.
 - (d) Sometimes a cashier has to face risky situations such as robberies.
 - (e) A retail store doesn't require a cashier's services.

- 6. The essential skills for a cashier include:
 - (a) Communication skill
 - (b) Business etiquette
 - (c) Alertness
 - (d) All of the above

- 7. The role of a cashier is:
 - (a) To keep an eye on customers
 - (b) To take care of cash
 - (c) To entertain customers
 - (d) None of the above

- 8. A cashier sometimes:
 - (a) Sells the product and even packs it
 - (b) Resolves legal issues
 - (c) Takes care of security arrangements
 - (d) None of the above

- 9. Cashiers are responsible for
 - (a) Establishing or identifying the prices of goods and services
 - (b) Receiving payment through cash, cheque, debit card, credit card, or through an automatic debit
 - (c) Wrapping or placing merchandise in bags
 - (d) All the above

Notes





2. Service Cash Point

Unit 2.1 - Cash Point Operations

Unit 2.2 - Procedure for Handling Cash and
Cash Equivalents

Unit 2.3 - Security Procedures at Cash Points

Unit 2.4 - Problems and Resolutions in Routine Cash Point
Operations



Key Learning Outcomes

At the end of this module, you will be able to:

1. Manage cash points/point of sale
2. Accept various modes of payment at cash points
3. Understand the terms and conditions for accepting various modes of payment
4. Handle cash and cash equivalents
5. Identify and resolve expected and unexpected problems in routine cash point operations
6. Follow security procedures at cash points