

# Cashier Responsibilities & Instructions

## Beginning your shift:

1. Check in at the info booth ten minutes before your shift and then check in with the Sales Chair.
2. Wait in the "cashier waiting area" until the previous cashier is checked off duty.
3. If you're on a cash only station, a Cash Sales Committee member will take you to your station.
4. If your on a cash only or cash/credit station, you will be given an envelope with your till cash. Put your cash in your till.
5. The Sales Chair will coordinate the start of your shift with the Credit Card Treasurer if your station accepts credit cards, with the cash treasurer if your station is cash only, and both if you are on a dual station.
6. Label your green tag sheet with your name, station number, day, and shift. *Do not use previously labeled tag sheets.*

## Finishing your shift:

1. Work until your replacement arrives or the Sales Chair closes down your station.
2. At the end of your shift, someone (a cash sales committee member or a credit card committee member) will collect all of your calculator tapes, credit receipts, and tag sheets.
3. All cash and checks will be collected by a Cash Sales Committee member. On cash only stations, the calculator tapes will be collected with the cash and checks. On cash/credit and credit only stations, the credit card receipts and calculator tapes will be collected by a Credit Sales Committee member.

## How to complete a sale:

1. Remove tags from pots and place them on a tag sheet. Use one line per sale on the tag sheet (unless it's a large sale). If the tags do not stick to the sheet, tape them down. Please do not overlap the tags. The tag sheets are photocopied as a backup. See attached sample of a completed tag sheet.
2. Circle the type of sale on the tag sheet (cash, check, or credit). If the customer uses multiple payment methods (example: \$100 cash and the balance on the credit card), circle all that apply.
3. Write an "X" after the last tag in each sale.
4. Verify - If there is no artist's name on the tag, ask the customer if they know the artist's name. If you cannot 100% positively identify the artist, call the supervisor.
5. Verify - If an item has multiple tags, and the prices are within a few dollars, keep the tag with the lower price and destroy the other tag. If the price difference is significant, contact the supervisor for assistance.
6. Verify - Is the price rounded to an even dollar amount? If not, cross off the cents and charge the whole dollar amount.
7. Time payment tags may look different but are handled the same as other tag. Charge the amount shown on the tag. The customer will pay the balance directly to the artist over time.
8. Run a calculator tape for ALL sales including single pot sales.
  - a. Press the **key with the clock** on it twice.
  - b. Press **C/CE** once.
  - c. Key in each item's price separately and then press the **+ key**. Do not add items together in your head!!!
  - d. Print the total by pressing the \* key.
  - e. Feed the tape up a couple inches and tear it off.
  - f. Verify that the tags match the items on the calculator tape.
  - g. Tell the customer the total and collect payment. See the instructions on the reverse side for specific instructions for collecting payment by cash, checks, and credit cards.

## General Rules

1. Do not leave your station to assist with wrapping! Put items back in the basket and ask your customer to take them to an available wrapper.
2. If a customer requests a refund, call a supervisor for assistance.
3. Tag sheets will be collected at various times during your shift. Make sure your tag sheets are properly labeled. When you complete a tag sheet, place it in your "out basket". The tag runner will not collect tag sheets unless they are in the "out basket".

## Cash Sales

1. Take the cash from the customer.
2. State the amount due AND the amount received. Example: "That will be \$42 out of \$50." (This helps both you and your customer pay attention to the actual amount they gave you!)
3. Place the cash on the table in front of you. Keep it out and keep an eye on it until you have given the customer the change to prove how much they gave you in case they disagree with the amount of change you gave them.
4. Remove the correct change from your till and close the till. (The money they gave you is still in front of you.)
5. Count the change to the customer. State the amount of the sale first. Then count the small bills followed by the larger bills. Example: If their sale was \$42 and they gave you \$50 you will state the sale amount of \$42 and then count out 3 ones and 1 five. "That's 42, 43, 44, 45, and 50."
6. THEN put the cash the customer gave you in the cash drawer.
7. Ask the customer for their phone number and write it on the receipt. If they ask why, assure them it is only for contacting them to process a refund if we overcharge them or if we cannot identify the artist because the tags occasionally fall off the tag sheets.
8. Write "CA" on the calculator tape and place it on the spindle. (It's helpful if you can keep your spindled calculator tapes lined up. It also helps if the tapes are at least 3 inches long.)
9. IF YOU NEED ADDITIONAL CHANGE, call over the supervisor to monitor while you buy change from another cashier. NEVER "borrow" change from another cashier (without paying for it) because we reconcile each till for each shift.

## Check Sales

(During busy times, customer service hosts in the waiting lines should be assisting by pre-approving #1, 2, 3, and 4 below.)

1. Make sure the check has a physical address on it. If not, get the customer to write it on the check.
2. Make sure the person signing the check has his or her name pre-printed on the check. (Absolutely required.)
3. Ask your customer to write their phone number (if it isn't already there) on the check. If they ask why, assure them it is only for contacting them to process a refund if we overcharge them or if we cannot identify the artist because the tags occasionally fall off the tag sheets.
4. Request a picture ID such as a driver's license or state issued ID. Write the ID info on the check.
5. Verify that the numeric amount in the check is correct.
6. Verify that the written (longhand) amount of the check is correct. (Very important - this is the legal amount of the check.)
7. Put the check in the cash drawer.
8. Write "CK" on the calculator tape and place it on the spindle. (It's helpful if you can keep your spindled calculator tapes lined up. It also helps if the tapes are at least 3 inches long.)

## Credit Card Sales

1. Ask the customer "DEBIT or CREDIT". If they answer "CREDIT" proceed to #2. If they answer "DEBIT", press the "ATM" key and then proceed to #2.
2. Swipe the card through the machine. (If it won't read when swiped, see note \*\* below.)
3. If "CREDIT", keep the card on the table in front of you. If "DEBIT", return the card to the customer.
4. Follow the machine prompts. Enter the sales total from the calculator tape into the credit card terminal. Remember to enter two zeros for the cents.
5. When the machine prompts "second receipt", press Yes.
6. If "CREDIT", have your customer sign the FIRST receipt (the merchant copy) and write their phone number on it. Get the signed receipt back from the customer and verify the signature on the card matches. If there is no signature on their card, ask for ID. Remember, this also protects your customer. If "DEBIT" ( the pin pad will flash), have the customer enter their pin number.
7. Give the SECOND (unsigned) receipt copy to your customer with their credit card and the yellow copy of the calculator tape.
8. Staple the white original of the calculator tape ON TOP of the signed receipt and place it on the spindle. Be sure keep your spindled calculator tapes lined up.

**\*\*IF THE CARD WON'T SWIPE:** Enter the number manually on the credit card machine and follow the prompts. If you imprint manually, staple the calculator tape ON TOP of the signed receipt and imprinted copy (in that order). If you need help, call a supervisor.

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