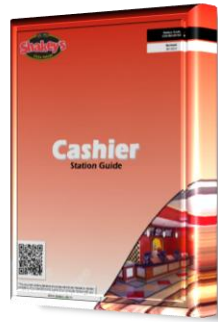




Store: _____

Team Member: _____



3 Cashier Module

Total Time 2-4 days (8-16 hrs)	Course/Topic	Trainer/ Manager	Trainee initials	Date	Passed/ Completed
Guide Review 40 min	Cashier Station Guide Review	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Module Video 10 min	Cashier Video	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Practice 6 Hours	Cashier Hands on Training	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Module Quiz 20 min	Cashier Quiz	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___ %
Certification 40 min	Manager-Trainer Certification Check List	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___ %

General Comments (Recommendations, areas for improvement, etc.)	General Score <input type="text" value=""/> %
	Passed <input type="checkbox"/> Yes <input type="checkbox"/> No



A Cashier is responsible for providing great guest service to each Guest that comes in to a Shakey's® Restaurant. The Cashier is also responsible for generating sales, maintaining cleanliness of work station, cash register operations, and maintaining accurate cash handling.

Description of training: The Cashier training Module is part of the Shakey's® Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of Cashier Service Sequence. The Cashier Module has been designed to provide all Shakey's® members with tools and training materials to guarantee thorough training of the Cashier position.

This module will review how to welcome and greet a guest, the Telephone Service Sequence, completing Take-Out Orders, Serving Alcohol, and the Money Handling Policy. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**

2-4 Days (8-16 hrs)	Training Program
--------------------------------	-------------------------

20 min	Cashier Station Guide Review	Resource	Main Goal:
--------	------------------------------	----------	------------


Review Training-Station Guide

- 1 Cashier Tools
 - 2 Point of Sale (POS) System
 - 3 Cashier Sequence
 - 4 Suggestive Selling
 - 5 Telephone Service Sequence
 - 6 Take Out Order Service
 - 7 Serving Alcohol
 - 8 Money Handling Policy and procedures.
 - 9 Guest Situation Resolution
- L.A.S.T.

Station Guide

The trainee will review all basic standards required of the position. The trainee will review all procedures, policies, and responsibilities specific to their position.

Comments:

Module Video 10 min	Module Video	Resource	Main Goal:
------------------------	--------------	----------	------------



View Training-Video

Cashier Video

Video

The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job.

Comments:

Practice 6 hrs	Practice	Resource	Main Goal:
	Cashier Practice	Hands On Training	The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station.

Effective Training: We strongly recommend training the cashier at least one day (4hrs each day) during buffet hours (lunch) and during fundraisers or evening hours (diner).

Cashier Tools

Review, Practice and Feedback

▷ **Goal:** The Team Member will confirm they know the tools for their work station

- Review tools.
- Drawer, Sani-buckets, Table numbers, Calculator, Printer Paper Rolls, Boxes, Bags, etc.

Point of Sale System (P.O.S.)

Review, Practice and Feedback

▷ **Goal:** The Team Member will work using the POS system

- Review the POS (point of sale) distribution (Pizza, Chicken, Drinks, Mojo@s and More, PCM Combo etc.)
- Complete the following examples-practice on POS (without guests) :
 - a) Logging in
 - b) Pizza Order one topping (Thin and Pan)
 - c) Pizza Order Half and Half
 - d) Pizza Order multiple toppings
 - e) PCM order
 - f) Promo Code (coupon)
 - g) Reservation – Phone Order
 - h) Cash payment method
 - i) Card payment method
 - j) Payment (half credit half cash, using different cards)
 - k) Gift Card payment method
 - l) Promo Code
 - m) Discounts (senior, company, government, employee)

Cashier Sequence

Review, Practice and Feedback

▷ **Goal:** The Team Member will demonstrate that they have knowledge of the POS system, demonstrate knowledge of the menu using the POS system, review the process without guests present and then directly taking a guests' order.

Review, Practice and Feedback of the Cashier Sequence:

- How to greet (welcome), smile, eye contact, listen, suggest, repeat, ask, inform and thank.
- Practice completing an order with the trainer's help.
- Train (3-5 times) a full Cashier Sequence with guest present (feedback).
- How to complete the Food Safety and Sanitation Check List form
- How to reserve a party using the reservation book.

Suggestive Selling

Review, Practice and Feedback

▷ **Goal:** The Team Member will review how to suggest additional items; such as beverages, appetizers, or "up-selling" to our guests on their order:

- Knowing
- Listening
- Observing
- Suggesting



Telephone Service Sequence

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice, using the POS system, taking a guest's phone order without the guest present.

- Practice completing a phone order

Take Out Order Service

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice, using the POS system, taking a guest's to-go order without guest present.

Serving Alcohol

Review, Practice and Feedback

▷ **Goal:** The Team Member will demonstrate knowledge of serving alcohol; how to check valid ID, calculate the age of guest, serve guest, signs of intoxication, and how to promote responsible alcohol consumption.

- Demonstrate and practice selling Alcohol

Money Handling Policy and Procedures

Review, Practice and Feedback

▷ **Goal:** The Team Member will practicing counting money, completing the Till Count form, detecting a counterfeit, and confirm they have knowledge of the Money Handling Policy.

- Demonstrate and practice the money handling activities: Counting their cash, getting change and making drops.
- How to fill a Till Count form.

Guest Situation Resolution

Review, Practice and Feedback

▷ **Goal:** The Team Member will review the 5 most common examples of complaints of guest, how to use L.A.S.T., and solving the situation before calling a manager.

- Shakey's® Problem Solving System (L.A.S.T.) Listen, Apologize, Solve, Thank.
- Guest Situation Resolution (examples/practice).

Open/Close the station

Review, Practice and Feedback

▷ **Goal:** The Team Member will show the trainee they know how to open and close their station at various times of business.

- Review and practice how to Open/Close the station.
- Review and practice how to maintain cleanliness and stocking work area.
- Preparing for Buffet Hours
- Preparing for a Fundraiser Event
- Preparing for a Event or Party
- Buffet Closing (if necessary).

General feedback and comments

▷ **Goal:** Team Member will receive feedback in regards to their progress and understanding of their station.

Important: It may be necessary to repeat the training, in detail, two or three times prior to completing the certification process:

- How to complete a **Takeout Order**
- How to **Suggest** and **Up-Selling** on an order.
- How to take a **Phone Order** and the **Telephone Service Sequence**.
- How to complete **Guest Situation Resolution** and common examples.
- How to **Serve Alcohol**, common examples and mistakes.
- Completing **Cash Counts/Drops/Receiving Change**, and how complete **Till Counts**.

Comments:

▷ **Instructions:** Complete before taking Cashier quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. You must wash your hands ...

- After you go to the restroom.
- Count your register.
- Every time you change work stations.
- All of the Above

2. What are the Cashier's primary responsibilities? (check one)

- They are responsible for greeting the guest.
- They are the first point of sales for our guests.
- They provide a friendly Shakey's® Service to each guest, generating sales, maintain cleanliness of work area, cash register operations, and accurate cash handling.

3. What is the order of the Cashier's Sequence?

- 6 Inform
- 7 Thanks
- 1 Welcome
- 2 Listen
- 3 Suggest
- 4 Repeat
- 5 Ask

4. Why is it important to make "Eye Contact" with our guests?

- Let's the guest know you are acknowledging them.
- Means that we are listening to them.
- Means we see them, but we are not acknowledging them.

5. In the 1st step "Welcome", what is the appropriate phrase to welcome the guests?

- "Hi, how are you?"
- "Hi, how you doing?"
- "Hi. Welcome to Shakey's, how may I help you?"

6. What is the 2nd step of Shakey's® Cashier Sequence?

- "Thank"
- "Listen"
- "Repeat"

7. In the 3rd Step "Suggest", what does the Cashier do to offer the appropriate items to the guest?

- Offer ideas to our guests for additional items or beverages.
- Gives the guest a printed menu.

8. What does "Repeat" mean in the 4th Step of the Shakey's® Cashier Sequence?

- Repeating back the order to confirm accuracy.
- This step is not necessary
- The Cashier gives the guest the total of their order.

9. In the 5th Step of the Shakey's® Cashier Sequence, how does the Cashier "Ask" the guest if they would like additional items?

- "May I get you anything else?"
- "Is that it?" or "Is that all."
- "Anything else?"

10. "Inform" in the 6th Step of the Shakey's® Cashier Sequence means:

- Inform the guest of their total and ask how many plates they need.

Inform the guest of the total of their purchase, mark the coupon on the receipt or circles the survey.

11. What does the Cashier do in the 7th Step?

- Gives guest their food
- Thanks the guest for coming to Shakey's
- Says What may I help for you?

12. After how many rings should we answer the telephone in the restaurant?

- Let the phone continuously ring.
- After 1 ring.
- 3 rings or less.

13. What is the order of the "20 Seconds Washing Hands Procedure"? (1- first , 4 – last)

- 3 Vigorously scrub hands and arms (10-15sec)
- 1 Wet your hands with warm water
- 2 Apply soap
- 4 Dry Hands and Arms with single use towel

14. How does the Cashier know what other items to suggest?

- Checks the menu.
- Knows menu, has listened to the guests order, and has observed the size of the group.
- Waits until the guests returns to order additional items.

15. What you should do when you sneeze:

- Cover your mouth with your t-shirt.
- Cover your mouth with a towel.
- Cover your sneeze with you arm ("Dracula" approach) and wash your hands.

16. What are considered good practices when it comes to money handling?: (check all that apply)

- Leave your till unattended/allow others use it.
- Do not check bills and do not count change back.
- Count your register in the office with manager on duty present, check bills, and always count money back to the guest.

17. True or False:

FALSE It is okay to count your register in front of the guest.

18. Write a short phrase or key words that you can use in each part of L.A.S.T.:

LISTEN _____
APOLOGIZE _____
SOLVE _____
THANK _____

19. True or False: The alcohol Policy says:

TRUE You must ask for ID and verify age before serving alcohol.

20. True or False: The alcohol Policy says:

TRUE The Team Member must be **18 years old** to **Sell or Serve** alcohol if the Bar Station is next to the cashier counter; but must be **21 years old** to **Sell and Serve** in a separate Bar Station area.



Manager Certification Check List

Cashier



3

Total Time 60 min	Employee		Store		Date	/	/
-----------------------------	-----------------	--	--------------	--	-------------	---	---

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **9 out of 11** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Cashier the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

1. General Knowledge Yes No

- Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
- Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's® menu, uses the PPE (Personal Protect Equipment) correctly.

2. Cashier Characteristics Yes No

- Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye; supports others Team Members when needed.

3. Work Station Set-up and maintenance Yes No

- Has knowledge of how to set up cashier area, proper cleaning and maintenance of work area.

4. Cashier Sequence

- **Smile** Yes No
 - Smiles when welcoming guest.
- **Eye Contact** Yes No
 - Makes an eye contact.
- **Welcome** Yes No
 - Uses correct Shakey's® phrases to greet guest:
 - ☑ "Hi, welcome to Shakey's®. How may I help you?"
 - ☑ "What can we start with you?"
 - ☑ "What would you like to begin with?"
 - ☑ "Welcome Mr. Jones. Are you going to have your usual buffet?"
- **Listen** Yes No
 - Listens carefully to guest
- **Suggest** Yes No
 - Has knowledge of all Shakey's® products (menu), listens carefully to a guest's order (Beverages, Appetizers, Salad and Dessert), observes group for size and occasion (Family, Children, Groups, Sport Teams, etc.), and suggests appropriate Shakey's® product (additional item, beverage, appetizer or toppings).
- **Repeat** Yes No
 - Repeats guest order to prevent mistakes from happening.
- **Ask** Yes No
 - Always asks the guests "What else may I get for you?"
 - NOT, "is that it?" Or "is that all"
- **Inform** Yes No
 - Always informs the guest of the total their purchase.
 - Calls them by name if they pay wit credit card.
 - Marks the coupon and survey on their receipt.
 - Verbally acknowledges the amount given.
- **Thank** Yes No
 - "Enjoy your dinner!" "Happy graduation, Birthday, Anniversary, etc.!"



60 min

5. Telephone Service Sequence Yes No

- Answer before 3 rings.
- Smiles, speaks clearly, listens carefully, confirms order and information, informs, and thanks guest.
- Repeats the guest's name.
- Calls for management asks "May I tell ___ who is calling?"
- Checks hold calls and say "I have one guest ahead of you" or "I'm just finishing with another guest and I will be right back to you."
- Makes eye contact with and smile at those guests in line.

6. Take Out Service Sequence

- Suggests additional items or beverages for to-go/take-out orders.
- When giving the guests their order, repeats the item, and gives time to guest to confirm it.
- Lifts the lid of all items of an order to confirm the correct items.
- Calls the guest by name (the name is on the order).
- Thanks the guest.

7. Money Handling Policy Yes No

- Knows the money handling policy.
- Always verifies (counts) money that is assigned to them, with manager present.
- Never leaves money unattended.
- Always verifies the large bills over \$20.00 by counterfeit detection pen/Manager.
- Never allows another Team Member to access his/her drawer or process an order.
- Verbally acknowledge the amount given and keep the bill(s) visible until the transaction is complete.
- Never counts the drawer in front of the guests.

8. Serving Alcohol Yes No

- Asks for I.D.s for anyone who appears younger than 35.
- Never serves to anyone who cannot prove age.
- Watches where multiple drinks/glasses go (1 per I.D.).
- Notifies manager on duty when somebody has signs of intoxication.

9. Guest's Situations Resolution Yes No

- Knows the Shakey's® Problem Solving System (L.A.S.T.).
- Listens, Apologizes, Solves, Thanks.

10. Cashier Forms Yes No

- Knows how to complete a Till Count form.
- Knows how to complete the Food Safety and Sanitation Check List forms.
- Knows how to reserve a party using the Party Reservation Book.

11. Open and Close (shift /close) Yes No

- Knows how to Open and Close their work station.

Total Time	Name of Manager/Trainer Certifier	Trainee Initials	Passed/ Completed
			_____% <input type="checkbox"/> Yes <input type="checkbox"/> No

General Comments (recommendations, suggestions for improvement, etc.):