



Manager Certification Check List



3

Cashier

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| 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.):