



## **RETAIL SUCCESS:** **Customer Service & Cashiering** Industry Specific Training

**“GOOD CUSTOMER SERVICE LEADS TO HIGHLY ENGAGED CUSTOMERS WHO BUY 90% MORE FREQUENTLY AND SPEND 60% MORE PER TRANSACTION.”**

The most important parts of retail success revolve around the interaction with the customer and the moment of the transaction - when money transfers from the customer to the cashier. As such, it's vital that cashiers be well trained, ready to provide superior customer service, and possess the cashier skills so that the experience goes smoothly.

**Our “Retail Success” training course includes the following modules: Registering Basics, Cashiering Fundamentals, Workplace Code of Conduct, Soft Skills 101, Superior Customer Service, Professionalism & Etiquette, and Current Safety and Health Standards Awareness relating to COVID-19. In addition, this program provides Workplace Readiness - reviewing Resume and Interviewing Basics, as well as crafting individual Elevator Speeches with participants.**

## **COURSE HIGHLIGHTS**

### **Register Basics Module**

- Scan-to-Bag Concept at Checkout
- Introduction to the Terminal: printer, check reader, payment terminal, cash draw, media slot, item scanner and fraud fighter
- Cash Handling: monetary values, counting back change, avoiding fraud
- Tendering Sales: cash and cash draw setup, checks, traveler's checks, credit cards, ATM, gift cards, money cards
- Understanding Receipts, Item Substitutions, Rainchecks and Coupons
- Loss Prevention - Electronic Article Surveillance

### **Workplace Code of Conduct Module**

- Standards of Behavior at Work: professional appearance, punctuality, time management, communication
- Importance of following health and safety protocols
- Treating others with Respect: customers and co-workers
- Use of Company Property: understanding theft and fraud
- Avoiding Workplace Violence, Discrimination, Sexual Harassment and Substance Abuse