Cashier (fast food restaurant)

Job Description:

Fast Food Cashiers process orders and collect payments from customers in a fast-food restaurant. Their chief duties include greeting customers, responding to inquiries, and maintaining public areas. Fast food cashiers manage all monetary exchanges in the restaurant by taking orders and ringing up transactions, serve as a liaison between the customer, the managerial staff and the kitchen staff, and keep the front area of the restaurant clean and well stocked.

Job Responsibilities:

* Handle cash, credit or check transactions with customers
* Scan goods and collect payments
* Ensure pricing is correct
* Issue change, receipts, refunds, or gift certificates
* Redeem coupons
* Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
* Make sales referrals, cross-sell products and introduce new ones
* Know when to escalate an issue to management
* Resolve customer complaints, guide them and provide relevant information
* Bag items carefully
* Greet customers when entering or leaving establishment
* Maintain clean and tidy checkout areas
* Keep reports of transactions
* Process returns and check to see if items are damaged
* Answer customers' questions and get a manager if answer doesn't solve the issue
* Bag, box or wrap packages
* Pleasantly deal with customers to ensure satisfaction
* Welcome customers and help determine their orders.
* Process customer orders and record them in the restaurant database.
* Relay customers’ orders to the kitchen staff.
* Ensure all orders are delivered to the customers in a timely manner.
* Accept cash and return the correct change.
* Tally money in the cash drawer at the beginning and end of each work shift.
* Place food orders in the appropriate bags and boxes.
* Respond to customer inquiries, issue receipts, and record customer suggestions.
* Clean and arrange eating, service, and kitchen spaces.
* Help kitchen staff when needed.

Job Qualifications:

* High school diploma or GED required
* Experience as a fast food cashier

Opportunities as a fast food cashier are available for applicants without experience in which more than one fast food cashier is needed in an area such that an experienced fast food cashier will be present to mentor.

Job Skills Required:

* Able to perform basic arithmetic
* Ability to multitask
* Excellent customer service skills
* Good communication skills
* Able to work calmly under high pressure
* Team Player
* Ability to use a computer based checkout system
* Pleasant, polite manner and a neat and clean appearance.
* Must possess good communication skills for dealing with diverse customers
* Must possess cultural competence and ethnic sensitivity
* Product Knowledge
* Telephone Etiquette
* Customer Service
* Dispute resolution
* Dependability
* Efficiency
* Flexibility
* Friendliness
* Basic (PC) Computer Knowledge
* Attention to Detail
* Sales
* Point of Sale Systems (POS)
* Positive Attitude
* Punctuality