



Job Description Checklist - Cashier

At Tougas Family Farm our cashiers play an integral part of the customer experience. Providing exceptional customer service is our top priority. As a cashier, it is essential to make our guests feel welcome, appreciated, and cared for, so they will leave wanting to come back again and again! This position is a lot more than just ringing up customers and stocking shelves. We value our guests and team members, and strive to provide an enjoyable experience for all.

Pick Your Own Department: As a cashier in the fields you are responsible for welcoming guests, explaining our pricing system, providing information about fruit available for picking, and giving directions to picking locations. You are responsible for accurately ringing up purchases, thanking our guests for visiting the farm, encouraging them to return again, and sharing information about upcoming fruit seasons.

Farm Store and Kitchen: As a cashier in the farm store you are responsible for welcoming and positively interacting with guests. You are not only responsible for ringing up purchases, but for acting as an information center for our guests. Many of our guests come into the farm store seeking picking information or have other questions about the farm and activities here. This includes giving accurate directions to activities around the farm, what's picking today, upcoming fruit seasons, explaining our menu and food ordering system, and making sure guests find desired items they are looking for in the store. Up selling as well as suggesting other items they may not have realized were available is a way to really shine in this position!

Minimum Level of Service Requirement:

As a Cashier you **MUST:**

- Smile and greet each guest with "Welcome!" or "Good Morning!" or "Good Afternoon!"
- Tell customers about any specials we are running, ask each group what they are interested in picking, and if they have ever been here before
- Be friendly and approachable
- Clearly explain our pricing system and directions to picking locations
- Operate the register, credit card machine, and take gift cards
- Ring up purchases accurately, make change correctly, and keep a balanced and tidy register drawer
- Offer to assist customers with their purchases if needed. This includes carrying heavy fruit and purchases to their car.
- Remind customers to refrigerate their fruit for longest storage and know where to direct them for more freezing, storing, and recipe information
- Keep your register and register station clean, neat and stocked with appropriate packaging and supplies

- Assist in keeping the sales buildings clean. This includes sweeping, dusting, stocking and displaying products

Head Cashier (Store and Pick-Your-Own)

Head Cashiers are held accountable for the same list of service requirements as regular cashiers, plus additional responsibilities. It is the head cashiers responsibility to supervise all cash handling and cashiers. The head cashier makes sure guests are being served courteously and efficiently, that staff is informed and knowledgeable about what's picking, register transactions are completed correctly, and that proper setup and breakdown of the sales building and register stations are completed daily. The Head Cashier is the liaison for communication between the Field Manager and the PYO sales buildings and the Store.

In addition to the Minimum Level of Service Requirement for Cashiers, the Head Cashier **MUST**:

- Train new cashiers
- Supervise cashiers and opening and closing procedures, delegate tasks and coordinate projects
- Keep customer lines organized and moving, and know when to open additional registers
- Check that all price signs and directional signs leading to the orchard, store, and outbuildings are in the correct spot and accurate
- Evaluate packaging and other supplies (drop envelopes, markers, trash bags, etc), restock, and notify manager for more supplies when needed
- Fix cash register mistakes, complete voids, and ring in staff discounts
- Buy change for cashiers when needed, and keep a balanced cash box
- Make frequent and accurately counted drops from the registers to the drop box safe
- Do end of day reports (wristbands, bag colors, etc.) and count drawers at the end of the day