

Job Description: Cashier



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Reports To: Shift Supervisor - Store Manager

Job Summary:

The Cashier is responsible for handling transactions accurately and efficiently while providing excellent customer service. This role ensures smooth cash register operations, maintains cleanliness in the counter area, and supports the overall customer experience in the coffee shop. The Most Important Roll Is :Suggestive up-selling and communication of promotions and special offers to Customers" under Customer Service, "Maintaining & reviewing production & expiration dates of stock. Ensuring focus on the promotion and sale of short shelf-life products to avoid expiration loss".

Key Responsibilities:

1. Customer Service:

- Greet customers warmly and professionally.
- Assist customers with menu inquiries and promotions.
- Handle customer complaints Using (LAST) or escalate them to the Store Manager when necessary.

2. Cash Handling & Transactions:

- Operate the cash register and handle all payment methods (cash, credit/debit cards, digital payments, DAQ APP).
- Ensure accurate pricing and correct billing.
- Issue receipts, refunds, or change as needed.
- Maintain a balanced cash drawer at all times and report discrepancies immediately.

3. Order Processing & Coordination:

- Ensure orders are processed efficiently and communicated to the barista team.
- Check for order accuracy before delivering it to the customer.
- Coordinate with the kitchen/barista staff for special requests or modifications.

4. Cleanliness & Organization:

- Keep the cashier area clean and organized.
- Regularly sanitize the POS system, counters, and high-contact areas.
- Restock necessary supplies such as receipt paper, napkins, and promotional materials.

5. Compliance & Policies:

- Follow all company policies, including cash handling procedures and security measures.
- Adhere to hygiene and safety regulations.
- Maintain confidentiality regarding financial transactions and customer information.

6. Additional Responsibilities:

- Assist in opening and closing duties as per the shift schedule.
- Participate in team meetings and training sessions.
- Support other team members when required.

Key Qualifications & Skills:

- Previous experience in a cashier or customer service role (preferred).
- Basic math skills and attention to detail.
- Ability to work efficiently in a fast-paced environment.
- Strong communication and interpersonal skills.
- A positive attitude and willingness to learn.

Notes:

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Employee Acknowledgment:

I, _____, have read and understood my responsibilities as a Cashier in the Coffee Shop. I agree to follow the job duties outlined above and understand that failure to meet these expectations may result in disciplinary action.

Employee Signature: **Date:**

Manager Signature: **Date:**