

# Five Star Training

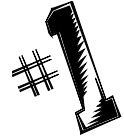
Restaurant Manuals and Policies

**Cashier Manual Sample Pages**

<http://www.five-startraining.com/>

## **Welcome to Xyz**

Welcome to our service team at Xyz. We take pride in serving our Guests quality food and friendly, efficient service. Our success is due to both our "team spirit" and our commitment to exceed our Guests expectations 100% of the time. We are proud to welcome you to our service team and wish you great success in our organization.



At Xyz, we are committed to both you and our Guests. You are very valuable to us and without you, we would not be in business. *You* make it happen, and we appreciate your individual personal contributions. Without your presence and devotion, we cannot exceed our Guests' goals.

## **About Your Job Description Manual**

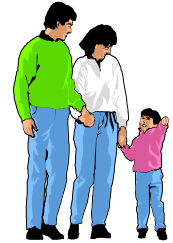
This Cashier job description manual will explain your duties and responsibilities required to successfully become a professional Cashier for our restaurant and will:

- Show you how you play an vital part to the success of our restaurant
- Define your job responsibilities from the start so you know what to expect from your new role
- Increase your confidence so you can perform your job to the best of your ability and contribute to the success of our establishment
- Teach you how to perform your job smoothly and help you become a successful, knowledgeable team member
- Serve as a quick reference guide for your convenience

Some of your duties may vary at times. If you have any questions, do not hesitate to ask one of your managers. Please review this manual together with your. Please take the time to review the *Orientation/HR* handbook that will give you a complete background about our company and policies. This job function manual is only one part of your training. Xyz believes in your growth and development, therefore, we offer continuous training and development to help you succeed in your new role. Your manager will inform you of upcoming in-house training seminars, workshops, meetings, surveys, and focus groups sessions that relate to your job position.

## Summary of Tasks Performed by the Cashier Job Position

As a Xyz Cashier, you will have day-to-day interaction with our Guests. Sharing your “people pleasing personality” with our Guests is what Xyz is all about. In addition to buying great food, Guests are buying “great feelings”. A Xyz Guest is sure to visit us again when they have enjoyed a memorable experience.



Below is a brief summary of your duties and responsibilities as a Cashier for Xyz. You may be responsible for other duties assigned by your manager.

- Delight our Guests by providing a pleasurable dining experience
- Follow sanitation guidelines
- Adhere to safety procedures
- Practice cost-cutting measures
- Pitch in and work as part of a team
- Practice key Cashier skills and responsibilities
- Report to work
- Perform opening procedures
- Perform ongoing duties
- Perform operating procedures
- Follow proper Guest service techniques
- Accept payments
- Follow additional key tips
- Handle Guest relations issues and inform a manager
- Train and guide other Cashiers as requested by your manager.
- Perform other tasks as assigned by your manager
- Perform closing procedures

- Depart from work

## V. Closing Procedures

Due to sales volume, the number of scheduled staff, restaurant set-up, and operator's preferences, opening procedures may vary for each individual restaurant. Please see your manager for your exact responsibilities. Listed below are some required duties you are to perform when closing your area. You may start cleaning as soon as it slows down. But remember, we don't want the Guest to wait for anything. Attending to Guests' needs comes first, before cleaning and closing duties.

### Closing Paperwork

After your shift ends, your manager will run a Cahier Report prior to you performing checkout procedures. The Cashier Report will break down all your individual payments types and indicate total cash owed (at the bottom).

This report states the total amount of sales you received and lists several transactions such as credit card sales, comps, total sales, etc. After this report has been run, complete the following:

1. Take the cash drawer to the office with your manager present
2. Count \$100 starting with coins and one's—leave the \$100 in the cash drawer
3. Count the remaining money and place it in envelop/bag
4. Process credit cards by:
  - Separating them by type and placing them in individual stacks
  - Adding each type using a calculator
  - Attaching the calculator receipt to the individual stacks
5. Submit the following payments and documentation in a bag/envelop:
  - Cash
  - Traveler's checks
  - Comps/Voids
  - Coupons/Promos
  - Charges
  - Gift certificates/cards
  - Place over-ring receipts in the envelope/bag
6. Complete the necessary paperwork/forms

*Be sure to face all cash bills in the same direction*

Five Star Training - Restaurant Manuals and Policies  
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Additional information regarding this section is included in the purchased manual



**XYZ Cashier Manual**

**Statement of Compliance Form**  
***Cashier Manual***

**Statement of Compliance**

I, \_\_\_\_\_ team member's first and last name \_\_\_\_\_, read and understand the policies and procedures presented in this manual. I also understand that failure to comply with any of these policies and procedures may result in disciplinary action and/or termination of my employment with XYZ. I understand that this is not a contract or a contractual obligation of any type and that (name state) is a *right to work state*. (pls. verify whether the state that is using this manual is a right to work state). XYZ reserves the right to change any policy or procedure at anytime *with* or *without* notice.

Team Member's Signature	Date	Team Member's SS#
Manager's/Witness's Signature	Date	