

# Essential Skills Summary – DINING ROOM CASHIER

The most important Essential Skills for Dining Room Cashiers are:  
**Reading Text, Oral Communication**

Dining Room Cashiers key in restaurant and buffet bills and handle payments from the clients.

Typical Level & Most Complex	How Dining Room Cashiers use Essential Skills
<b>A. READING TEXT</b>	
1-2	Dining Room Cashiers read and finalise bills accurately through the computerized till system, read information on gift certificates and memos from management.
<b>B. USE OF DOCUMENTS</b>	
1-2	Dining Room Cashiers process the clients' bills, handle credit card and Interac slips, and read computerized till messages and the final printout. They check and return their float sheet.
<b>C. WRITING</b>	
1-2	Dining Room Cashiers may write out instructions for new employees or may write an Incident Report on a witnessed occurrence. They may copy the menu or write up an inventory of non-alcohol items.
<b>D. NUMERACY</b>	
1-2	Dining Room Cashiers record transactions on MICROS system. They check their float against the float sheet, organize and compare totals of credit card slips with the computerized till printout. Split bills, e.g., for a birthday party, by dividing the total bill by the number of people sharing the cost.
<b>E. ORAL COMMUNICATION</b>	
1-2	Dining Room Cashiers are near the phone and so are often taking messages for manager and co-workers. Greet and ask customers for feedback and deal with complaints.
<b>F. THINKING SKILLS</b>	
1-2	Dining Room Cashiers make decisions on how to handle clients' complaints. They report any errors they detect promptly to the Manager.
<b>G. WORKING WITH OTHERS</b>	
	Dining Room Cashiers usually share their time helping at another job, usually hosting or bussing, but in the case of the café cashier, acting as cook and kitchen helper.
<b>H. COMPUTER USE</b>	
1	Dining Room Cashiers use the computerized point of sale software.
<b>I. CONTINUOUS LEARNING</b>	
	Dining Room Cashiers learn from co-workers. They receive training on computerized point of sale software.
<b>J. OTHER INFORMATION</b>	
	Dining Room Cashiers may have long periods of inactivity and look for chances to be helpful and move about. Café cashiers move quickly to manage restocking, cleaning up and handling the till. Repetitive strain can be a problem.