

Essential Skills Summary – RETAIL CASHIER

The most important Essential Skills for Retail Cashiers are:
Numeracy, Working with Others, Computer Use

Retail Cashiers handle the sale of gift items, TicketMaster and lottery tickets to casino customers. They offer superior customer service, maintain, update and order inventory and assist in sales promotion.

Typical Level & Most Complex	How Retail Cashiers use Essential Skills
A. READING TEXT	
1-2	Retail Cashiers refer to department memos and procedures manuals (Fire Drill, TicketMaster, Cashiers' procedures).
B. USE OF DOCUMENTS	
1-2 3	Retail Cashiers keep binders of memos containing new information, maintain logs, and prepare reconciliation sheets. May create their own forms, e.g., checklist for new employees.
C. WRITING	
1-2	Retail Cashiers write daily reconciliation sheets.
D. NUMERACY	
1-2	Retail Cashiers verify floats and maintain records of money deposited during the day. Print out accounting reports. Estimate space for gift shop displays.
E. ORAL COMMUNICATION	
1-2	Retail Cashiers cooperate with co-workers and supervisor sharing daily tasks. They greet customers and respond to their needs. They are in touch with other departments and well-informed about casino events. They consult with vendors about products.
F. THINKING SKILLS	
1-2	Retail Cashiers have to trouble-shoot with the systems they use everyday. They deal with clients unusual requests. Track variance when it occurs. Know when to make decisions and when to refer problems to supervisor or Security.
G. WORKING WITH OTHERS	
	Retail Cashiers co-operate with co-workers and supervisor to cover retail outlets. They work as a team to share duties and to train each other.
H. COMPUTER USE	
1-3	Retail Cashiers use computerized accounting software. They enter data and access information (printouts, options for clients) on a variety of machines. They use e-mail.
I. CONTINUOUS LEARNING	
	Retail Cashiers bring previous experience to the job. They learn on the job and from co-workers. They take seminars offered in the workplace.
J. OTHER INFORMATION	
	Retail Cashiers are on their feet most of their shift. They require manual dexterity for keyboarding and handling cash. Retail Cashiers are positive, attentive and respectful.