How to be a Successful Cashier at Kroger

By Kiran Singh
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Introduction

Being a successful Kroger Cashier can be a lot of work and can be very stressful at times. However, being an excellent cashier is an important position to fulfill and is vital to ensure the success of the company. Being a Cashier requires discipline, reasoning skills, efficiency, and above all else, honesty.

With the help of this manual, you will be able to check out customers with ease and efficiency and be able to think independently. You will also be able to handle common errors that occur while dealing with the cash register.
In this Chapter, we will discuss how to manage the register and log on. You will also be informed on how to act professionally, greet people, and scan items properly.

**Signing on to the cash register**

To sign on to the cash register, walk up to the register and type in your Kroger employee cashier code and sign on the register. Then Press the yellow sign on button.
Greeting the Customers and acting professionally

Acting professional is an important part of running the Cash register. You must not let your personal life affect your job and you should most certainly not let it show on your face. When a customer approaches your isle, you must always ask how are they doing with a light smile and ask for their Kroger Card.

If a customer doesn’t have a Kroger card, you can also accept their phone number as a replacement for their Kroger card. When you receive the phone number, you enter the number into the cash register and press the yellow ALT/ID button on the right hand side of the Cash register. The customer also has the option of entering their phone number into the pin pad themselves.

The figure on the left helps illustrate where the ALT/ID button is located.
Scanning items Properly

To Scan items, simply find the bar code and swipe it over the sensor. Do not drop any items and handle all goods with care. Do not get frustrated if the scanner does not work properly and do not take too long to scan the items. For the check-out process to go smoothly, it is important to be efficient with your time. Do not worry, this skill comes with practice.

To remove an item after it has been scanned, you must press the red button which says "void" on the top right hand side of the cash register. After you have done this, simply rescan the same item and the computer will take it off the register.

If a customer has a large quantity of the same item, press the purple "quantity" button located just above the enter button and then enter the amount of items that the customer has and then press enter. This can only be done with items that are usually bought in bulk, such as canned goods.

Determining Payment Method

Customers have four methods to pay for their desired items.

- Cash
- Credit Card
- Debit Card
- Checks
Chapter 2
In this Chapter we will be discussing the four different types of payment methods and how to cancel a transaction. This can be a tedious process to accomplish but with practice and diligence, this process can also be mastered.

Paying with Cash and Change

After you have scanned all the items, press the green button that says “total”. The next step is to enter the amount of cash that you were given by the customer on the right hand side of the cash register. Then you must press the green “cash” button, and the amount of change that you have to give the customer will appear on the screen in front of you. Lastly, give the correct amount of change to the customers and pay extra attention that you do not make any mistakes involving currency.
Paying with Credit Card

If a customer decides to pay with Credit Card then you do not have to worry about counting money and giving change. After you have scanned all the items, you press the green total button and then you press the green “EFT” button on the right hand side of the cash register. If the amount of money that the customer needs to pay is under fifty dollars the machine will automatically approve. However, if the amount is over fifty dollars, the customer has to sign the pin pad.

Paying with Debit Card

If a customer decides to pay with a Debit Card, a similar process occurs just as if a customer decides to pay with a credit card. First you press the green “total” button and then you press the green “EFT” button on the right hand side of the cash register. The customer then must type in his or her pin number into the pin pad for the register to accept the money. If the amount of money that the customer needs to pay is under fifty dollars the machine will automatically approve. However if the amount is over fifty dollars, the customer has to sign the pin pad.
Paying with Checks

When customers pay by writing a check they have two options. They can either sign the check or fill the check out completely. If the customer only signs the check, enter the amount that they want the check to be made out for and press the button which says check. The register will give you the option to print the check by press in the yellow button which says clear. Insert the check face down into the printer with the lines for the signature on the back of the check going in first.

If the customer completely fills out the check press the green button which says check. Type in the amount that the check is worth and press enter. Then insert the check facedown into the printer.

Cash Back

Customers are allowed to receive cash from their debit card and coinstar receipts only. Cashiers are not allowed to give money from personal checks at the register. Cashiers are also not allowed to give cash from credit cards. To give cash back from a debit card, press the “number one” key and then the yellow button which says sign on. Then, enter the amount of money that the customer wishes to receive. Customers can only receive up to 100$ or the amount of the coinstar.
How to Suspend/ Cancel a Transaction

Unfortuantly, customers do not always have the proper amount of money to pay for their desired items after they have been scanned. When a situation like this occurs you must call a supervisor over to your register. To call a supervisor over to your register you must pick up the intercom telephone and call their name over to your register number. To Suspend or cancel a transaction, you must press the green button which says "suspend" on the left side of the register. Then you must press the green button which says "total" on the far left hand side and then the red button which says "override" located at the top center side of the register. The supervisors have a bar code for this specific purpose which is located on the back of their name badge. When the supervisor arrives at your register, he or she will have to scan their bar code over the scanner to nullify their purchase. The register will then print a receipt which will have all the items that the customer attempted to purchase. The customer then has one hour to return back to store with the correct amount of money or all the items will be put back on the shelf. Customers are only allowed to use the same cashier that checked them out previously or they have to report to customer service.
Chapter 3
In this chapter, we will discuss how to do a rain check, how to scan produce items and how to accept coupons. We will also go over what to do if you are running low on dollar bills and how to handle customers who pay with half cash and half credit card.

Rain Check

When a store has certain items for sale and that item is out of stock, it is the stores duty to carry that item. Customers can still obtain these items for the price that they are advertised by asking for a rain check. The cashier must write down the price and the quantity of the item that is out of stock on rain check slips, which are at the register. When the customer's desired item is in stock, the Customer can return back to the store within thirty days with their rain check slip and purchase their items for the price that it was advertised for when they were originally on sale.

When a customer comes through your line with a rain check, you must keep their slip and determine how much the custumer's desired item is worth. To alter the price of the item to the sale price, you must press the "price override button" located below the "void" button at the top right side of the cash register. You must then scan the item and the register will give you six options to determine the reason of the change in price. Rain Check is option number two on the list. After you press number the number two button, you then press enter and the register will accept the price change.
Produce items

Produce items do not have a bar code on them, each produce item has a four number code that is specific to that individual fruit or vegetable. The codes for all produce items are located in alphabetical order above the cash register. Larger produce items go by quantity and smaller produce items go by weight. When you type in the code for a larger produce item, such as a watermelon, the computer will ask you the quantity. Then you simply enter the number of the items that they have and press enter.

Smaller produce items, such as grapes or bananas, are priced according to weight. Place the item directly on the scanner, which is also a scale for produce items, and then type in the code. The computer will then price the item according to its weight per pound.

The figure on the left helps illustrate how the codes for produce are alphabetized.
The figure above helps illustrate where the codes for produce items are located.

**Coupons**

Customers can use coupons to lower the price of their desired items. Coupons are scanned at the end of transactions and contain a bar code just like any other item. There is a limit of five of the same coupon per transaction, even if the customer has more than five of that particular item. If the bar code of a coupon does not work, the discount can be hand keyed in by pressing 30021 and then pressing the enter button. Then you must enter the amount of money that the coupon is worth into the cash register and then press enter.
Customers can also load coupons onto their Kroger card online. If a customer has loaded coupons onto their Kroger card through the internet, they can swipe their card at the end of a transaction and their coupons will be accounted for.

**What to do if you are running low on Dollar Bills**

It is always important that you have enough dollar bills in your register at all times. This could be one dollar bills, twenty dollar bills, etc. Running out of bills can be a sticky situation to encounter, especially if you have a customer in your line and you do not have enough bills to give them the correct change. To ensure this does not happen to you, simply pick up the intercom telephone and call customer service over to your register and ask for more bills.

**Half cash half card payment method.**

When a customer pays for half of his or her items with cash and the other half with a credit card, it is important to be prepared and know how to handle the situation. You must first press the “total” button and enter in the amount of cash that you were given on the right hand side of the cash register. Then you must press the green “EFT” button and let your customer swip his or her card on the pin pad. The items that were not paid for in cash will be covered by the customers credit or debit card.
Chapter 4
In this chapter we will go over how to work efficiently. We will discuss working with co-workers and how to deal with rude customers and robberies. We will also go over how to bag items properly to help the check-out process go smoothly.

Working with Co-Workers

When you are in a professional setting, it is important to get along with your co-workers. Getting along with your co-workers may not be part of your job description as a cashier, but it is still important to have good relations with everyone you come in contact with at your place of work. If you are being harassed by your co-workers in any way to the point where it interferes with your work or your personal life you must report your situation to your manager.

Being too friendly and talkative can also be an issue. Remember not to talk to your co-workers while you are with a customer. This can be considered rude from the customers point of view, and it looks extremely unprofessional. As a cashier, you must know when and when not to carry a conversation with the people around you.

How to Deal with Rude Customers

Unfortunately you will sometimes run into rude customers while working the register and it is important to know how to handle the situation properly. When you encounter a rude customer, always remember to never argue back. Customers will sometimes complain about prices or yell at you for reasons that are out of your control. If this ever occurs, it is important to hold your tongue and always portray a positive attitude.
How to Bag items Properly

To ensure maximum customer satisfaction, you should know how to properly bag items. This may seem like a minor task but it can go a long way if done efficiently. Always be proactive and start to bag the items when the customer is getting his or her money out. By doing this, you will speed up the check-out process and make your line in your isle move faster. When bagging the items you should always keep in mind that hot items go with hot items and cold items go with cold items. You should also bag items according to size. Put small light items in the same bag and big heavy items in the same bag.

Example: Don’t put a large cold gallon of milk in the same bag as a small room temperature loaf of bread.
How to deal with a Robbery

In the event that your store gets robbed, it is vital that you use caution to ensure your safety. Always remember to never chase a robber outside of your store. If a thief runs out into the parking lot, you should let them go. You never know if there is someone else in the parking lot waiting to cause you harm.

If a robber approaches your register, you must use extreme caution and do everything the robber says. If a robber asks you for money, you should obey the command; do not risk your life or put yourself in a situation that can put you in harms way.
Closing

Always remember to sign out of the cash register and lock up. Do not ever leave the cash register unattended and make sure you are the last one to touch your register. Make sure there is enough cash in the register before you leave and don’t forget to clock out.
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