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Learn how to do cashier work

Cashiers work for retail firms of all types taking payment for goods and services. Cashiers are typically an entry level position with little knowledge or experience required. In this free career guide, you will learn how to have a successful career as a cashier. Cashier Summary Cashiers need little or no work experience; they are trained on the job. Opportunities for full-time and part-time jobs are expected to be good because of the need to replace the large number of workers who leave cashier jobs. Many cashiers start at the minimum wage. Working as a Cashier Supermarkets, department stores, gasoline service stations, movie theaters, restaurants, and many other businesses employ cashiers to register the sale of their goods and services. Although specific job duties vary by employer, cashiers usually are assigned to a register at the beginning of their shifts and are given a drawer containing a specific amount of money with which to start—their “till.” They must count their till to ensure that it contains the correct amount of money and adequate supplies of change. Some cashiers also handle returns and exchanges. When they do, they must ensure that returned merchandise is in good condition, and determine where and when it was purchased and what type of payment was used. After entering charges for all items and subtracting the value of any coupons or special discounts, cashiers total the customer’s bill and take payment. Forms of payment include cash, personal checks, and gift, credit, and debit cards. Cashiers must know the store’s policies and procedures for each type of payment the store accepts. For checks and credit and debit card charges, they may request additional identification from the customer or call in for an authorization. They must verify the age of customers purchasing alcohol or tobacco. When the sale is complete, cashiers issue a receipt to the customer and return the appropriate change. They may also wrap or bag the purchase. At the end of their shifts, cashiers once again count the drawers’ contents and compare the totals with sales data. An occasional shortage of small amounts may be overlooked but, in many establishments, repeated shortages are grounds for dismissal. In addition to counting the contents of their drawers at the end of their shifts, cashiers usually separate and total charge forms, return slips, coupons, and any other noncash items. Most cashiers use scanners and computers, but some establishments still require price and product information to be entered manually. In a store with scanners, a cashier passes a product’s Universal Product Code over the scanning device, which transmits the code number to a computer. The computer identifies the item and its price. In other establishments, cashiers manually enter codes into computers and then descriptions of the items and their prices appear on the screen. Depending on the type of establishment, cashiers may have other duties as well. In many supermarkets, for example, cashiers weigh produce and bulk food, as well as return unwanted items to the shelves. In convenience stores, cashiers may be required to know how to use a variety of machines other than cash registers, and how to furnish money orders and sell lottery tickets. Operating ticket-dispensing machines and answering customers’ questions are common duties for cashiers who work at movie theaters and ticket agencies. Work environment. Most cashiers work indoors, usually standing in booths or behind counters. Often, they are not allowed to leave their workstations without supervisory approval because they are responsible for large sums of money. The work of cashiers can be very repetitious, but improvements in workstation design in many stores are alleviating problems caused by repetitive motion. In addition, the work can sometimes be dangerous; the risk from robberies and homicides is much higher for cashiers than for other workers, although more safety precautions are being taken to help deter robbers. About 47 percent of all cashiers worked part time in 2008. Hours of work often vary depending on the needs of the employer. Generally, cashiers are expected to work weekends, evenings, and holidays to accommodate customers’ needs. However, many employers offer flexible schedules. Because the holiday season is the busiest time for most retailers, many employers restrict the use of vacation time from Thanksgiving through the beginning of January. Training. Other Qualifications, and Advancement Cashier jobs usually are entry-level positions requiring little or no previous work experience. They require good customer service skills. Education and training. Although there are no specific educational requirements, employers filling full-time jobs often prefer applicants with high school diplomas. Nearly all cashiers are trained on the job. In small businesses, an experienced worker often trains beginners. The trainee spends the first day observing the operation and becoming familiar with the store’s equipment, policies, and procedures. After this, trainees are assigned to a register—frequently under the supervision of an experienced worker. In larger businesses, trainees spend several days in classes before being placed at cash registers. Topics typically covered in class include a description of the industry and the company, store policies and procedures, equipment operation, and security. Training for experienced workers is not common, except when new equipment is introduced or when procedures change. In these cases, the employer or a representative of the equipment manufacturer trains workers on the job. Other qualifications. People who want to become cashiers should be able to do repetitious work accurately. They also need basic mathematics skills and good manual dexterity. Because cashiers deal constantly with the public, they should be neat in appearance and able to deal tactfully and pleasantly with customers. In addition, some businesses prefer to hire workers who can operate specialized equipment or who have business experience, such as typing, selling, or handling money. Advancement. Advancement opportunities for cashiers vary. For those working part time, promotion may be to a full-time position. Others advance to head cashier or cash-office clerk. In addition, this job offers a good opportunity to learn about an employer’s business and can serve as a steppingstone to a more responsible position. Employment as a Cashier Cashiers held about 3.55 million jobs in 2008. Although cashiers are employed in almost every industry, 24 percent of all jobs were in grocery stores. Gasoline stations, department stores, and other retail establishments also employed large numbers of these workers. Outside of retail establishments, many cashiers worked in food services and drinking places. Job Outlook Cashiers are expected to grow more slowly than the average for all occupations. Opportunities for full-time and part-time jobs are expected to be good because of the need to replace the large number of workers who leave this occupation. Employment change. Employment of cashiers is expected to grow by 4 percent between 2008 and 2018 which is slower than the average for all occupations. Continued growth in retail sales is expected, but the rising popularity of purchasing goods online will limit the employment growth of cashiers, although many customers still prefer the traditional method of purchasing goods at stores. Also, the growing use of self-service checkout systems in retail trade, especially at grocery stores, should have an adverse effect on employment of cashiers. These self-checkout systems may outnumber checkouts with cashiers in the future in many establishments. The impact on job growth for cashiers will largely depend on the public’s acceptance of this self-service technology. Job prospects. Opportunities for full-time and part-time cashier jobs should continue to be good because of the need to replace the large number of workers who transfer to other occupations or leave the labor force. There is substantial movement into and out of the occupation because education and training requirements are minimal and the predominance of part-time jobs is attractive to people seeking a short-term source of income rather than a full-time career. Historically, workers under the age of 25 have filled many of the openings in this occupation. In 2008, about 47 percent of all cashiers were 24 years of age or younger. Because cashiers are needed in businesses and organizations of all types and sizes, job opportunities are found throughout the country. However, job opportunities may vary from year to year because the strength of the economy affects demand for cashiers. Companies tend to hire more cashiers when the economy is strong. Seasonal demand for cashiers also causes fluctuations in employment. Projections Data Projections data from the National Employment Matrix Occupational Title SOC Code Employment, 2008 Projected Employment, 2018 Change, 2008-18 Number Percent Cashiers, except gaming 41-2011 3,550,000 3,675,500 125,500 4 NOTE: Data in this table are rounded. Earnings for Cashiers Many cashiers start at the Federal minimum wage, which was \$7.25 an hour as of July 2009. Some State laws set the minimum wage higher, and establishments must pay at least that amount. Wages tend to be higher in areas where there is intense competition for workers. Median hourly wages of cashiers, except gaming in May 2008 were \$8.49. The middle 50 percent earned between \$7.50 and \$9.72 an hour. The lowest 10 percent earned less than \$6.88, and the highest 10 percent earned more than \$12.02 an hour. Median hourly wages in the industries employing the largest numbers of cashiers in May 2008 were: Health and personal care stores 8.71 Other general merchandise stores 8.60 Grocery stores 8.59 Department stores 8.38 Gasoline stations 8.16 Similar to other occupations, benefits for full-time cashiers tend to be better than those for cashiers working part time. In addition to typical benefits, those working in retail establishments often receive discounts on purchases, and cashiers in restaurants may receive free or low-cost meals. Some employers also offer employee stock option plans and education reimbursement plans. What They Do: Cashiers process payments from customers purchasing goods and services. Work Environment: Most cashiers work in retail establishments, such as grocery stores, gasoline stations, and other general merchandise stores. How to Become One: Cashiers are trained on the job. There are no formal education requirements to become a cashier. Salary: The median hourly wage for cashiers is \$12.03. Job Outlook: Employment of cashiers is projected to decline 7 percent over the next ten years. Advances in technology, such as self-service checkout stands in retail stores and increasing online sales, will reduce the need for cashiers. Related Careers: Compare the job duties, education, job growth, and pay of cashiers with similar occupations. Following is everything you need to know about a career as a cashier with lots of details. As a first step, take a look at some of the following jobs, which are real jobs with real employers. You will be able to see the very real job career requirements for employers who are actively hiring. The link will open in a new tab so that you can come back to this page to continue reading about the career: Top 3 Cashier Jobs Seasonal Cashier - Aldi - Kissimmee, FL Our store employees work many roles - from store associate to cashier to stocker - while providing excellent customer service. As a store employee, you’re also responsible for merchandising product... Cashier Overnight - Twice Daily - La Vergne, TN Ability to lift up to 50 pounds (carrying cases of milk, etc.) Full-Time Cashier Benefits: * Weekly Pay * Flexible Schedules * Tuition Reimbursement * Virtual and Onsite Paid Training * Paid Time Off Cashier / Customer Service - Gate Petroleum Co. - Lake Placid, FL Looking for a high-energy, fast-paced work environment? Enjoy interacting with customers? Looking for flexible part-time and full-time work schedules? Want to join a company with opportunities for... See all Cashier jobs Cashiers process payments from customers purchasing goods and services. Duties of Cashiers Cashiers typically do the following: Greet customers Scan or register customers' purchases Accept payments from customers and give change and receipts Bag or wrap customers' purchases Process returns and exchanges of merchandise Answer customers' questions and provide information about store policies Help customers sign up for store rewards programs or credit cards Count the money in their register at the beginning and end of each shift In some establishments, cashiers have to check the age of their customers when selling age-restricted products, such as alcohol and tobacco. Some cashiers may have duties not directly related to sales and customer service, such as mopping floors, taking out the trash, and other custodial tasks. Others may stock shelves or mark prices on items. Cashiers use scanners, registers, or calculators to process payments and returns or exchanges of merchandise. Cashiers hold about 3.6 million jobs. The largest employers of cashiers are as follows: Food and beverage stores 26% General merchandise stores 21% Gasoline stations 17% Restaurants and other eating places 10% Pharmacies and drug stores 5% The work is often repetitive, and cashiers spend most of their time standing behind counters or checkout stands. Dealing with dissatisfied customers can be stressful. Cashier Work Schedules Cashiers' work hours vary by employer. Cashiers often work during weekends and holidays. Some cashiers employed in establishments that operate 24 hours a day, such as gasoline stations, work overnight shifts. Part-time work is common. Employers may restrict the use of time off from Thanksgiving through early January because that is the busiest time of the year for most retailers. Get the education you need: Find schools for Cashiers near you! Cashiers are trained on the job. There are no formal education requirements to become a cashier. Education for Cashiers Although most jobs for cashiers have no specific education requirements, some employers prefer applicants with a high school diploma or equivalent. Cashiers should have a basic knowledge of mathematics, because they need to be able to make change and count the money in their registers. Cashier Training Cashiers receive on-the-job training, which may last a few weeks. An experienced worker typically helps new cashiers learn how to operate equipment such as scanners or registers. Advancement for Cashiers Working as a cashier is often a means to advance to other careers in retail. For example, with experience, cashiers may become customer service representatives or retail sales workers. Important Qualities for Cashiers Communication skills. Cashiers must pay attention to customers' questions and explain pricing. Customer-service skills. Cashiers must be courteous and friendly when helping customers. Dexterity. Cashiers use their hands to operate registers and scan purchases. Near vision. Cashiers need to see well enough to scan items and process transactions accurately. Patience. Cashiers must be able to remain calm when interacting with customers. Physical stamina. Cashiers stand for long periods. The median hourly wage for cashiers is \$12.03. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than \$9.06, and the highest 10 percent earned more than \$15.69. The median hourly wages for cashiers in the top industries in which they work are as follows: Pharmacies and drug stores \$12.70 Food and beverage stores \$12.24 General merchandise stores \$11.37 Gasoline stations \$11.37 Restaurants and other eating places \$11.22 Many beginning or inexperienced cashiers earn the federal minimum wage (\$7.25 per hour as of July, 24, 2009), but many states set minimum wages higher than the federal minimum. Cashiers' work hours vary by employer. Cashiers often work during weekends and holidays. Some cashiers employed in establishments that operate 24 hours a day, such as gasoline stations, work overnight shifts. Part-time work is common. Employers may restrict the use of time off from Thanksgiving through early January because that is the busiest time of the year for most retailers. Employment of cashiers is projected to decline 7 percent over the next ten years. Although retail sales are expected to increase over the next decade, employment growth of cashiers should be limited because of advances in technology, such as the use of self-service checkout stands in retail stores and increasing online sales. Job prospects for Cashiers Job opportunities should be good because of the need to replace the large number of workers who leave the occupation each year. Employment projections data for Cashiers, 2019-29 Occupational Title Employment, 2019 Projected Employment, 2029 Change, 2019-29 Percent Numeric Cashiers 3,600,900 3,335,500 -7 -265,300 *Some content used by permission of the Bureau of Labor Statistics, U.S. Department of Labor.

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