

Chief Cashier Operations

Course Overview

- To meet branch operational requirements
- To standardize the Chief Cashier Operations at branches
- To minimize errors in report submission
- To comply with Internal Audit requirements

Course Outline

- Handing and taking over shifts
- Daily Banking-in of sales-takings and other collections
- Receiving of new cash float from admin
- Packing of cash floats
- End of cashiers' shift
- Duties during operation hours
- Redemption/Sales of gift vouchers
- Surprise checks on Cashiers
- Preparation of Reports
- Others
- POS Supervisory / EOD functions
 - User Guide for Contactless Credit Card Terminal
 - Creating Chief Cashier & Cashier ID
 - Deleting a User ID
 - Changing a User's Password
 - Declaring on PC
 - Remotely logging off a Cashier from a POS terminal
 - Reports
 - Sales report
 - Store report
 - EOD reports
 - Non 24-hours EOD procedures
 - 24-hours EOD procedures

Methodology

Classroom lecture and assessment



Who Should Attend

Chief Cashier, Relief Chief Cashier, Team Leader who covers chief cashier duties, Branch Executive, Branch Manager

Course Duration

2 Days / 16 Hours

Pre-requisite(s)

Candidate must have attended the following training:

- WSQ Retail (Sf): Sales Closure (Perform Point of Sale Operations)