

# WSQ Sales Closure (Perform Point of Sale Operations)

## Course Overview

- Prepare to operate Point-of-Sale Equipment
- Perform Point-of-Sale Transaction
- Wrap and pack goods
- Balance register or terminal

## Course Outline

- Customer service policy and service recovery
- Banned items at cashier counter
- Machines and equipment used by cashier
- Prepare to operate Point-of-Sale equipment
- Perform point-of-sale transaction
- Wrap and pack goods
- Balance register or terminal
- EFT and EDC machine
- Introduction to membership cards
- Linkpoints
- Reading receipts and offline transactions
- Level of authority and personal responsibility
- Redemptions and recognition of genuine cash notes
- Grooming practices

## Methodology

Lectures and hands-on practice on the Point-of-Sale equipment

## Who Should Attend

Cashier, Team Leader, Branch Executive, Branch Manager

## Course Duration

2 Days / 16 Hours

## Pre-requisites

NIL