

CASHIER ASSISTANT

JOB DESCRIPTION



TEACHING UNIT



CASHIER ASSISTANT

1. DESCRIPTION:

It is an employee who is responsible for keeping clean and keep in order, baskets and boxes, which are in line trucks, and place them in the appropriate place for guests.

2. MAIN OBJETIVE:

The main **objective** is to keep clear the line of boxes, so that customers can shop comfortably, as well as make it possible to have always baskets at the client's disposal.

Order and cleanliness are a priority in any company, in order to the customer has a good impression of the establishment.

2.1. Specific objectives / SOME ACTIONS TO BE PERFORMED.

- Pick up baskets and shopping carts to keep clear the line boxes.
- Cleaning baskets before stacking them
- Organize baskets in the right place
- Pick up cases and alarms/sorting
- Replenish bags to workers who are in cases line./ Replacing with cashiers

3. COMPETENCES TO DEVELOP:

3.1. OCCUPATIONAL COMPETENCES

- Be in a good physical shape, because the work requires walking and standing.
- Be methodical and careful with the work materials.
- A neat appearance.
- Good spatial organization.
- Good temporal organization. (orientation in time)
- Ability to work without supervision.



- Punctuality
- Load and push carts, avoiding certain obstacles.
- Be responsible
- Be able to follow orders and instructions.

3.2. SOCIAL COMPETENCES

1. Friendly. Be kind
2. Good skills for customer service.
3. Be able to help customers.
4. Maintain visual contact.
5. Focus on the task with no distractions.
6. Be able to admit criticism or mistakes.



4. ACTIONS - TASKS



WORK BOOK



4.1 ACTIONS AND MICRO-TASKS THAT COMPOSE THE ACTION OR WORKPLACE TO DEVELOP

ACTION 1: PICK UP BASKETS AND SHOPPING CARTS TO KEEP CLEAR THE LINE OF BOXES.

AÑADIR LINK AL VIDEO GENERAL



4.2 WHAT IS THIS ACTION? MICRO-TASK DESCRIPTION

As you can see in the images, in this action you will have to perform the following micro-tasks:

- a) **Go to line boxes** and check for **empty baskets to collect**.
- b) **Stacked 8 baskets**.
- c) Take them properly, **looking at the front**.
 - a. Take the handle with **both hands**.
 - b. The **height** of the baskets to be transported must **not exceed** the height of the **shoulder** to keep the field of view.
 - c. The **body** remains **in front of the basket to push**) to the place determined by the company (for the disposal of the client).
- d) **Remove** remains/leftovers of (brochures, garbage, plastics, that is **inside the basket**) and let them clean.
- e) **Stack them according to quantity marked by the company** and in the right place...

Next, you have an example with images so you can see what each one of these micro-tasks consists of:

- a) **Go to line boxes** and check for **empty baskets to collect**.



- b) **Stacked 8 baskets.**
- c) Take them properly, **looking at the front.**



- d) **Remove remains** of (brochures, garbage, plastics, that is inside the basket) and **let them clean.** [\(link in drive\)](#)



- e) **Stack them according to quantity marked** by the company and in the right place.

LINK in drive



For this, you will have to:

1. **Pay close attention** to the **line of boxes** to keep it always **free of baskets**.
2. **Be careful** when transporting the baskets, avoiding obstacles and **not run over customers**.
3. Make sure the **baskets** are **clean**. (no papers, no plastics, no food).
4. Make sure that there will **always** be **baskets available** to the client **in the place intended for it**.

**IT IS VERY IMPORTANT TO KEEP THE LINE OF BOXES FREE OF BASKETS
AND TO HAVE AVAILABLE BASKETS FOR CUSTOMERS IN PLACES INTENDED FOR IT**



4.1.2. EXERCISES.

See video: Link. Al video 360 de REALIDAD VIRTUAL

EXERCISE 1.

1. Join with arrows the description of the action with the corresponding image:

- Go to line boxes and check for empty baskets to collect
- Stacked 8 baskets.
- Take them properly, looking at the front
- Remove remains of (brochures, garbage, plastics, that is inside the basket) and let them clean.
- Stack them according to quantity marked by the company and in the right place



EXERCISE 2.

Mark yes or no: modify the texts

	YES 	NOT 
Keeping the line of boxes free of baskets, gives an image of cleanliness and order in the supermarket.		
If the customer does not find baskets at the entrance of the hypermarket, nothing happens. Surely you will find another one in the line of boxes.		
I will remove the baskets from the line of boxes one by one. It is not necessary that I take a few, so I will walk more and it is very healthy.		
I will pay attention that the baskets are clean and free of plastics, waste, cardboard ... etc.		
If I carry many baskets stacked, and exceed my field of vision, it is possible that I will clash with clients, objects, etc.		

possibility

LINEA DE CAJAS, DESORDENADAS CON CESTAS, LIBRES.. Y QUE DISTINGAN SI ESTÁ BIEN O NO.

FORMAS DE LLEVAR CESTAS, CANTIDADES, ADECUADAS Y NO ADECUADAS.

4.1.3. UNFORESEEN SITUATIONS.



1.

There are not enough baskets for the clients in the places intended for it.

WHAT CAN WE DO?

- You will go to replenish baskets in the places where are needed.

BE CAREFUL !!

- You have to be very aware that there are always baskets available for customers. It is not good image for the supermarket.

2.

There are some baskets without picking up the line of boxes

WHAT CAN WE DO?

- We will go immediately to pick up the baskets.

BE CAREFULL !!

- We have to be very careful so that the line of boxes is always free of baskets. Give an image of order is very important for the company.

3.

The baskets that the client is going to take, are not very clean and have some remains inside.

WHAT CAN WE DO?

- Check the baskets to make sure that they are clean.

BE CAREFUL !!



- The customer will not take those baskets to make their purchase and the company will be giving a bad image.

4.1.5. VIRTUAL REALITY ACTIVITIES.

(See links with Virtual
glasses).



4.2 ACTIONS - TASKS



WORK BOOK



4.2 ACTIONS AND MICRO-TASKS THAT COMPOSE THE ACTION OR WORKPLACE TO DEVELOP

ACTION 2: CLEAN THE BASKETS BEFORE STACKING THEM.



4.2.2 WHAT IS THIS ACTION? MICRO-TASK DESCRIPTION

As you can see in the images, in this action you will have to perform the following micro-tasks:

- a) If the basket contains **corporate paper**, make sure if it is in good condition or not. (**neither broken nor stained**) In that case, **change it**.
- b) If the **basket contains** any “left” product, **check whether it is refrigerated** or not, and leave it in the appropriate place.
- c) If the baskets contain **bags, plastics, cardboard (trash)**, go to the warehouse and deposit it in the **recycling area**.

Here you have an example with many pictures. They will help you to know what to do in each micro- task.

- a) If the basket contains **corporate paper**, make sure if it is in good condition or not. (**neither broken nor stained**) In that case, **change it**.



- b) If the basket contains any **“left” product**, check whether it is **refrigerated** or not, and leave it in the appropriate place.



- c) If the baskets contain **bags, plastics, cardboard (trash)**, go to the warehouse and deposit it in the **recycling area**.



For all this you will have to:

1. **Pay attention** to maintain **cleaned the baskets**.
2. Distinguish very well if the **products** are or not **refrigerated**.

IT IS VERY IMPORTANT THAT BASKETS ARE CLEAN FOR CUSTOMERS



4.2.3 EXERCISES.

See video: Link. Al video 360 de REALIDAD VIRTUAL

EXERCISE 1.

- If the basket contains corporate paper, make sure if it is in good condition or not. (neither broken nor stained) In that case, change it.

- If the basket contains any “left” product, check whether it is refrigerated or not, and leave it in the appropriate place.

- If the baskets contain bags, plastics, cardboard (trash), go to the warehouse and deposit it in the recycling area.



EXERCISE 2.

Answer YES or NOT

	YES 	NOT 
I have to make sure the baskets are always clean . No dust in it.		
If a basket has leftover drinks, it can stain the customer's purchase.		
You do not need to take out the stacked baskets, the traces of leaflets, plastics ... etc		
If I find a refrigerated product forgotten in a basket. I'll take it to a fridge designed for it (it may have lost the cold chain)		
If I find a refrigerated product forgotten in a basket. I'll take it immediately to the shelf where someone took it.		
If the baskets contain traces of garbage, it is not necessary to separate it, just take it to be recycled.		

4.2.4 UNFORESEEN SITUATIONS



1. The baskets contains leaflet in poor condition.

- **WHAT CAN WE DO?**

a) In that case, you will remove them and change them for new ones.

- **BE CAREFUL!!**

Check every baskets, the company want you to take care of the corporative image.

2. Clients put a **textile garment** in a basket in which a **little bleach** was spilled.

• **WHAT CAN WE DO?**

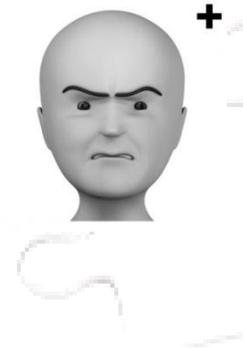
- In that case, it would be our responsibility. Cloths would be **damaged** and would result in **losses for the company**.



- I must check the basket and clean it.

• **BE CAREFUL!!**

- The manager of the company can call our attention, for not doing well the task and not take care of the image of the supermarket.
- It could be a waste of money for the company.



3. We found in the basket a **product that needed freezing**, while we were cleaning it.

• **WHAT CAN WE DO?**

Since we do not know how long the product has been outside the freezer, **we will take the product to the store area intended for it (It is usually a fresh place)**.

- **BE CAREFUL !!**

- It may have lost the cold chain and it is possible that it is not in good condition.

IMPORTANT:

Any product that it is fresh, you **must always take it to the fridge** or in the place intended for it.



**CHECK THE BASKETS AND
TAKE CARE WITH FRESH
PRODUCTS.**



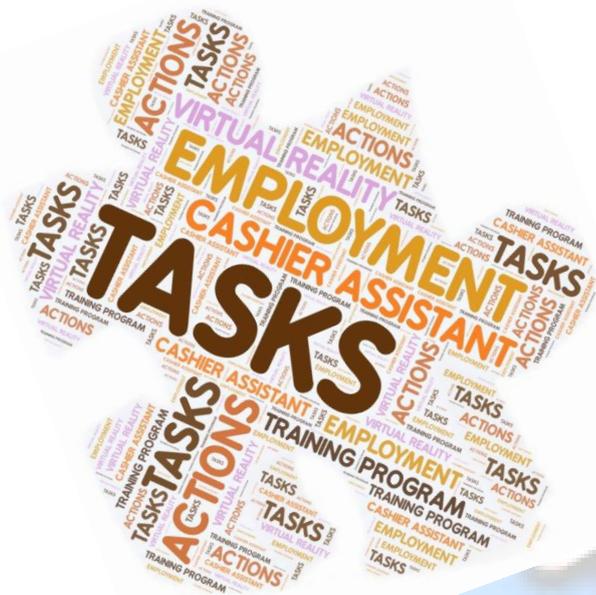
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4.2.5. VIRTUAL REALITY ACTIVITIES.

(See links with Virtual glasses).



4.3 ACTIONS - TASKS



WORK BOOK



4.3 ACTIONS AND MICRO-TASKS THAT COMPOSE THE ACTION OR WORKPLACE TO DEVELOP

**ACTION 3: COLLECT
COVERS AND
ALARMS/SORTING .**



4.3.1 WHAT IS THIS ACTION? MICRO-TASK DESCRIPTION

As you can see in the pictures, at this action, you will have to perform the following micro- tasks.

a) Go to the store and pick up a shopping cart

b) Go to the line of boxes and check if there are some cases or alarms.

- Open the drawer of the cases, collect them.
- Deposit them in the car.
- Organize them well.
- Carry the car with the cases to the warehouse.
- Sort them in the right place.

c) Alarms: Organize the alarms in the appropriate place, according to the form and type of alarm.

Here you have an example with many pictures. They will help you to know what to do in each micro- task.

a) Go to the store and pick up a shopping car.



b) Go to the line of boxes and **check if there are some cases or alarms.**

- Open the drawer of the cases, collect them.



- Deposit them in the car.



- Organize them well.

- Carry the shopping car with the cases to the warehouse.



- Sort them in the right place.



- c) Alarms: Organize alarms in the right place, according to the type and type of alarm.



For all this you will have to:

1. **Separate** the cases and alarms properly.
2. Pay close **attention to the shape and size of the alarms and cases** so that they can be placed in the **right place**.

IT IS VERY IMPORTANT THAT WE COLLECT THE CASES AND ALARMS OF THE LINE OF BOXES FOR THE BOXES TO HAVE FREE SPACE. FIX YOURSELF IN CLASSIFYING THEM IN THE RIGHT PLACE.



EXERCISES.

See video: Link. Al video 360 de REALIDAD VIRTUAL

EXERCISE 1.

Join with arrows the description of the action with the corresponding image:

a) Go to the store and pick up a shopping car.



b) Go to the line of boxes and check if there are some cases or alarms.

- Open the drawer of the cases, collect them.
- Deposit them in the shopping car.
- Organize them well.
- Carry the shopping car with the cases to the warehouse.
- Sort them in the right place.



c) Alarms: Organize the alarms in the appropriate place, according to the form/shape and type of alarm.



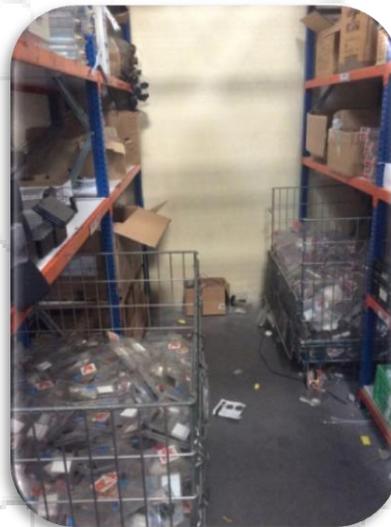
EXERCISE 2.

Mark YES or NOT

	YES 	NOT 
When placing the alarms in the warehouse. I can place them mixed , and a partner will organize them.		
It is important that you classify properly and organize the cases and alarms in the warehouse.		
Cause good image that the boxes have accumulated plenty of alarms and cases .		
Each product uses a different alarm or casing, so it is important to have them well classified.		
Nothing happens if I do not organize the alarms in the warehouse properly . The client will not notice/see it.		

EXERCISE 3.

Circle the images that you think express order



4.3.2 UNFORESEEN SITUATIONS



1. You have **accumulated** many alarms and cases in the boxes.

- **WHAT CAN WE DO?**

1. Check the draws of boxes line.
2. Pick up the alarms and cases to put in order.

- **BE CAREFUL !!**

- The workers of the line boxes, will not have enough space in their job and it makes the task difficult for them, besides it does not cause a very good image for the company, since it gives the sensation of disorder.

2. You have not classified and ordered the alarms and cases and they are through the store

• WHAT CAN WE DO?

1. We will **apologize** for it.
2. We will **take them to the store** and we will leave them in the place intended for it...

• BE CAREFUL !!

- It is important that you develop this task well, even if the store is a space forbidden for customers. It must be well ordered to facilitate everyone's task. It is also important that every work areas are ordered.
- There are managers in all sections of the supermarket and they can draw our attention.

3. If I do my work very quickly and leave alarms or cases without placing them properly.

• WHAT CAN WE DO?

1. I must **pay attention** and do my work **well**, with **no hurries**.
2. Check and place them properly.

• BE CAREFUL !!

The boss or manager can call my attention for not doing the task well.

- 1) Be patient, do not get nervous.
- 2) Be aware of your responsibility/mistakes.
- 3) Try to solve it.
- 4) Pay attention so that it does not happen again.



**ORDER IS ONE OF THE MOST IMPORTANT
THINGS IN ANY WORK**



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4.3.4. VIRTUAL REALITY ACTIVITIES.

(See links with Virtual
glasses).

UPDATE



4.4 ACTIONS - TASKS



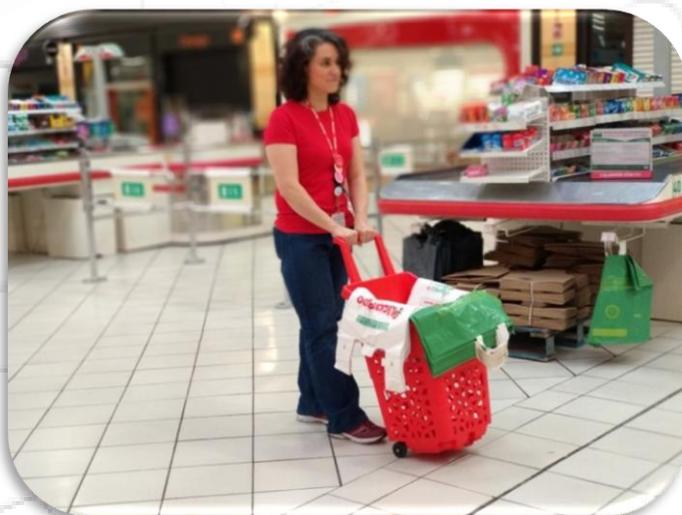
WORK BOOK



4.4. ACTIONS AND MICRO-TASKS THAT COMPOSE THE ACTION OR WORKPLACE TO DEVELOP

ACTION 4: REPLENISH BAGS TO THE CASHIER LINES.

AÑADIR LINK AL VIDEO GENERAL



4.4.1. WHAT IS THIS ACTION? MICRO-TASK DESCRIPTION

As you can see in the pictures, at this action, you will have to perform the following micro- tasks.

- a) Go to the store and **pick up a shopping car.**
- b) **Introduce in the different types or bags** that are used in the supermarket.
- c) Go though the **cashier lines**, and **check which ones need to be replaced.**
- d) Replace the **appropriate amount of bags.**
- e) **Replenish garbage bags** if it is necessary, in the appropriate place.

Here you have an example with many pictures. They will help you to know what to do in each micro- task.

- a) Go to the store and pick up a shopping car.



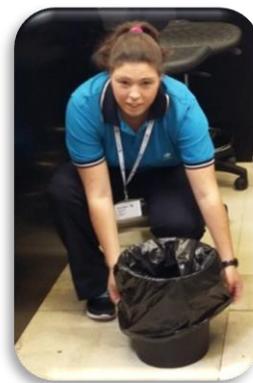
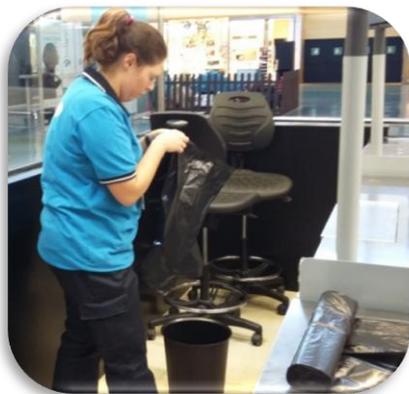
- b) Introduce the different types of bags that are used in the supermarket.



- c) Go through the cashier lines, and check which ones need to be replaced. Replace the appropriate amount of bags



- d) Replenish garbage bags if it is necessary, in the appropriate place.



For this reason, you have to:

- a) Pay attention **and identify what kind of bags are missing in the box/cahier line.**
- b) **Be careful** so that the **bags do not fall to the ground** and do not stain.
- c) To have enough **dexterity to remove from the roll and properly place garbage bags.**

IT IS VERY IMPORTANT THAT THERE ARE ALWAYS BAGS AVAILABLES FOR CUSTOMERS IN THE CASHIERS LINE.



4.4.2. EXERCISES.

EXERCISE 1.

Join with arrows the description of the action with the corresponding image

- Go to the store and pick up a shopping cart.
- Introduce the different types of bags that are used in the supermarket.
- Go through the cashier lines, and check which ones need to be replaced.
- Replace the appropriate amount of bags.
- Replenish garbage bags if it is necessary, in the appropriate place.



EXERCISE 2 .

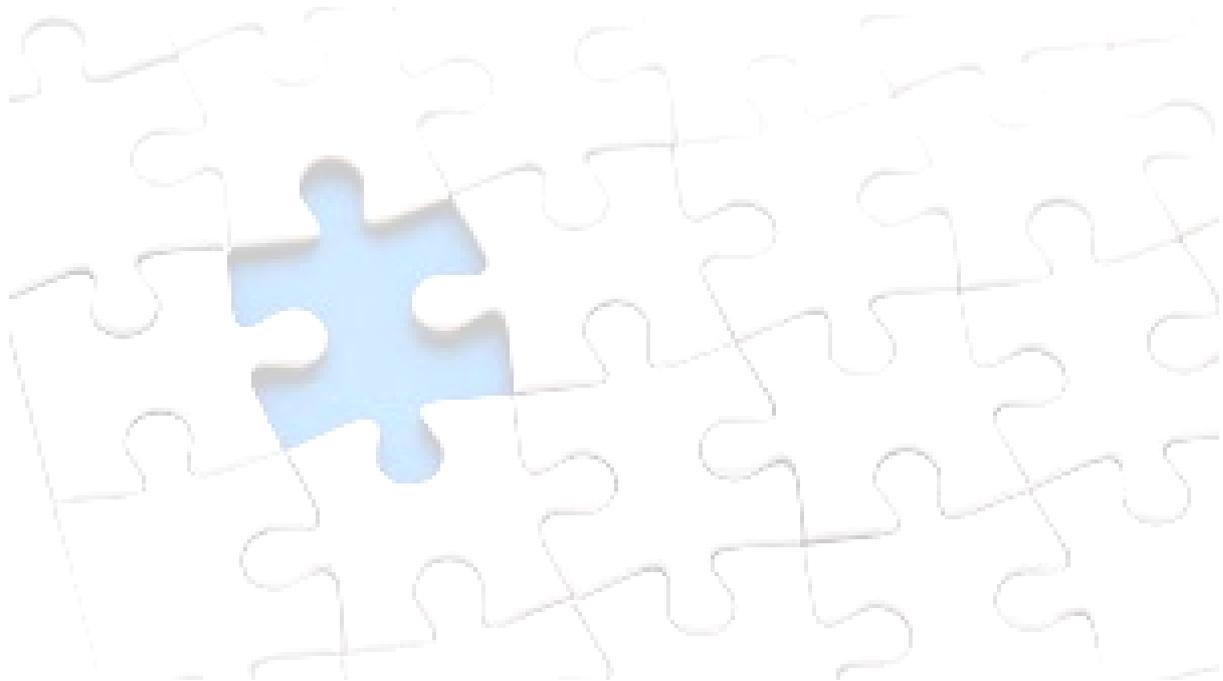
Answer YES or NOT

	YES 	NOT 
It is very important that there are enough bags in the line of boxes.		
If I do not replenish a specific type of bag in the cashier line, nothing happens, the employee can offer another type of bag to the customer.		
I can put bags already used in the cashier line.		
I have to be very careful with bags , so they do not fall to the ground and are clean for customer use.		
If the garbage bag breaks when I am putting it on the bucket, I will remove it and put a new one on it.		

EXERCISE 3.

LET'S GO TO PRACTICE

1. Let's go to cut the trash bags from the roll.
2. Now we will put them in the cube properly.



4.4.3. UNFORESEEN SITUATIONS



1. There are not enough bags in the cashiers available to the customer.

- **WHAT CAN WE DO?**

- You will replenish bags immediately.
- Check if the rest of cashiers, have enough bags.
- We apologize for it.

- **BE CAREFUL !!**

The company can complain about me for not doing my job properly.

2. I have to put trash bags in the buckets and i do not know how to do it.

• WHAT CAN WE DO?

- We can ask to a workmate or boss how to do it.
- It very important that we ask our mediator or some workmate for any doubts.

• BE CAREFUL !!

- If you do not know how to do the task, and not ask for help , it is possible that you make a mistake.
- It is better to ask for help than make mistakes unnecessary.

• IF YOU WORK PROPERLY:

- Bosses and colleagues will trust on your abilities.
- They will be happy with your job and also you will enjoy it.
- You will have a good working environment.
- Be patient, do not get nervous.
- Be aware of your responsibility/mistake.
- Try to solve it.
- Pay attention so that it does not happen again.



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4.4.4. VIRTUAL REALITY ACTIVITIES.

(See links with Virtual glasses).

