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Cashier

A cashier is responsible for providing excellent service to guests while efficiently and accurately handling payment transactions.

Exceptional interpersonal skills, attention to detail, and ability to work in a fast-paced environment are essential for success in this role.

Typical responsibilities:

- Greet and welcome customers in a friendly and professional way, ensuring a positive first and/or last impression for the establishment.
- Accurately process cash, credit card, and digital (tap, phone-based) payment transactions using the operation's POS system, maintaining a high level of accuracy and attention to detail.
- Calculate and provide customers with correct change and receipts, ensuring transparency and accountability in all financial transactions.
- Handle customer inquiries, resolve complaints or issues promptly and courteously, and escalate matters to the supervisor or manager when necessary.
- Maintain a clean and organized cashier station, including cash drawer and surrounding areas, to ensure a visually appealing and efficient work environment.
- Collaborate with the kitchen and waitstaff to ensure timely and accurate order processing and communicate any special requests or modifications effectively.
- Stay up to date with menu items, pricing, and promotions to accurately answer customer questions and make suggestions when required.

- Adhere to all company policies and procedures, including cash handling protocols, safety and security measures, and food safety regulations.
- Assist in other front-of-house tasks as needed, including seating guests, taking reservations, and assisting with to-go orders.
- Continuously strive to improve customer service by seeking feedback, staying updated on industry trends and implementing best practices.

Useful qualifications:

- Previous experience in a cash-handling role, preferably in a restaurant or hospitality setting.
- Excellent mathematical and numerical skills, with the ability to handle cash transactions accurately and quickly.
- Exceptional customer service and interpersonal skills, with the ability to effectively communicate and interact with diverse customers and team members.
- Strong attention to detail, organizational abilities, and the ability to multitask effectively in a high-volume, fast-paced environment.
- Familiarity with using a POS system and other relevant software applications is an advantage.
- Ability to remain calm and composed under pressure and handle/de-escalate difficult situations professionally.
- Flexibility to work in shifts, including evenings, weekends, and holidays, based on the restaurant's needs.
- A commitment to maintaining cleanliness, hygiene, and personal grooming standards in accordance with operation policies.
- Basic knowledge of food safety and sanitation regulations is preferred.
- High school diploma or equivalent; additional certifications in customer service or hospitality are an asset.