



# CASHIER TRAINING CHECKLIST

Employee: \_\_\_\_\_

GM: \_\_\_\_\_

Store Name & #: \_\_\_\_\_

12 HRS CREDIT

<b>DAY ONE GOALS:</b>	1. Get to know Yoshinoya basics, the store, fellow employees & Store Safety Training GM Initials: _____	
	2. Learn basic Cashier duties, Hospitality, BLAST & Standard Steps of Service 3-5 HRS Date: _____	
<b>ORIENTATION (1 Hr)</b> <input checked="" type="checkbox"/>	<b>TRAIN &amp; PRACTICE (1- 2 Hrs)</b>	<b>TRAINER/GM VERIFIES EFFICIENCY (1 Hr)</b>
New Hire Packet	<b>CASHIER FOCUS - continued</b> <input checked="" type="checkbox"/>	<b>CASHIER observation</b> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Workplace Harassment Packet	Genuine Hospitality	Genuine Hospitality
Crewmember Handbook Overview	Greet Guests with a Smile	Greeted Guests with a Smile
Fellow Employee Introductions &	Take Orders	Took Orders
Safety Training Packet Completion	Offer Suggestions	Offered Suggestions
Hospitality Overview & B.L.A.S.T.	Reconfirm Order/Total Amount	Reconfirmed Orders/Total Amount
How to Clock In & Out & Meal Breaks	Ask for Guest's Name	Asked for Guest's Name
<b>CASHIER FOCUS:</b> <input checked="" type="checkbox"/>	Handle Cash or Credit Card/EBT	Handled Cash or Credit Card/EBT
Genuine Hospitality	Thank Guests with a Smile	Thanked Guests with a Smile
Explain Menu Items to Guests	Unusual orders and menu items	Unusual orders and menu items = ok
Terminal Functions/Operation	Terminal functions/operation	Terminal functions/operation = ok
Ring-in Unusual Items	Coupons/discounts/voids	Coupons/discounts/voids = ok

Comments: \_\_\_\_\_

Employee Initials: \_\_\_\_\_

<b>DAY TWO GOALS:</b>	1. Take guest orders under supervision of GM or experienced cashier GM Initials: _____	
	2. Train and practice Packer duties 3-5 HRS Date: _____	
<b>REVIEW (1 Hr)</b>	<b>TRAIN AND PRACTICE (1-2 Hrs)</b>	<b>TRAINEE PRACTICE During shift: (1-2 Hrs)</b>
<b>CASHIER</b> <input checked="" type="checkbox"/>	<b>PACKER</b> <input checked="" type="checkbox"/>	<b>PACKER Practice</b> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Standard Steps of Service	Packer job functions	Trainer SHOWS HOW & Works WITH Trainee #1 #2 #3
Hospitality focused	Bump bar	Clear understanding of Bump Bar
Greet guests with a smile	Take out bagging / hot or cold	Clear understanding of menu
Take orders, offers suggestions	Dine-In tray service	Clear understanding of abbreviations
Reconfirm order/total amount	Calling guest's name	Calls guest's name & waits for arrival
Ask for guest's name	Greet and thank guests	Offers condiments with each order
Handle cash or credit card/EBT	Offer condiments	Thanks guest every time
Thank guests with a smile	Abbreviations	Packages each order correctly
Unusual orders and menu items	Unusual orders	Works with efficiency and speed
Terminal functions/operation	Restock as needed	Restocks area as needed prior to need
Coupons/discounts/voids	Spot cleaning	Works in a clean environment

Comments: \_\_\_\_\_

Employee Initials: \_\_\_\_\_

<b>DAY THREE GOALS:</b>	1. Take guest orders with minimal GM/Trainer supervision GM Initials: _____	
	2. Properly & efficiently execute Packer duties 3-5 HRS Date: _____	
<b>OVERALL</b>	<b>TRAINER/GM VERIFY EFFICIENCY (1Hr)</b>	<b>TRAINER/GM VERIFY EFFICIENCY (1-2 Hrs)</b>
<b>GM INITIALS:</b> ↓	<b>CASHIER observation</b> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<b>PACKER observation</b> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Clocks in correctly	Trainer/GM Verify #1 #2 #3	Trainer/GM Verify Orders: #1 #2 #3
Knows when to take breaks	Greeted guests with a smile	Clear understanding of Bump Bar
Completes duties	Inputted orders accurately	Clear understanding of menu
Spot cleans	Offered suggestions	Clear understanding of abbreviations
Greets guests	Reconfirmed orders/total amount	Calls guest's name & waits for arrival
Is Hospitality focused	Asked for guest's name	Offers condiments
Uniform is great	Handled cash or credit card/EBT	Thanks guest every time
Washes hands	Thanked guests with a smile	Packages each order correctly
Safety Packet is completed	Unusual orders and menu items = ok	Works with efficiency and speed
Works as a team	Terminal functions/operation = ok	Restocks area as needed prior to need
Has urgency	Coupons/discounts/voids = ok	Works in a clean environment

Comments: \_\_\_\_\_

Employee Initials: \_\_\_\_\_