

CHECKOUT “GOOD-TO-KNOWS”

Thank you for working checkout. Here is a quick overview of responsibilities:

Read all signs posted in the pantry (and in the barcode binder):

Our signs are an important form of communication and allow our operation to run smoothly.

Survey the shopping floor when you arrive:

Familiarize yourself with the food items that are available; sometimes the whiteboard needs updating.

Computer station sign-in:

First shift of the day: close the browser completely and log back into SmartChoice.

IMPORTANT: type CORRECT USERNAME for your station (listed in the lower right corner of keyboard area)
Username is case sensitive (capitals and lowercase letters matter; spacing too). If the username is entered correctly the password will populate automatically.

Guest doesn't have card?

Type guest id carefully and confirm with the shopper that the name on the screen is accurate.

Typing the wrong id will deduct points from wrong guest. Let us know if points need to be added back.

Order of preference:

Ask guests to load their items on the countertop in order of preference.

As points are depleted, share remaining balance with the guest so they can decide how to proceed.

Scanning an item:

Scan barcode on the product, use “Product Lookup”, or scan custom codes in the barcode binder

Use “Mystery Item” barcodes if all else fails (price check items on shopping floor or **underestimate**).

When using binder, refer to screen to make sure intended code was scanned (use “Barcode Finder” to zero in on the correct barcode)

Refer to the whiteboard: for additional pricing and limit instructions.

Orange and blue stickers:

Orange stickered items are “free” (note limits on white board); blue stickered items are “bargains”

Always look for stickers before scanning items. Orange-stickered items are not scanned. Blue-stickered items are scanned using “Mystery Item” barcodes corresponding to the points on the sticker.

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Raw meat/fish trays: use these to help keep countertops free of bacteria.

Bags: 1 point each (scan “bag” code in binder Miscellaneous section). Remind guests to bring them!

Reminders to guests:

Receipts: show guests how many points they have remaining for the month.

Cart return: all carts must remain in the checkout area.

Social service library and visiting organizations: don’t forget to check out these valuable resources!

Help keep your area clean, neat, and organized:

At the end of your shift – or as time allows - straighten up, wipe down surfaces, sweep, mop up spills (or larger areas if you are able), wash meat/fish trays, and toss all garbage 😊

Thank you! We couldn't do what we do without you!