

**School of Horticulture, Hairdressing and Applied Therapies**

**Level 1 Certificate in Retail Knowledge**

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| **Question** | **√ or X** | **Comments** |
| **Methods of payment accepted from retail customers** |  |  |
| **The risks involved in handling payment** |  |  |
| **The cashier’s responsibility for providing service at the payment point** |  |  |
| **The cashier’s resposibilities when processing age-restricted goods** |  |  |

**Unit UV20354-Understanding the handling of customer payments in a retail business.**

**Workbook**

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| **Name:** **Group:****Date of completion:****Tutor signature:** |

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| **Literacy Alert:** |



The purpose of this unit is to provide you with knowledge and understanding of the cashier’s responsibilities in terms of processing payments at the payment point within retail businesses.

**Know the methods of payment accepted from retail customers**

1. List the methods of payment typically accepted by retail businesses and describe how each is processed.

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**Understand the risks involved in handling payments**

1. Describe how errors can arise when accepting cash payments at the till and explain how these can result in losses.

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1. Identify the security risks that may arise when handling payments.

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**Understand the cashier’s responsibility for providing service at the payment point**

1. Outline the cashier’s key responsibilities for serving customers at the payment point.

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1. Identify common problems which can arise at the payment point and describe how the cashier can resolve or refer these.

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1. Describe additional services which are often offered to customers at the payment, such as cash-back or wrapping.

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1. Describe how the cashier can help to promote additional sales at the payment point.

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**Understand the cashier’s responsibilities when processing age-restricted goods at the payment point**

1. List the types and age restrictions of products which can be sold only to customers, or by employees, who are over a minimum age specified by law.

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1. State the consequences for the cashier and the business if legal age restrictions are not complied with.

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C. Describe the cashier’s responsibilities for helping to ensure that legal age restrictions are complied with.

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