

School Store Assignment

I learned many things during my experience working in the school store such as customer services skills, money handling procedures, and how to operate a cash register. During all of my seven school store shifts I operated the cash register. I counted money in the beginning of my shifts for the cash tally and deposit slips, and I rung up items that customers purchased from the store. I mainly rang up food items such as Arizona Tea, cookies, and combos. I greeted some customers as long as I was not busy operating the register because I worked with both Yash Patel and Kyle Lewis, and they worked mostly helping people picking out products while I did more with the money.

I answered questions and suggested items based on what the customer wanted. For example, if a customer wanted something to eat like cookies and they were out, I would recommend something else such as combos. Also, I informed customers about questions on prices, sales, and clothing sizes. I completed all selling steps from welcoming the customer to getting customers their products and proper change. I could have operated the register better in some situations where I made mistakes, but I always made sure I would fix my errors by either redoing a transaction or writing a note corresponding to the mistake. The only thing that made selling difficult was when I was inexperienced with the register during my first few shifts.

Lack of knowledge with the cash register did not really impede my selling because I was able to figure the register procedures from both experience and help from my co-workers. I did better working in the school store with each opportunity that I received and always learned something new in each of my shifts. This experience is useful for people that work in the school store because workers gain work experience in a good environment, and DECA benefits from the

sales in the school store. One thing that could improve the experience would be better communication with the cash tally reports in correct write-ups and more notes to inform the workers that work the next shift in the store to prevent confusion, and that would be the only thing that could change.

Shifts Worked at Mo-Town Market

1. 11/6/2012 PM
2. 11/8/2012 PM
3. 11/13/2012 PM
4. 11/15/2012 PM
5. 11/20/2012 PM
6. 12/10/2012 PM
7. 12/11/2012 PM