

List Of Tasks

After completing this lesson, you should be able to perform each of the tasks listed below.

- You will have 70 minutes to complete the exercises on the following pages with the guidance of your Sponsor.
- These exercises are designed to introduce you to your position.
- If there are questions on an exercise in this lesson, your Sponsor can help answer them.

Task
Meet the team
Use the 10-Foot Rule
Practice the Three Basic Beliefs
Locate Layaway, the Customer Service Desk, People Greeters, front registers, and the CSM podium
Greet Customers
Know your Sponsors' names
Observe a Cashier
Discuss the Becoming A Cashier lesson and your observations

Exercise 1: Meet the Team

Cashier

Meet other Associates from your store that you will be working with daily. Write down the names of two Associates that you have met for each position.

- Layaway Associate

- Department Manager/Salesfloor Assoc.

- Assistant Manager

- Customer Service Desk Associate

- Accounting Office Associates

- People Greeter

- Courtesy Associate

- Cashier

- Customer Service Manager (CSM)

Exercise 2: Who are my Sponsors?

Cashier

A CSM will assign several “shift” Sponsors to help you with your training each day.
My Sponsors are:

Helpful Hint!
Race, age, gender, religion, sexual orientation, or any other classes protected by state or federal laws shall not be factors considered by a Wal-Mart Cashier when evaluating the validity of Customer identification or investigating questionable Customer payment practices.

Exercise 3: Observe A Cashier

Cashier

Observe a Cashier (your Sponsor) for 45 minutes as they operate a register and assist Customers. What questions do you have for your Sponsor?

Exercise 4: Discussion: Becoming A Cashier

Cashier

- Based on your understanding of the CBL modules you have taken and your observation of a Cashier, what are some important things you have learned so far? (List three below)

- Discuss your observations and questions with your Sponsor.

Certification

To certify you have received training on these tasks covered in this lesson, ensure you and a CSM initial and date this lesson on your training plan acknowledgment form.

