

Cashier Agreement

University Housing Dining and Culinary Services

The following is intended to inform cashiers of specific job expectations, and make cashiers aware of the possible consequences of illegal or improper behavior. University Housing Dining & Culinary Services wants all cashiers to be aware of our cashiering and customer service expectations and standards. University Housing Dining & Culinary Services also wants cashiers to understand the potential consequences of misusing the cashiering system. Cashiering is one of the most important jobs you can be assigned in Dining & Culinary Services and as such requires detailed training and a confirmation that all the information provided during that training is understood. It is your responsibility to perform transactions accurately and with a positive attitude towards the customers and your fellow employees.

Please read this carefully before signing the document.

I understand that by accepting a job as a University Housing Dining & Culinary Services Cashier I am making a commitment to follow cashier policies and procedures.

I will follow Wiscard and credit card procedures to ensure that they are not misused. I will notify my supervisor of any known misuse of the cashiering system as soon as it becomes known to me.

Examples of misuse include but are not limited to the following:

- over/under charging customers
- charging with an invalid ID
- incorrectly charging against a Wiscard or credit card (i.e. typing in card number without card present, giving unqualified person a discount)

Misuse of the cashiering system may be considered theft (**items and benefits being given without payment**) or fraud (**actions with the intent to deceive**). These offenses can result in termination on the first offense. University Housing reserves the right to refer a case of fraud and/or theft to the UWPD and/or the Dean of Students Office, for investigation and possible criminal charges or University Discipline.

I realize that any customer who is discovered to be part of or contributing to, any misuse of the cashier system will also be subjected to the above-mentioned consequences.

I know that one of my job responsibilities is to ensure that customers are charged the correct amount. My integrity, and the integrity of all other cashiers, relies on my honest and accurate cashiering--and also on reporting misuse of the system.

I understand misuse of the cashiering system and the consequences of involvement in misuse.

Please initial each of the following items to indicate you understand each policy.

Responsibilities and Policies Related to Cashiering

I have completed my PCI certification and have turned in signed PCI certificates to my supervisor.	
I will be polite, pleasant, respectful, and helpful when dealing with customers at the register.	
I will charge the correct amount for purchases, and will see that charges are accurately transacted. (Relates to Retail Operations)	
I understand that it is my responsibility to know what items are being served and how to charge them. (Relates to Retail Operations)	
I understand how to handle each type of tender and will ensure they are properly used.	
I understand how to handle coupons and meal tickets and will ensure they are properly used.	
I understand the difference in pricing between residents, students, and non-students for each tender.	

Training on Cash Register Operation

I have been trained on and know how to...

Complete an offline transaction.		Use the quantity multiplier function.	
Log into and out of the registers.		Void out items and transactions.	
Ring in non-barcoded items. (Relates to retail Operations)		Perform a balance inquiry.	
Ring in a coupon		Manually print receipts.	
Ring in barcoded items. (Relates to Retail Operations)		Refill the receipt tape.	
Tender a transaction.		Call for a Supervisor for a refund.	
		Handle a meal ticket.	

I understand that I am responsible for the content in the University Housing Dining and Culinary Services Cashier Manual and understand all of the policies and procedures pertinent to my use of the cash registers. I understand that I am held accountable for knowing all of the information explained in this documents and will actively seek clarification on any policy or procedure that I do not fully understand. I accept that failure to comply with policies and procedures laid out by this document may result in disciplinary action up to, and including, termination of my employment with University Housing.

Name (please print) : ____

Signature : ____

Wiscard Number : ____

Date (mm/dd/yy): ____ / ____ / ____