Adult Education Class Outline
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4.4107 Professional Sales and Marketing

Date Posted:	8/20/2001
Title:	General Cashier: Customer Service
Prepared For:	Sacramento City USD
Submitted by:	

UPDATED: August 1997

I. COURSE TITLE: General Cashier: Customer Service

Total Hours: 180 Hours

COURSE DESCRIPTION:

This course prepares one to perform the duties of a cashier covering the operation of the cash register (electronic and mechanical), scales, check-stand operations and departments, with practical mathematics related to the occupation.

II. MAJOR GOALS AND PURPOSES OF THE COURSE:

The student will have the knowledge and skill to work in the supermarket and related industries.

III. PERFORMANCE OBJECTIVES:

Upon successful completion of the course, the student will be able to:

A. Read and use various weighting scales.
B. Use price/product code numbers in conjunction with an electronic scale.
C. Accept payment and make change.
D. Perform all related duties required at the check-stand: proper handling of coupons identification of taxable and taxable items, food stamp eligible items, examine currency and other documents for counterfeit indicators.
E. Maintain a courteous and friendly customer-clerk relationship.
F. Work efficiently under pressure.
G. Deal effectively with difficult to serve customers.
H. Develop good work habits.
I. Do basic mathematics related to the industry.
J. Make out a correct and neat application and resume.

IV. INSTRUCTIONAL STRATEGIES:

Instruction will also be given by lecture, written and oral assignments, projects, drills, and field trips, supplemented by such audio-visual material that will enhance the students' learning background in the job area. An externship is a recommended instructional methodology for this course.

V. TIMES OF INSTRUCTION:

Units of Instruction	Approximate Hours
• Check-stand procedures and operation	35
• Store Department	10
• Store Operations	40
• Customer Service	45
• Mathematics (Related to the Occupation)	30
• Getting the Job (Applications, Resumes, Interviews)	20
TOTAL	**180**

VI. EVALUATION:

The student will be given proficiency tests by the instructor. Objective written tests will be given on occupational material as well as on occupational related subjects.

VII. REPETITION:

Students unable to meet the evaluation criteria as stated above may petition to repeat the course or units of the course upon approval of the instructor, counselor and administration.