

Role Play Activities

At the start of the new year, getting staff oriented to the POS system is critical for a smooth store operations. We recommend cashiers & managers to practice sales and role play typical situations. Have a student role play Cashier and another role play a (difficult) Customer & another a Manager. Use your POS Training Database to do this. POS Training Icon is located on your Desktop inside a Folder labeled, "Training".

Please be sure that your training data is current. We can assist you in copying your Real POS database to Training.

Here are some role play transactions to try:

- Ring a multiple item cash tender sale. Ring sales with a quantity change.
- Process a Multi-Tender (Cash & Check,
- Process a sale with check tender; double check for accuracy and customer identification
- Sell a gift card & Process a sale with gift card tender
- Utilize the note function to describe special features of a sale (special order, discount, etc.)
- Ring a sale using a manually entered coupon. (.50/cents off a Cookie)
- Balance the register & Run Reports (View Sales Graph for Customer Counts, Hourly Sales)
- Managers run Summary Reports (Daily, Weekly & Monthly) View Sales Graphs too
- Managers: Process a Discount & Void a Processed Invoice
- Managers Process a return– 3 options (\$ refund, Gift Card Refund, and even exchange,)
- Check the remaining balance of a gift card
- Process a sale without scanning, using the Item Look-up to select the merchandise
- Identify a customer from the customer list for a sale
- Add a customer to the customer list if none appear
- Process a House Account sale if available with your software
- Create your own Cashier, Manager & Customer role play activities!



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