

## People – Establishing a Well Trained Sales Staff

On the front line of any successful retail operation is a well trained sales staff who can effectively handle the day to day contact and sales transactions with customers. One major component of this well trained staff will be the ability to properly ring up register transactions and handle various tender offered as payment.



Before a student cashier is thrown into the school store's "fire", it is probably a good idea to have your cashiers practice typical sales transactions so they know what to expect when working on a daily basis. [These practice sessions can be completed on your POS register in a "POS Training Mode"](#) that will allow everyone to use all the system's hardware (scanner, smart keyboard, printer, etc.) yet not effect your real program's data. [POS Training mode will be an exact clone \(a real copy of\) your real POS database.](#) Some of your students may have had some cash handling experience, for others this may be a completely new experience. Using the Training POS Clone is a great way for the inexperienced Cashier to get comfortable with POS.





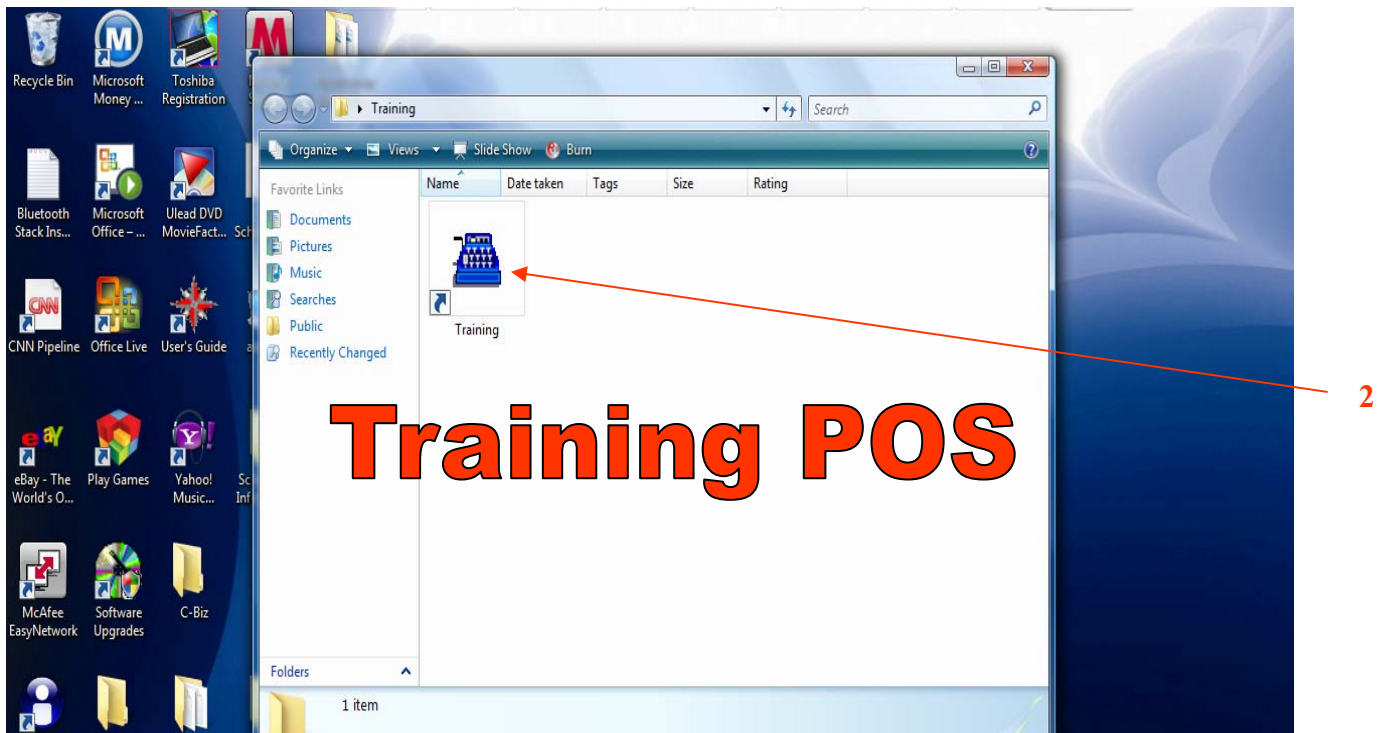
In our Cashier & Sales lesson, we have included some background material that will help familiarize your students with the POS register. Included is a list of [vocabulary terms relating to cashiering](#), [overheads](#), and [various PDF lessons](#) that can be used to explain the [Smart POS keyboard](#), the [SKU-Inventory system](#), [bar-codes](#), [Tender options](#), [Balancing the drawer](#), and the overall goals of the POS Sales Management at the front end.



When assigning the activities included in the lesson, you may need to modify the items and retail prices to reflect your particular store situation . Some stores do not sell food items, others do not sell apparel and general merchandise. We hope that you will be able to [take some of our POS Sales and Cashier concepts and lessons](#), and modify it for your specific curriculum needs.



The name of the game at your School Store is to make your business laboratory. fun and exiting. Create an environment where casual learning as well as your direct lessons can occur. Many store activities can be role-played in your POS Training Some [School-Stores have obtained DECA, SBE Awards using their POS Training](#)



1. Your **Training Folder** is located on your POS station's Desktop.
2. When opened, a **Training Shortcut (Blue Register)** is available.
3. Log into the Training Folder/Program just as you would into the real program. Remember it is just a clone of the real program.
4. All components are available to use—Scanner, Smart Keyboard, Receipt printer, Customer Pole & the POS Software Database.

