

Bed Bath & Beyond Cashier Reference Guide

Introduction

This cashier reference guide is for Bed, Bath, and Beyond cashiers and cashier trainers.

1. Greet the customer.
“Hello, how are you doing today? Did you find everything you are looking for?”
2. Use the scanner to scan the customer’s item(s). If there are any difficulties scanning an item, enter the barcode manually by clicking the **Item Entry** button.
3. If the customer has any coupons, scan them after scanning all the items. If there are any difficulties, call the front end supervisor for assistance.
4. Press the **Total** button.
5. Tell the customer how much they have saved and their current balance. Then, ask how they would like to pay.
 - Debit/Credit – Press the **Card Balance Due** button.
 - Gift Card – Press the **Gift Card** button.
 - Cash – Press the **Cash** button.
6. Hand the customer their receipt and any extra change from the transaction. If they paid by gift card, highlight the remaining balance on the receipt.
7. Give a closing greeting.
“Thank you for shopping at Bed, Bath, and Beyond, and I hope to see you again soon.”