CASHIER – CERTIFICATION

SKILL	Initial	GM Initial
☐ Can recite the Fuzzy's Taco Shop Promise, and Mission statement.		
☐ Has a thorough knowledge of all Fuzzy's Taco Shop menu items, and can answer guest questions pertaining to all menu item ingredients.		
☐ Has an understanding of food allergies and diet preferences, and has shown proficiency in navigating concerned guests through their menu item selections.		
☐ Offers an enthusiastic greeting to all guests upon their arrival.		
☐ Makes eye contact, and smiles for all guests.		
☐ Has shown proficiency in following the Fuzzy's Steps of Service with every guest order.		
☐ Is genuine and "real" with guests creating an experience unique to each guest.		
☐ Shows proficiency in "Up selling," offering suggestions/ making recommendations of menu items to guests.		
☐ Accurately answers phone and engages guests when placing Pick-Up orders.		
☐ Maintains accuracy of order placement, always confirming order details with guests.		
☐ Understands their role in completing To-Go orders; verifying contents before giving to guests.		
☐ Offers drink and chip refills to guests when walking the floor.		
☐ Pre-busses tables, offering to clear empty plates/baskets and throw away garbage for guests.		
☐ Keeps the Front of House clean throughout entire shifts.		
☐ Keeps up with the cleanliness and stocking of the beverage station throughout entire shifts.		

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❒ Thanks guests upon leaving and invites them to return.		
❒ Understands how to follow daily Prep Lists, and has demonstrated how to prioritize needed Prep Items.		
❒ Understands the importance of exceptional guest vs. customer service to the Fuzzy's Taco Shop concept.		
❒ Has completed all items on the Cashier POS Training Tracking Sheets.		
❒ Shows enthusiasm and a positive attitude throughout each shift, reflecting their understanding and belief in the Fuzzy's Taco Shop culture.		
❒ Has completed the Cashier Test with a passing score.		
Has demonstrated proficiency in performing the following POS functions:		
○ Modifying menu items		
○ Re-Printing Checks and Credit Card slips		
○ Adjusting Tips		
○ Creating and Redeeming Gift Cards		
○ Opening, Changing the Name, Closing Tabs		

Employee Signature:	Date:
GM Signature:	Date: