



## **SIK YUEN LIMITED**

6, Pope Hennessy Street, Curepipe Road,  
Mauritius. BRN: C07001411  
Tel: 676 2429, 670 8989, 676 6270, 674 9680.  
Fax: (230) 676 7070  
Email: info@sikyuen.mu

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### **Job Description**

**Job Title** Check Out Operator

**Reporting to** Cashier Supervisor

**Purpose** Responsible for processing cash, debit, credit and cheque transactions using a point-of-sale system. Duties include balancing the cash register, making change, recording purchases, processing returns and scanning items for sale.

### **Principal Accountabilities**

- Greet customers
- Process sales transactions
- Scan and bag items accurately and efficiently
- Receive cash, cheque or debit or credit card payment, checks validity of form of payment
- Calculate and return change when required by the payment method
- Issue receipt of payment
- Stamp parking coupon, if required
- Maintain adequate change denominations in the cash drawer and request additional change
- Answer customer questions about products
- Reconcile cash drawers and sales receipts
- Report issues with equipment
- Work as a team to meet sales goals
- Handle customer complaints
- Process returns and exchanges
- Maintain clean and tidy checkout area
- Stay up to date on merchandise promotions, advertisements and product information
- Ad hoc duties ( includes but is not limited to : training new cashiers; assist administrative coordinator (when and if necessary))

### **Experience and Skills**

- Secondary education
- Friendly and welcoming
- Passion for customer service
- Reliable and trustworthy
- Excellent interpersonal skills
- Ability to work quickly and accurately under pressure