

Title	Manage a checkout counter in a grocery outlet		
Level	3	Credits	10

Purpose	<p>This unit standard is for people who are managing a checkout counter in a grocery outlet.</p> <p>People credited with this unit standard are able to demonstrate knowledge of managing the purchase of grocery items at a checkout counter, and monitor and maintain a checkout counter in a grocery outlet.</p>
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Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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Available grade	Achieved
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Guidance Information

- 1 Definition**
Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; manufacturer’s procedures and specifications; Government and local body legislation.
- 2 Legislation relevant to this unit standard include but are not limited to:** Consumer Guarantees Act 1993, Fair Trading Act 1986, Food Act 1981, Food Hygiene Regulations 1974, Health and Safety at Work Act 2015, Health and Safety in Employment Regulations 1995, Sale and Supply of Alcohol Act 2012, Smoke-free Environment Regulations 2007, Weights and Measures Act 1987.
- 3 Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.**

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of managing the purchase of grocery items at a checkout counter.

Performance criteria

- 1.1 Process for dealing with unidentified bar codes is described in terms of organisational procedures.
- 1.2 Requirements for processing non-standard payment transactions are described in terms of organisational procedures.
- Range non-standard payment transactions include but are not limited to – vouchers, coupons, cheques, charge accounts.
- 1.3 The characteristics and shelving requirements of non-standard grocery items are identified and described.
- Range non-standard grocery items may include but are not limited to – gluten-free products, health food products, stationery items, specialist food items, general merchandise; evidence is required of five non-standard grocery items sold in the candidate's grocery outlet.
- 1.4 Process for dealing with unusual buying behaviour is described in terms of organisational procedures.
- Range unusual buying behaviour may include but is not limited to – buying large amounts of controlled substances, buying large amounts of one product, intoxicated and/or drug impaired customers, suspected theft.

Outcome 2

Monitor and maintain a checkout counter in a grocery outlet.

Performance criteria

- 2.1 Refund authorisations and returns are processed in accordance with organisational procedures.
- 2.2 Work flow is monitored to ensure scanning and packing of grocery items is coordinated in accordance with organisational procedures.
- 2.3 Work station is maintained in accordance with organisational procedures.
- Range maintenance includes but is not limited to – clean, tidy, stock replenished, bags replenished, perishable items are returned to the department in a timely manner.
- 2.4 Customer complaints or issues are actioned in accordance with organisational procedures.
- 2.5 Self-service assistance is provided to customers in accordance with organisational procedures.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 December 2013	31 December 2024
Review	2	8 December 2016	31 December 2024
Review	3	2 March 2023	31 December 2024

Consent and Moderation Requirements (CMR) reference

0225

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.