

Chapter 9

Activity 4: POS

In this activity you will use the actual checklist to go through the POS procedures. The first time you'll shadow the more experienced Opener; the second time you'll do it together and the third time, the Opener will shadow you.

1. Watch the video at
2. <http://revelpos.com/index.php/eon-over>
3. <http://revelpos.com/index.php/reward-card-setup>
4. <http://revelpos.com/index.php/gift-card-setup/gift-card-report>
5. Practice POS procedures

What questions, or struggles do you have during ringing in a sale?

What is biggest challenge you face during the POS? How can you improve?

First time:

POS	Completed Score (1-5)	Instructor Initials/ Date	Notes
Ring in a POS order			
Refund/Void			
Ring in a discount			

Second time:

POS	Completed Score (1-5)	Instructor Initials/ Date	Notes
Ring in a POS order			
Refund/Void			
Ring in a discount			

Third time:

POS	Completed Score (1-5)	Instructor Initials/ Date	Notes
Ring in a POS order			
Refund/Void			
Ring in a discount			