

Becoming a Lowes Front End Cashier



Let's Build Something Together™

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Introduction

Introduction

This instruction manual is designed to help future Lowes employees, who have never been a Lowes cashier. This instruction manual is a very helpful tool that will make working here at Lowes easier, fun, and a positive work place that builds responsibility and character.

Importance



Customers expect a fast, friendly, and accurate checkout

- **Knowledgeable cashiers:** While a customer is making the buying decision, they want knowledgeable assistance, available when they want it. Customers place a high value on accurate information at Lowe's, and they want to be served by an employee who knows the product inside and out.
- **Friendly people:** Customers not only want product-savvy assistance, they want the last people they have to encounter at the checkout to be friendly and courteous. Lowe's cashiers should always value each customer more than anything.
- **A fast finish:** Your Lowe's customer is a busy person, so there should always be a speedy checkout. Be sure to always ask about Lowe's Credit Cards, My Lowe's, and the survey at the bottom of the receipt. We will go over these important steps later on in the manual.



You are often the customer's last impression of Lowe's; make it positive

You are the last person the customer will see, after checking their products out. When checking out customers it is always a good idea to be very kind and courteous. You want to make the customer feel "at home" and want to come back to the store. When you make the customer happy, you will also make yourself happy in the long run.



Best Practices



Smile and Greet the Customer

Customers want to feel welcomed when they enter your store, so always smile and greet the customer. This will make the customer want to come back because they know they are welcomed and they are in a friendly environment



Offer Assistance to Locate Product or Ring up Items

The best way to offer assistance to customers as a cashier is to ask “Are you finding everything okay?” Since cashiers are not allowed to leave their registers to make sure the customer is finding everything okay, it is best to just ask this question while in front of your register. By doing this you can direct the customer to the right aisle where their product is located. If you do not know where the product is, it is always best to call the department, and ask where the product is located, so the customer can find it in an efficient matter.

Stay Close and Never Turn Your Back on an Open Register

Always stay close to your register. If you are away from your register, then you are away from the customer and keeping them waiting. This could also cause some theft concern. We want to

know that everybody who comes into Lowes is trustworthy, but there are some people who are not. They could easily see that you are away from your register, and slip through the door. As a cashier you have many responsibilities to do. On down time, when there are no customers around, you can clean around your area; making your register area clean makes the store a professional place to work. This may sound like a double standard, but while you are cleaning always double check, and look for customers.

Thank the customer and invite them to return

We want the customer to always come back for their business, so make sure that it is one of your first priorities to thank the customer, and ask them to return. This makes the customer feel welcomed and appreciated.

Ring Up Items, Tender Sale, and Department Resources



Tender a Sale

This section will teach you how to use Genesis, and how to say the proper things while conducting a transaction.

How to tender a sale using Genesis

1. Log in using your user ID and password. This should automatically put you in the selling screen. For whatever reason you are not in the selling screen, back out by selecting the button F3 all the way through. Enter 1.4; from there you will be in the selling screen.
2. Scan all merchandise. When finished select the total button.
3. This should bring you to the tender screen. Customers have a choice to either pay with their Lowes Credit Card, Lowes Business Card, Lowes Consumer Card, Lowes American Express Card, a bank card, Lowes gift card or merchandise credit cards, check, and cash.
4. Ask the customer what their method of payment is. There are buttons for each tender. Example: If a customer is paying with cash, hit the cash button. If they are paying with a Lowes card, hit the Lowes card button.
5. After the sale has been processed, thank the customer and invite them back.

The steps in between tendering the sale

1. Before you check out the customer, it is always best to start a small conversation with them. You can ask them how their day was and if they found everything okay. Lowes also is promoting a new promotion called My Lowe's. This is a very helpful tool that lets customers save all their purchases. Customers can also set up reminders for paint colors, filters, fertilizers, and etc. The My Lowes's card should always be asked at the beginning of the sale. Also ask customers if they want to put their purchases on their Lowe's Credit Card, which saves them 5% on the total sale. Customers always love to save money!
2. When checking customers out always apply the loss prevention practices GOV, LISA, SAM, AND BOB.

Greet Offer Validate- Always greet the customer and offer them any promotions that are going on throughout the store. Make sure to validate the receipt if the door alarms go off.

L_{ook} **I**_n **S**_{ide} **A**_{ll}- Always look inside all the boxes while picking up merchandise; this also may include commercial trash cans, refrigerators, and cabinets.

S_{can} **A**_{ll} **M**_{erchandise}- Always scan every item. There may be times where there are some products that look exactly the same, but they are different. This may determine the total on the transaction.

B_{ottom} **O**_f **B**_{asket}- Always check the bottom of the basket. This also includes checking under merchandise that cannot be seen.

3. Scan and deactivate product
4. Modify line item quantity and pricing for accuracy
5. Process credit and debit card transactions
6. Verify the check type presented is accepted at Lowe's
7. Perform check authorization
8. Execute the phone capture program
9. Thank the customer and invite them to return.



Modify Transactions



Modify line items on a transaction

When checking out people, make sure to go over, and review all items that you have originally scanned. You do not want any errors when processing the customer sale. This could upset the customer, and causing them lose valuable time out of the day. We want to make sure that their experience at Lowes is a good one, and that they can be sure that there are errors while they are purchasing their items.

How to look up items in Genesis

1. In the selling screen (1.4), select F11.
2. Type in item description.
3. While using the tab button, use the “S” button, and select the item you are searching for.

Schedule a delivery for a customer

1. In the selling screen (1.4), tab over to the load selection, and type in LD.
2. After everything has been rung up, select total. At this screen there should be places to add in the customer’s name, address, phone number, and email address.
3. Select total.
4. Tender out the sale.