

LANC.8 - SQA Unit Code H53V 04

Process payments for purchases in a retail environment



Overview

This unit is all about providing service to the customer at point of sale (POS). It involves sorting out pricing problems, spotting faulty goods, checking that payments are acceptable and storing payments securely.

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Performance criteria

You must be able to:

Work out the price of customers' retail purchases

- P1 accurately identify the price of purchases
- P2 promptly sort out any pricing problems by referring to pricing information
- P3 get advice promptly from the right person when you cannot sort out pricing problems yourself
- P4 work out accurately the amount the customer should pay

You must be able to:

Provide service at point of sale in a retail store

- P5 tell customers the correct amount to pay
- P6 check accurately the amount and means of payment offered by the customer
- P7 where the payment is acceptable, process the payment in line with company procedures
- P8 tell the customer tactfully when payment cannot be approved
- P9 record payments accurately
- P10 store payments securely and protect them from theft
- P11 offer additional services to the customer where these are available
- P12 treat customers politely throughout the payment process
- P13 balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help

Knowledge and understanding

You need to know and understand:

Know how to work out the price of customers' retail purchases

- K1 how to identify and check prices in your own store
- K2 how to identify any current discounts and special offers
- K3 where to find information and advice on pricing
- K4 company procedures for working out payments
- K5 common methods of working out payments including point-of-sale technology, electronic calculators and longhand
- K6 relevant rights, duties and responsibilities relating to The Sale of Goods Act

You need to know and understand:

Know how to provide service at point of sale in a retail store

- K7 how to keep cash and other payments secure
- K8 the types of payment that you are authorised to receive
- K9 procedures for authorising non-cash transactions
- K10 how to check for and identify counterfeit payments
- K11 how to check for stolen cheques, credit cards, charge cards or debit cards
- K12 how to deal with customers offering suspect payments
- K13 the relevant rights, duties and responsibilities relating to the Sale of Goods Act
- K14 company procedures for taking payments
- K15 company procedures for dealing with suspected fraud

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Suite Floristry

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