



新北市政府職業訓練中心

Vocational Training Center, New Taipei City Government.



新住民網工學

Store Attendants





《 contents 》

Unit1	Store Attendants		Store staff management and customer service operation.....	P.2
Unit2	Store Attendants		Store counter management operations.....	P.4
Unit3	Store Attendants		Store cleaning management operations.....	P.6
Unit4	Store Attendants		Store management report, POS related statements..	P.7
Unit5	Store Attendants		Checkout Operations - Cultural and Educational Services.....	P.8
Unit6	Store Attendants		Checkout Operations - Retail Services.....	P.10
Unit7	Store Attendants		Checkout Operations - Food and Beverage Services..	P.12
Unit8	Store Attendants		Loading and unloading operations.....	P.14
Unit9	Store Attendants		Floor cleaning.....	P.15
Unit10	Store Attendants		Glass Cleaning.....	P.17

Unit1 Store staff management and customer service operation

» Operation Section 1: "Store Service" Level C Technician Skill Checking Process and Points to Note

- The Ministry of Labour's "Marketplace Services Grade C Skills Assessment" is divided into two categories: academic and technical.
- The subject part is a written test with 80 single-choice questions of 1.25 marks each, with no deduction for wrong answers and a pass mark of 60 marks.
- A number of books are currently available in bookstores and students can choose from a wide range of examinations.
- The practical test is divided into three stations : Station 1: Written test. Station 2: Counter operations Fieldwork. Station 3: Cleaning Operations

Station 1 Written test

1. Written test-There are five main types of questions, and one question will be selected for each type of test.

Question 1: Store Management

Question 2: Counter Management

Question 3: Cleaning Management

Question 4: Store Management Report

Question 5: POS related statements



Station 2: Counter Operations Fieldwork

There are three main types of questions, namely Cultural and Educational Services, Retail Services and Food and Beverage Services, and one question will be selected from the three types of questions and then one question will be selected according to the type of question selected.

The questions are divided into three major operations, including "equipment operation and checkout operations, stocking operations, and leaving counter operations", and the test time is 15 minutes.

<Note> Starting from 2021, the traditional paper invoices used in the test will be replaced by electronic invoices in accordance with the new version of the Level C examination.



New Residents Online Learning Store Attendants

Station 3 Cleaning Operations.

The test will be divided into two sections, A and B. Section A will draw the test question for that section and section B will test the other question not drawn.

【Calculation of results】

1. The score of each stage will be multiplied by the matching ratio to determine the result of the station. Stage 1: 40%, Stage 2: 35%, Stage 3: 25%.
2. The result of each stage will be counted to the second decimal place, and the third decimal place (inclusive) will be rounded off unconditionally, and those with a total score of 60 marks (inclusive) or above will be considered to have passed.
3. <Note> A grade of "0" at any stage is considered a failure.

》 Operation Item 2: Dressing of shop attendants (dress code for inspectors)

Dress and grooming as required by the inspector,

● Personal hygiene

1. short hair, not over the shoulder or in a bun.
2. Clean hands (including nails) to elbows

● Standard dress code

1. Men wear collared shirts, long trousers (suitable suits) and formal footwear (no sandals)
2. Ladies wear formal suits (trousers or skirts) and formal footwear (no sandals)

● Appearance

Dress neatly and cleanly, and don't scantily clad.

》 Action Item 3: Responsibilities and Operations of Store Service Staff

1. Customer Service
2. Store Management
3. Counter Operations
4. Cleaning operations





New Residents Online Learning Store Attendants

Unit2

Store counter management operations

Section 1: Customer service operations for store staff

Courtesy phrase

- Hello, welcome
- Is there anything I can do for you?
- I'm sorry to keep you waiting.
- Please wait for a moment.
Here are the merchandise you need.
- It was a pleasure to serve you.
- Welcome back!

Good customer service practices

- (1) Service staff are well groomed and have a good service attitude
- (2) Understanding customer needs
- (3) Provide services to meet customer needs
- (4) Check if the customer is satisfied

Service attitudes that customers do not like

Not talking, not knowing, impatient, not caring, not sincere

Action item 2: Customer complaint handling by store staff

Complaint handling process

Take away from the scene, listen to the complaint, calm the emotions (empathize with the customer), assist in solving the problem, express apologies and thanks, report to the supervisor to draw up an improvement plan, and continue to follow up on the concern.



New Residents Online Learning Store Attendants

Operation item 3: Merchandise management by store staff

Issuance of invoicing receipts without the use of a uniform invoice

Merchandise Management Operations for Store Service Staff / Opening of Uniform Invoice Receipt without Use

1. Fill in the correct company name
2. Fill in the uniform number
3. Fill in product name, quantity, unit price and amount
4. In the total field, fill in the official figure of the amount.

Operation Item 4 / Store Service Staff Crisis Handling / Bill Recognition

Banknote Recognition: To identify the note, turn it gently and the lower right corner will be marked with a colour-changing oil and a light-reflective watermark

\$100: from fuchsia to green

\$200: change from gold to green

\$500: Gold to green.

\$1000: from gold to green.





New Residents Online Learning Store Attendants

Unit3

Store cleaning management operations

Action Item 1: Introduction to the store environment

Example of a general convenience store

1. Storefront, ramp (including signboards, glass doors and windows)
2. Counter area (checkout area)
3. Shelf area (room temperature, refrigerated, fresh and frozen)
4. Equipment area (microwave oven, beverage and coffee machine, hot food area, customer rest area, toilets, etc.)
5. Warehouse area and administration area

Operation Section 2: Store environment cleaning content and key points / Maintaining shop cleanliness during rainy days

- Placement of umbrella stands
- Provision of umbrella covers
- Cleaning up the shop
- Laying cardboard



Supplementary Notes / General Store Cleanliness Principles

1. The outside of the shop is kept clear and clean, and the ground is free of rubbish and water
2. The floor of the shop is regularly cleared of rubbish and kept dry.
3. The ceilings are cleaned regularly to remove cobwebs and dust.
4. Customer rest areas and toilets are cleaned and disinfected on a regular basis
5. Shopping baskets (shopping trolleys) should be cleaned of debris and disinfected regularly
6. Glass doors and windows should be kept clean and bright
7. Lighting in the shop is kept bright
8. Air conditioning filters and air vents should be cleaned once a week in principle.

Unit4

Store management report, POS related statements

Action Item 1: Production and Interpretation of Store Management Report

Food Safety Checklist (MCQ No. 18100-101301D-08)

Try to produce a Food Safety Checklist according to the refrigerated, frozen, fresh and general food shelf areas of the store

- Check that the product is not expired
- Check that the product is not marked
- Check that the packaging is not damaged



Operation Section 2: Preparation and interpretation of POS-related billing forms/ Interpreting POS Forms (MCQ No. 18100-101301E)

Calculate the total amount spent by EasyCard: 100 (morning) + 800 (midday) + 100 (evening) = 1,000 (full day)

(1) Calculate the total amount spent on the EasyCard: 100 (morning) + 800 (midday) + 100 (evening) = 1,000 (full day)

(2) Calculation of morning cash credit: 100 (invoice) + 1,500 (credit card) + 100 (EasyCard) = 1,700

(3) Calculate the monthly average unit price: 420,000 (net sales for the month) ÷ 7,000 (number of visitors for the month) = 60

(4) Calculate the ratio of promotional discount (taxable) to sales revenue (taxable): 3,000 ÷ 40,000 = 7.5%

(5) Calculation of the percentage of sales of the lowest performing shift to total sales: 4,530 (lowest evening shift) ÷ 37,300 (total sales) = 12.14%



New Residents Online Learning Store Attendants

Unit 5

Checkout Operations - Cultural and Educational Services

Operation Items

Station 2: Counter Checkout(Testing time 15 minutes)

1. Correct operation of cash registers
2. Fill in the correct information
3. Return process

Operation section1.Equipment used at the counter for checkout operations

1. POS cashier and Invoice machine
2. Cash box
3. Depository box
4. Schematic diagram of checkout counter

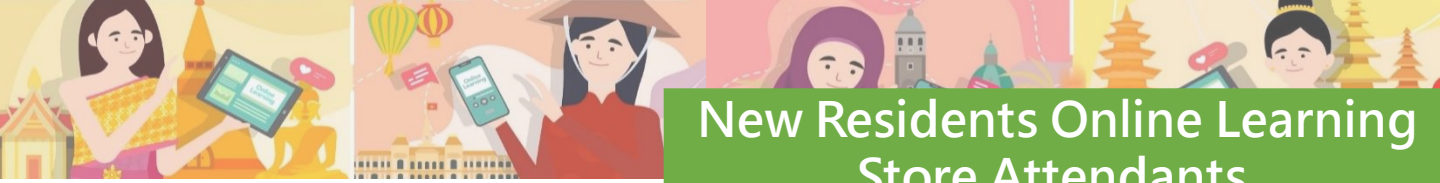


Operation section2 /Counter Checkout/Inspection of preparatory items at the time of examination

Check that all the preparatory items in the packet are complete.

- 1.Cash \$2000 (Placed in the cash box of the POS cash register for change)
2. Blank electronic invoice paper roll
- 3.Test questions
- 4.Test pen
- 5.lipstick glue
- 6.Depository Zipper Bag
- 7.Cash : \$1000 、 \$500
8. cash coupons, : \$1000 、 \$500
- 9.bills of lading : \$1000 、 \$500
10. merchandise coupons : \$1000





New Residents Online Learning Store Attendants

Operation section 3 : Counter Checkout Operations - Cultural and Educational Services Category A03

1.Preparation

- (1) Install blank electronic invoice paper roll
- (2) Login to the POS cash register
- (3) Organize the cash box of the POS cash register (Place \$2,000 petty cash in the cash box of the POS cash register according to the value of the coins)

2. Checkout operations (to be carried out by staff with standard shop service terminology)

- (1) Checkout operations are carried out according to the purchased products listed in the subject.
- (2) Enter codes and ask customers to confirm.
- (3) Complete the checkout and make change and issue an invoice.

3. Returning goods (to be carried out by staff with standard shop service terminology)

- (1) Ask customer if he/she has an invoice and confirm return of goods.
- (2) Return the returned goods according to the items listed in the question.
- (3) Collect the original invoice, void it, refund the purchase difference and float the invoice on the answer sheet.

<Note> From 2021 onwards, in response to the new version of the Grade C examination, the traditional paper roll invoices used in the original test will be replaced by electronic invoices and the interface for system operation will be different.

Operation Items

Station 2: Counter Checkout(Testing time 15 minutes)

1. Correct operation of cash registers
2. Fill in the correct information
3. Return process

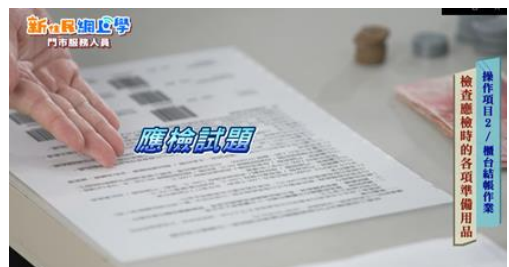
Operation section1.Equipment used at the counter for checkout operations

1. POS cashier and Invoice machine
2. Cash box
3. Depository box
4. Schematic diagram of checkout counter

Operation section2 /Counter Checkout/Inspection of preparatory items at the time of examination

Check that all the preparatory items in the packet are complete.

1. Cash \$2000 (Placed in the cash box of the POS cash register for change)
2. Blank electronic invoice paper roll
3. Test questions
4. Test pen
5. lipstick glue
6. Depository Zipper Bag
7. Cash : \$1000 、 \$500
8. cash coupons, : \$1000 、 \$500
9. bills of lading : \$1000 、 \$500
10. merchandise coupons : \$1000





**Operation section 3 : Checkout Operations - Retail Services
Category B01 Exam Question**

1.Preparation

- (1) Install blank electronic invoice paper roll
- (2) Login to the POS cash register
- (3) Organize the cash box of the POS cash register (Place \$2,000 petty cash in the cash box of the POS cash register according to the value of the coins)

2. Checkout operations (to be carried out by staff with standard shop service terminology)

- (1) Checkout operations are carried out according to the purchased products listed in the subject.
- (2) Enter codes and ask customers to confirm.
- (3) Complete the checkout and make change and issue an invoice.

3. Returning goods (to be carried out by staff with standard shop service terminology)

- (1) Ask customer if he/she has an invoice and confirm return of goods.
- (2) Return the returned goods according to the items listed in the question.
- (3) Collect the original invoice, void it, refund the purchase difference and float the invoice on the answer sheet.

<Note> The original invoice will be voided after the return, please mark "Voided XXX (name)" on the voided invoice.



New Residents Online Learning Store Attendants

Unit 7 Checkout Operations - Food and Beverage Services

Operation Items

Station 2: Counter Checkout (Testing time 15 minutes)

1. Correct operation of cash registers
2. Fill in the correct information
3. Return process

Operation section 1. Equipment used at the counter for checkout operations

1. POS cashier and Invoice machine
2. Cash box
3. Depository box
4. Schematic diagram of checkout counter



Operation section 2 / Counter Checkout / Inspection of preparatory items at the time of examination

Check that all the preparatory items in the packet are complete.

1. Cash \$2000 (Placed in the cash box of the POS cash register for change)
2. Blank electronic invoice paper roll
3. Test questions
4. Test pen
5. Lipstick glue
6. Depository Zipper Bag
7. Cash : \$1000 、 \$500
8. cash coupons, : \$1000 、 \$500
9. bills of lading : \$1000 、 \$500
10. merchandise coupons : \$1000





Operations 3 - Food and Beverage Services C07 Exam Question

1. Preparation

- (1) Install blank electronic invoice paper roll
- (2) Login to the POS cash register
- (3) Organize the cash box of the POS cash register (Place \$2,000 petty cash in the cash box of the POS cash register according to the value of the coins)

2. Checkout operations (to be carried out by staff with standard shop service terminology)

- (1) Checkout operations are carried out according to the purchased products listed in the subject.
- (2) Enter codes and ask customers to confirm.
- (3) Complete the checkout and make change and issue an invoice.

3. Returning goods (to be carried out by staff with standard shop service terminology)

- (1) Ask customer if he/she has an invoice and confirm return of goods.
- (2) Return the returned goods according to the items listed in the question.
- (3) Collect the original invoice, void it, refund the purchase difference and float the invoice on the answer sheet.

<Note>When exchanging goods, there is no actual transaction
Therefore, no new invoice will be generated and only the exchange will be recorded in the POS system.



New Residents Online Learning Store Attendants

Unit8

Loading and unloading operations

Operation section1/ Depositing operations Cultural and Educational Services Category A03 Test Question

1. Confirm the contents of the deposit box (only \$1,000 banknotes, gift vouchers and merchandise vouchers need to be deposited)
2. Fill in the deposit slip (2-part form - vault and cashier), fill in the deposit amount, the last 6 numbers of the test number and sign.
3. Conduct the deposit process. Cashier's slip: Place under the coin box and exchange for \$1,000 notes and coupons. Vault coupon: Place in the special vault bag together with the \$1,000 bill and voucher.
4. Complete the deposit process.

Operation section2/Off-Counter Operations Cultural and Educational Services Category A03 Question

- 1.Count cash, coins and treasury amounts and fill in the correct total amount on the answer sheet.
2. Perform declaration operations: count cash in the cash box and all items in the drawer and key in the correct amount and quantity in the system.
3. Shift handover: Set up shift handover and confirm blank electronic invoice rolls, keep the cash box open.
4. Clear the accounts and print the daily closing sheet: confirm the blank electronic invoice and print the daily closing sheet, then float and paste the sheet onto the answer sheet.
5. Complete and hand in the examination paper and count the cash box and place the relevant items in the paper bag to complete the operation." Counting cash, coins and coin amounts. °

<Note> Do not take back the "voucher coupons, \$1,000 banknotes and merchandise coupons" from the drop box as they may not be marked by the supervisors.



Station 3: Floor cleaning Test time 20 minutes

1. Prepare the work (Floor cleaning test area: 180 cm * 180 cm, red square area)

- (1) Take a mask and put it on, Wear gloves
- (2) Take floor cleaner, rag, special scraper, broom, dustpan and place them neatly.



2. sweeping (use correct movements and sequences)

- (1) Crouch down to pick up newspaper and fold it flat.
- (2) Sweep the floor (pay attention to the order of the sweeping area)

3. scrape off double-sided floor glue (use correct movements and sequence)

- (1) Look for double sided glues on the floor (usually 4 or 5)
- (2) Take floor cleaner, special scraper, rag,
- (3) Spray floor cleaner
- (4) Open the squeegee cover and scrape off the adhesive
- (5) Dry the squeegee blade and the floor with the rag · Throw the rag into the dustpan and put away the scraper (close the lid)

<Note> Hold the squeegee in your right hand (with your index finger on the screw point) and a rag in your left hand.



New Residents Online Learning Store Attendants

Station 3: Floor cleaning Test time 20 minutes

4. Dispose of rubbish (using correct movements and sequences)

Sorting of rubbish (newspapers: paper, soil, rags: general rubbish)

5. Return of tools (using correct movements and sequences)

Putting tools back in place: put the broom, dustpan and special scraper back in place first.

6. Mopping (using correct movements and sequences)

- (1) Get water (Half a bucket of water)
- (2) Pour in the floor cleaner
- (3) Dry the mop
- (4) Mop the floor (Note the sequence of th



soak the mop cloth in water and wring it out, change the other side to mop the floor, change the water, the time point of change the mop cloth, etc.) , 3 times Mopping Operations and Procedures : wet mopping (detergent)- wet mopping (water)-Change the mop cloth- dry mop.

- (5) Return the tools
- (6) Return to your original position and wait for the judges to mark your work.

<Note> When mopping, remember to change the surface and wash the mop at any time. Change mop cloth - dry mop

<Note> Lastly, remember to dispose of your mask and gloves, which still need to be sorted (mask: general waste, gloves: plastic).

Unit10 Glass Cleaning

Station 3: Glass Cleaning
Test time 20 minutes

Action item: glass cleaning

1.Preparation

- (1) Take a mask and put it on, Wear gloves
- (2) Take a bucket of water, rag, glass cleaner, squeegee, glass scraper and static duster and place them neatly. After the tools are in place, fill the bucket with water and carry it back to the work area.

2. Cleaning operation: Tearing posters and cleaning glass frames
(use correct action and sequence)

- (1) Tear the poster (from bottom to top) and fold it in half
- (2) Use duster to remove the dust from the glass frame and glass surface(Use duster to sweep the dust onto the poster paper).

3. Scraping operation: Scrape off the adhesive tape from the glass surface (use correct action and sequence)

- (1) Spray the glass surface with glass cleaner
- (2) Take the special squeegee 、rag.
- (3) Open the cover of the squeegee and scrape off the tape (from the bottom up) ◦
- (4) Clean the squeegee with a rag and concentrate the cleaned tape, put the squeegee away after finishing (close the lid)

<Note> Hold the special squeegee in your right hand (with your index finger on the screw point) and a rag in your left hand.



New Residents Online Learning Store Attendants

Station 3: Glass Cleaning Test time 20 minutes

4. Waste disposal (use correct action and sequence)

Dispose of dust, tape, posters etc. into rubbish bins (bins are opened with a foot pedal).

Sorting of rubbish: posters: paper, other: general rubbish.

5. Glass cleaning/wiping (Wipe the glass frame with a rag (use the correct action and sequence, wring out the rag and do not get it too wet, if the water is too dirty change to a clean bucket of water)

Wipe the inside of the glass frame and the corners as well

<Note> Remember to change the surface and wash the wipe at any time when wiping, do not wipe all at once.

6. Clean the glass (using the correct action and sequence)

(1) Spray glass cleaner on the glass (large S-shape, top to bottom)

(2) Wipe the glass with a rag (soak the rag in water, wash and wring it out, keep it slightly moist without dripping, pay attention to the order of wiping the glass area, it takes 8 times to wipe the whole glass.)

<Note> The first time (clockwise), wipe and clean the other side of the wipe, not at the end.

<Note> The second time (counter-clockwise), the wipe is cleaned, the third, fourth, and so on.

7. Scraping the glass (using the correct action and sequence)

Take a glass scraper and a rag and squeegee the glass in 4 straight and 2 horizontal strokes to remove any water stains.

(1) Take a glass scraper and a rag

(2) straight strokes

(3) horizontal strokes

<Note> There is a screw on the side of the glass surface, each straight squeegee should stay there and not squeegee all at once.



New Residents Online Learning Store Attendants

Station 3: Glass Cleaning Test time 20 minutes

8. Checking action (check that the glass is clean) ; Check that the glass is clean and if there are any areas that are not clean, reinforce them.

9. Return tools (clean the floor with a rag and put all rubbish in the bin when finished)

Clean the floor with a rag, Pour water and return tools, throw away rubbish and finish.

<Note> Finally, remember to dispose of the rags, masks and gloves, which still need to be sorted (rags and masks: general waste, gloves: plastic).

10. Return to the same position and wait for the judges to mark your work.

