

“Priority Check Please”

What is “Priority Check Please”?

“Priority Check Please” is designed to offer our customer the service they deserve. The program addresses how we respond to long lines at check-out and how we can maintain a friendly, accurate and quick shopping experience.

Standards for “Priority Check Please”

When To Call -

Food 4 Less – When a cashier is processing one customer , two customers waiting and another customer joins the line – it’s time for Priority Check Please to go into action.

Rancho San Miguel – When a cashier is processing one customer, there is one customer waiting and the second customer joins the line – it’s time for Priority Check Please to go into action.

Who Can Call and What Should be Said -

Anyone can call for “Priority Check Please” – When an employee see the back- up happening at the registers it’s time to go into action. The employee would go on to the intercom system and in a clear and friendly voice say....the person’s name who is able to check, whether it be another cashier, supervisor, manager or even the Store Director – followed by “Check Please”. For example.....

“Brad Check Please”

At that point the individual who is called should go immediate to the front , open his register and begin checking until the lines have calmed down.

Who needs to open –

1st to open – Any available Front End cashiers on the floor

2nd to open – Any available Front End Supervisors/Manager who are working

3rd to open – Any POS, General Clerks, or other employees that have been trained to cashier

4th to open – Any other department managers or the Store Director who has been trained to cashier.

Don’t Forget When Cashiering –

- Make eye contact
- Offer a friendly greeting with a genuine smile
- Be attentive – give the customer your undivided attention
- Be Upbeat and Positive – Make small talk when appropriate
- Suggestive Selling
- Count back their change – when appropriate
- Offer a sincere thank you and invite them back

Working together we can make each and every customer’s shopping experience one that will keep them coming back.