

Cashiering at the Coop

Thank you for choosing to work as a Coop cashier. Your role as a trained cashier is imperative to the normal functioning of the Coop. You will complete transactions that were suspended at the checkout stations, receive payment by cash, check, EBT, coupon, and merchandise credit, issue credit refunds, checkout small shops (three or fewer items), and count out your drawer and walk to the bank at the end of your shift.

Sharing Your Start Time with Another Cashier

The Coop makes two permanent cashier positions available for each register start time; these two cashiers are called co-cashiers. Although only one of the two co-cashiers will work the register each time the squad meets, both should come to the Coop prepared to work the register. We recommend co-cashiers alternate working on the register with doing other work on the Shopping squad. (For example, in July if co-cashier “A” works the register then co-cashier “B” should do the other work. In August, the roles would be reversed so that “B” works the register, etc.) The co-cashier system works this way because the Coop must account for the reality of absenteeism. Even the most reliable cashier can get stuck on a delayed subway or fall ill at the last minute, causing them to miss their workslot. This system provides the best possible assurance to the largest number of shoppers that will not be understaffed with cashiers. For more information, please pick up a “How It Works: Co-Cashiering” flyer available at the cashier area and in the Membership Office.

Knowing in Advance that You Will Be Absent

If you know in advance that you have to miss a shift, you must trade with another *trained cashier*. The attached schedule has names and phone numbers of the current cashiers. If you are, for example, the 1:30 PM cashier on Monday of A week, we suggest contacting the other cashiers who work Mondays around that time on B, C, or D week. These people work the same day of the week and time as you and are more likely to be able to swap. Another way to arrange a trade is to look on the “Shift Swap” page in the Member Info section on our website (foodcoop.com).

If you have tried unsuccessfully to find a trade, there are few things you should do. If you have a co-cashier, call them to find out if they will be present for the shift. Then call your squad leader *and* the Membership Office if we need to try to fill your spot. Calling the Office is a big help, but only your squad leader can assign you one make-up instead of two.

Last Minute Absences

When a last-minute situation arises that prevents you from attending your shift, first try to reach your co-cashier (if you have one) and then your squad leader. If you know that your co-cashier is also going to be absent or if you don’t have a co-cashier, it is important to call the Membership Office. If your shift falls at a time when the Office is closed, please call the Coop and ask to speak to Tech Support.

Cashier Make-ups

If you want to do a make-up as a cashier, you must schedule it through the Membership Officer. Otherwise, feel free to do your make-up somewhere else in the building. In this case, there is no need to schedule in advance – just show up at the start time of any shift in the Coop. It’s always a good idea to let the squad leader know you are a trained cashier just in case a scheduled cashier doesn’t show up. To see the start times of all shifts in the Coop, pick up a Rotation Calendar from the Membership Office or the rack in the Entrance Lobby.

Questions During Your Shift

If questions or problems arise during your shift, please refer to the laminated instruction cards at the cashier area. If you still need help, press the “page” button on the phone, and ask Tech Support to call the cashiers.

Membership Office Hours

Monday to Thursday	8 AM to 9 PM
Friday and Saturday	8 AM to 5 PM
Sunday	Closed

Coop Phone Number

(718) 622-0560