

Handling Customer Payments in Retailing



Learner Name:		Reg. No. / ULN:	
Assessment Start Date:			
Training Centre / College:			

Completed:					
Learner Name:		Learner Signature:		Date:	
Assessor Name:		Assessor Signature:		Date:	
IQA Name (if sampled):		IQA Signature:		Date:	
EQA Name (if sampled):		EQA Signature:		Date:	

Task 1: Methods of Payment

- a) List below the different methods of payment customers can use to pay for goods or services.

- b) Identify how to handle cash payments securely.

Task 2: Taking a Cash Payment

Option 1

Participate in a role play with another learner to do the following tasks. Your tutor will complete an observation form to include with this workbook to evidence that you have completed the role play.

Stages in Cash Payments

- a) Tell the customer the total amount they owe for the products they have purchased.
- b) Check the total amount of cash given to you by the customer.
- c) Store the cash safely.
- d) Record this amount on the till or in your cash book.
- e) If using a till, it should tell you the change that is owed; otherwise provide the correct amount of change from your till's 'float'. The 'float' is a certain amount of cash that you begin with so that you can give customers the correct change.
- f) Give the customer a receipt for their purchase.

OR

Option 2

Create a leaflet to be included with your workbook that tells new staff members how to take cash payments.

Task 3: Taking a Non-Cash Payment

Using the example 'Joe wants jeans' [here](#); note down the stages in a debit card payment, starting with:

1. Request the correct amount for an identified good or service from the customer.

I confirm that this is the work of *(student's name)*

Tutor Signature:

Date:

Learner Completion Confirmation

Learning Outcome	Delivery Content	Tick if achieved	Comments
1. Know about the methods of payment accepted from retail customers.	1.1. List the different methods that customers can use to pay.	<input type="checkbox"/>	
	1.2. Identify how to handle cash payments securely.	<input type="checkbox"/>	
2. Know how to take a cash payment.	2.1. Check the cash amount handed over by the customer.	<input type="checkbox"/>	
	2.2. Provide the correct change.	<input type="checkbox"/>	
	2.3. Store the cash safely.	<input type="checkbox"/>	
3. Know how to take a non-cash payment.	3.1. Request the correct amount from the customer.	<input type="checkbox"/>	
	3.2. Follow organisational instructions to process the payment.	<input type="checkbox"/>	