

COGFO5

Process payments for purchases within the forecourt environment



Overview

This unit is about your competence in processing payments for purchase. It includes calculation of correct prices, issue of proper documentation, ensuring merchandise is not faulty or damaged and checking payments are not counterfeit or fraudulent.

This unit deals with the following:

1. Calculating the price of customer purchases
2. Processing sales payments

During this work you must take account of the relevant operational requirements and safe working practices AS THEY APPLY TO YOU.

Previous version:

Unit 5 - National Occupational Standards in Forecourt Operations – August 2003

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Performance criteria

You must be able to:

- P1 identify the price of items accurately
- P2 resolve problems in pricing goods promptly by using available sources of information and advice
- P3 make correct calculations at a pace which balances the need for accuracy and customer care with the need to process sales quickly
- P4 visually inspect purchases for condition and quality as they are processed
- P5 take prompt action to provide customers with satisfactory products when faults or discrepancies in items are observed
- P6 be courteous to the customers at all times
- P7 take prompt action to make sure customers are provided with satisfactory products where faults or discrepancies in items are observed
- P8 clearly and accurately inform customers of the amount due
- P9 confirm the amount given and the change tendered
- P10 confirm appropriate authorisation for accepting non-cash payments
- P11 inform the customer tactfully when authorisation cannot be obtained for non-cash payments
- P12 complete all relevant documentation correctly
- P13 identify and remedy discrepancies and errors promptly
- P14 store payments securely and protect them from theft
- P15 offer assistance in packing and transporting purchase
- P16 conduct the transaction courteously in a manner appropriate to the customer and the context

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Knowledge and understanding

You need to know and understand:

- K1 how to identify and check prices in your own store environment
- K2 where to get information and advice to deal with pricing problems
- K3 how to identify any defects in products are they are being processed for sale e.g. damage, loose packaging, cracks, defects in food products etc
- K4 how to identify any current discounts and special offers e.g. 2 for 1 offer, coupons etc
- K5 the way payments are calculated in your store
- K6 common methods of calculating payments including point of sale technology and physical calculations
- K7 how to keep cash and other payments safe and secure
- K8 the types of payment that you are able 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 tender or non-cash payments
- K13 relevant rights, duties and responsibilities relating to relevant legislation
- K14 organisational procedures for calculating and taking payments
- K15 organisational procedures for dealing with suspected fraud
- K16 the value and importance of customer service to effective trading operations
- K17 how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods

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Additional Information

Scope/range related to performance criteria

- 1 the site safety requirements and procedures
- 2 the implications of statutory and organisational requirements
- 3 limits of own authority and procedures in the event of breaching those limits
- 4 how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
- 5 your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
- 6 what the local procedures for identifying and checking prices
- 7 sources of information and advice. This includes written, colleagues, management to deal with pricing problems
- 8 the rights, duties and the responsibilities relating to relevant legislation and regulations
- 9 the importance of consistent customer service. This includes during busy trading conditions, normal trading conditions to effective trading operations

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Suite Forecourt Operations

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