**JOB PERFORMANCE TASK SHEET**

**NAME: Mary Jones SITE: CVS**

**POSITION: Cashier SPVR: Jen Smith**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TASK Week Ending** | 5/2 | 5/9 | 5/16 | 5/23 |
| **1.** Receive payment by cash, check, credit card, voucher or  automatic debits | 50% |  |  |  |
| **2.** Issue receipts, refunds, credits, or change due to customers | 25% |  |  |  |
| **3.** Assist customers by answering questions or resolving issues | 30% |  |  |  |
| **4.** Identify prices on product | N/A |  |  |  |
| **5.** Tabulate costs of items using keys on register or price scanners | 50% |  |  |  |
| **6.** Greet customers entering the store | 0% |  |  |  |
| **7.** Process merchandise returns and exchanges | N/T |  |  |  |
| **8.** Maintain clean and orderly checkout area | 100% |  |  |  |
| **9.** Perform general end of shift cleaning – mopping floors and empty trash | 50% |  |  |  |
| **10.** Stock shelves placing product in the correct area | N/T |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Sub total** | 305 |  |  |  |
| **Divided by # of tasks plus N/T’s** | 9 |  |  |  |
| **Cumulative percentage** | 34% |  |  |  |

**Ratings: 100%** Meets average industry standards

**76-99%** Approaches average industry standards

**51-75%** Below average industry standards

**26-50%** Significantly below industry standards

**0 – 25%** Not acceptable for the industry

**N/T** Not trained for (**MUST** be factored into the cumulative %)

**N/A** Not applicable (not factored into the cumulative %)

**Comments:**

**Week 1** = very shy, difficulty calculating change due independently, very neat work station