
Cashier interview questions

This **Cashier** interview profile brings together a snapshot of what to look for in candidates with a balanced sample of suitable interview questions.

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Cashier Interview Questions

The Cashier position is an entry-level, frontline position for your establishment. “Frontline” refers to their position as brand ambassadors who interact directly with your customers. The opportunity to deliver great customer service and make a good impression is in their hands. For this position, you’ll want to hire people who are personable. You’re looking for candidates who are service-oriented and who genuinely enjoy talking to people.

Related: [How to attract and hire entry-level employees](#)

What are the responsibilities of a cashier?

[Cashier responsibilities](#) include handling cash transactions with customers, scanning goods, collecting payments, issuing receipts, refunds, change or tickets and redeeming stamps and coupons.

Previous cashier experience is not necessary for this position, especially if you’re able and willing to put in the time to train new hires. However, previous customer-facing and cash-handling experience is always helpful and desirable.

Use these interview questions to find out what isn’t on their resume. Are your candidates organized? Reliable? Can they think on their feet? If they’re unable to resolve a situation on their own, will they make the right judgment call and ask for help? How well do they work with others on a team? Finally, the responsibilities for this position are repetitive. During these interviews, make it a point to evaluate your candidate’s self-motivation.

- Use [this checklist](#) to interview someone for a job at your retail store

Operational and Situational questions

- What other customer-facing experience do you have?
- Describe your experience with cash-handling.

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- This job involves repetitive tasks. How do you stay motivated?
 - Walk us through a typical day at your last job. What were your responsibilities?
 - Tell us about a time you made a suggestion that saved time, money, or improved revenue.
 - What would you do if you knew that you would be extremely late for your shift?
 - How would you deal with a co-worker who wasn't doing their share of the work?
 - What would you do if you had a slow day at work? How would you spend your time?
 - Describe a time you had a disagreement with your supervisor. How did you resolve the situation?
 - A customer tries to combine two offers that cannot be combined. How would you handle it?
 - A customer wishes to return an item for a refund. What procedure do you follow?
 - A customer has a question, but you don't know the answer. What are your next steps?
 - Describe a time you went above and beyond to deliver excellent customer service.