Sales and security (Part 2)

- Minimise loss of stock
- Counting, measuring and weighing stock
- Handling and storage of stock
- Stock rotation

Overt and covert measures
- Types
  - Alarm system
  - Electronic article surveillance (EAS)
  - Mirrors
  - Security person
  - Surveillance device
  - Secure areas
- Features, benefits and limitations
- Location and operation

Workplace procedures
- People
- Cash and non-cash transactions
- Keys
- Point-of-sale equipment
- Premises
- Secure areas
- Records
- General access areas
- Stock

Online retailing
- Transactions
- Packaging and delivery
- Personal information protection

According to
- Legislative requirements
- Industry codes of practice

Strategies to deal with breaches
- Reporting breaches in security to appropriate personnel

Legislative requirements, including Australian Consumer Law
- Industry codes of practice
- Workplace policy and procedures

Transaction docket
- Gift voucher/card
- Invoice
- Order form
- Return/exchange slip
- Credit note
- Promotional material
- Stock/inventory/price list

Calculator
- Cash drawer
- Cash register
- EFTPOS terminal

Electronic scales
- Numerical display board
- Point-of-sale terminal
- Scanner
- Security detacher

Functions and operational features
- Working knowledge
- Importance of accuracy

Point-of-sale
- Attendance at point-of-sale
- Opening, closing and clearing register/terminal
- Transference of tender
- Maintenance of cash float
- Cash and non-cash transactions
- Transaction errors
- Counting cash
- Calculating non-cash documents
- Ordering and tendering change
- Recording takings
- Balancing point-of-sale terminal
- Exchange and return of goods and/or services

Numerical calculations
- Addition
- Subtraction
- Multiplication
- Division
- Percentages

Reasons for delay at point-of-sale area or operation
- Merchandise handling techniques
- Methods
- Customer requirements
- Delivery

Materials
- Wrap and/or pack merchandise

Complete the sale