COUNTING CHANGE BACK TO CUSTOMERS

Employee Training

*Directions:* It is important that you count the change back to the customer. For example: If I need to give back to the customer 5 dollars and 63 cents ($5.63), I would place the five dollar bill in the customer’s hand and say “five dollars.”

Then I would place one 25 cent coin in the customers hand and say “twenty five.” I would place the other 25 cent coin in the customer’s hand and say “fifty.” Place the dime in the customer’s hand and say “sixty.” And finally, place the three pennies in the customer’s hand and say “three.”

You have just counted the change back to the customer.

Let’s practice counting change back to the customer.

**Use a cash drawer.**

Take the amount you need out of the cash drawer. Count the money back to your partner. When you are done. Put all the money back into the correct places in the cash drawer.

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| --- | --- |
| YOU | PARTNER |
| 3.55 | 7.45 |
| 16.23 | 1.50 |
| 21.00 | 33.00 |
| 16.12 | 9.99 |
| 2.17 | 25.88 |

I was at the grocery store the other day. My purchase came to $7.33. I handed the cashier a $20 bill. He got distracted and closed the drawer before giving me the change. When he closed the drawer, the cash register went back to zero. It did not show him how much change to give me. He stood there for several minutes not knowing what to do and he finally had to call someone to help him. How could he have solved the problem by himself? Write your answer here: