CHI WORK AND TRAVEL
255 West End Avenue
San Rafael, CA 94901 USA
1-800-432-4643 x2
1-415-459-5397 x2
chiwt@chinet.org
wt.chinet.org

Job Description

EMPLOYER INFORMATION

Employer Name: Ocean City Boardwalk Inc
DBA: Sunsations OCMD
Type of Business: Retail
Job location: 9219 COASTAL HWY
Location type: Beach town
City: Ocean City
State: MD
Zip: 21842
Website: www.sunsationusa.com

Why choose us?

We are looking for friendly, enthusiastic people who enjoy delivering exceptional customer service. We will teach you everything else you need to know. You will have the chance to work in a fun environment, while making new friends in a diverse atmosphere. Improve your English and Spanish (the US's unofficial second language) while ensuring that each of our guests receives prompt, professional, friendly and courteous service. Be a part of our team.

Cultural exchange activities

Are you enthusiastic and love being a part of a busy team? Do you have real appetite for providing outstanding customer service with a patient, level-headed, cool-under-pressure, positive attitude? Are you motivated to take on new challenges, can roll with punches and are great at building relationships with a diverse group of people? Are you willing to show up committed to work hard, with the self-discipline to carry out tasks in a timely and accurate manner.

There are many events throughout the summer available for Work & Travel participants in each majestic beach town. The greatest advantage is the close proximity of your location to some of the United State's greatest cities. Make your dreams come true! Visit New York City, see the Statue of Liberty, Central Park and the Empire State Building. Visit Philadelphia, see the Philadelphia Museum of Art (Rocky Steps), Independence Hall, and the Liberty Bell. Visit Washington DC, see the Lincoln Memorial Reflecting Pool and the world famous Smithsonian. The options for unforgettable experiences are endless.

Position

Job title: OJL - Sales Assistant - 94th Street - Flex

Job prerequisites:
1. Upper-Intermediate + English.
2. Must be outgoing, friendly.
3. Students must be willing to clean and remove rubbish.
4. Basic math skills; must be familiar with U.S. currency prior to arriving.
6. Must arrange own housing.

Job description: Greets guests with a smile, in a friendly manner. Responsible for generating revenue by demonstrating product knowledge, suggestive selling. Folds, wraps, and bags merchandise. Processes merchandise sales and returns by operating the point-of-sale system and handling currency including cash, credit card transactions and discounts with high efficiency and accuracy. Stocks, replenishes, retrieves merchandise and supplies. Maintains sales floor appearance by cleaning floor surface and dusting counters and displays. Ability to handle multiple tasks in a fast-paced environment with minimal supervision. Cash handling skills required. Requires standing for a long period of time. Upper-Intermediate + English required.

English level required: Upper Intermediate

Hourly wage (before taxes): 12.50
Wage comments:
Position ID: 16740

Position Information

Tips: No
Bonus: No
Bonus comments:
Estimated hours per day: 32 Hours Per Week Minimum
Number of days per week: Varies
Overtime: No
Overtime details:
Earliest start date: 5/1/2022
Latest start date: 6/21/2022
Earliest end date: 8/30/2022
Latest end date: 9/27/2022
Is the employer willing to hire couples? Yes
Is the employer willing to hire group of friends? Yes
Meals? No
Meals details: No Meals Provided
Is a drug test required? Yes
Drug test comments:
Is employer interview required? Yes
Employer interview details:
Do students complete an additional application upon arrival? Yes
Possibility to find a second job in the area Yes

Second jobs require you to contact CHI at chiwt@chinet.org or 1-800-432-4643 to receive the required form. The new potential employer will need to complete it. Both you and the employer will need to sign and return it to CHI for approval. You can work with a new secondary employer ONLY AFTER you have received written authorization from CHI.

Additional comments regarding second job: Sunsation will provide good hours. Ocean City, MD has many opportunities for second jobs. Second jobs must NOT conflict with primary job schedule!
When will work begin? Your official start date will be scheduled once you arrive to the employer.
Arrival Instructions: Students will receive a date to begin paid training as soon as they arrive. Start dates may vary several days from your DS date. Please be patient and allow the employer to integrate you into the schedule.
Is training required? Yes
Conditions of training: Training paid at the hourly rate. Students will be trained in several different positions. Training may take up to two weeks. Students may not receive full hours until the training period is complete. No job, or hours at a job, can be 100% guaranteed. Regardless of what your work contract states, there is always a possibility that you will work more or less hours. Participants should expect to have less hours during the first two weeks of training. Some days will be slower than others. Students will be required to work on peak business days, Friday, Saturday, and Sundays.

Is there possibility to change positions?	No
Uniform required?	Yes
Does employer provide uniform?	Yes
Cost of uniform:	$10
Is uniform refundable?	No
Uniform provided details:	Two Sunsations Logo T-Shirts
Do students need to purchase specific clothes or footwear?	Yes
If so, details for clothing:	Comfortable clothes and shoes for standing for long periods of time. Must wear a Sunsations t-shirt with shorts/pants that are appropriate for selling and stock work.
Grooming:	Any employee with long hair will be required to pull it up. Men must be clean-shaven. Natural-looking hair color only. No visible tattoos. No visible piercings (including tongue rings). False nails are not permitted; nails must be kept short and well-groomed. American culture is very conscious of body odor. You will be working in the hot weather. Clothes must be washed daily. Participants must purchase and wear antiperspirant and shower daily.
Important points of job:	Requires standing for long period of time. Must be willing to clean and must not have allergies to dust or cleaning chemicals. The employer may ask participants to change locations on arrival according to vacancies.
Additional position information:	WHAT TO EXPECT AT WORK: Depending on staffing needs at the time of the participant's arrival, participants may be asked to work at an alternative location from their original job offer. MEDICAL ISSUES: If you travel to the U.S. knowing that you have a medical condition that would prevent you from working at your pre-arranged job, CHI will terminate your program. Please disclose any allergies (food, dust, or chemical) or pre-existing conditions that may affect your ability to fulfill your commitments at your pre-arranged job. If you have a sudden medical problem that prevents you from working at your pre-arranged job, you must get a note from a doctor in the U.S. before you take any action to leave your pre-arranged job. If the medical condition is serious or is not covered by your insurance, CHI may ask that you return to your home country, for your health and safety. HOW TO AVOID PROGRAM TERMINATION: Within 24 hours after arrival complete the “SEVIS VALIDATION” in your online CHI Portal. (wt.chinet.org) As early as possible, but no later than one week after changing addresses or phone numbers, update them in your CHI portal. (wt.chinet.org) Before starting work or training at a new or second job, you must get permission from CHI. Respond to all emails from CHI. You are responsible for ensuring emails from CHI do not go to spam. Monthly Evaluations must be completed each month you are on the Work Travel program.

Housing Information

Housing name:	2022 Must Arrange Own Ocean City, Maryland
Housing address:	TBD
City:	Ocean City
Phone:	
Fax:	

Contact: Must Arrange Own
Email: mustarrangeown@gmail.com
Website: www.allfriends.co, www.ocstudentcenter.com, www.bgisland.net
Housing assisted by: Must Arrange Own
Is student required to sign a separate housing contract? No
If so, contract details: Students should sign a lease agreement to protect themselves. Before making any commitment on housing, ask to see the accommodations. Carefully read and listen to all terms and conditions set by the property owner.
Type of housing: Dormitory
Number of people to a room: 1 +
Bedrooms: 1 +
Bath: 1 +
Cost Type: Month
Cost Amount: $135.00
Cost Details $135 - $150
Is housing cost deducted from paycheck? No
Is housing deposit required? No
Deposit amount: $400 to $500
Housing deposit due date: On Arrival
Instructions for deposit payment: We recommend you reserve a hotel room for the first night or two. Look at the available housing options before paying a security deposit. The return of a security deposit is subject to the terms and conditions of the landlord/tenant agreement. If a tenant leaves their housing prior to the end of the negotiated term, the security deposit may be kept by the landlord. Program Coordinators cannot negotiate the return of a security deposit if the landlord/tenant agreement has been broken. Do research on housing prior to departing your home country. Have a housing and arrival plan.
Is housing deposit refundable? No
Conditions for deposit refund: A security deposit, also called a damage deposit, is security for the landlord. Each tenant is responsible for all of the conditions of the landlord/tenant agreement. If one tenant damages the premises, the landlord may deduct the damages from the tenant who caused the damage, or the landlord may choose to deduct money from all of the tenants' deposits. Participants should understand the return of this deposit is conditional and may not be returned. This deposit may be retained by the landlord for the following: any unpaid rent or utility bills; payment for damages to the premises; any cleaning; failure to remove any collected trash and food waste from the premises at least once a week; failure to remove trash from the premises which requires pest control professionals; failure to remove ALL collected trash and food waste from the premises before departure; failure to remove collected trash in the yard or street area around or near to the premises, including trash disturbed by birds or animals; disturbances to neighboring premises from parties or loud noise; leaving the premises prior to the end of the negotiated term. Program Coordinators cannot negotiate the return of a security deposit if the landlord/tenant agreement has been broken.
Utilities included: No
If so, utilities details: Must Arrange Own
Utilities estimated cost per month: Arrange Own
Is the housing mandatory? No

Can students find alternative housing during their stay?	No
Method of transportation from housing to work site:	Own
Transportation details:	Shore Transit Bus: www.shoretransit.org DART First State: www.beachbus.com Coastal Highway Transit Bus 5.25 - 9.25 Bicycle (Always wear a helmet)
Additional housing features:	Must Arrange Own - www.beachhouseoc.com, www.portnstarboardapts.com
Comments:	www.allfriends.co www.ocstudentcenter.com www.bgisland.net www.beachhouseoc.com www.portnstarboardapts.com www.cbvacations.com www.ococean.com www.northbeachrealtors.com

Location Area Information

Location type:	Beach town
Location of work site best described as:	
Location details:	Nobody does fun better than Ocean City, Maryland. Enjoy 10 miles of free beach, a three-mile boardwalk, 200+ restaurants. ocworkforce.com/welcome/ Ocean City provides many free events for international students.
Average daily temperature:	9.4 - 13 C / 49 - 56 F (Spring)
Community or regional website:	www.ocworkforce.com/, http://ococean.com
Nearest cities:	Salisbury, MD
Distance to nearest cities:	30,343
What to wear:	
Available public transportation:	Good
Public transportation access:	http://ococean.com/explore-oc/getting-around-oc

Accessible amenities (by walking or public transportation)

Food market:	Yes
Shopping mall:	Yes
Post office:	Yes
Movie theater:	Yes
Restaurants:	Yes
Fitness center:	Yes
Laundry:	Yes
Internet café:	Yes
Public library:	Yes

Suggested Travel Information

Nearest international airport:	Baltimore–Washington International Airport
Nearest airport:	Salisbury–Ocean City–Wicomico Regional Airport
Transportation from airport to employer and / or housing:	Taxi or Bus, www.rome2rio.com, www.ocstudentcenter.com
Nearest bus station (to the airport):	www.bayrunnershuttle.com
Bus information (web site):	www.greyhound.com,www.bayrunnershuttle.com
Nearest train information (to the airport):	BWI Amtrak, MARC Shuttle
Train information (web site):	www.amtrak.com
If participant arrives after hours suggested, overnight accomodation:	www.hiusa.org
Cost per night:	$50 +
Transportation to overnight accomodation:	Taxi or Bus, www.rome2rio.com, www.ocstudentcenter.com
Transportations cost:	$30 and up
Travel Instructions:	Students should arrive in the daytime and take www.bayrunnershuttle.com to Ocean City, MD. Further instructions in Welcome Letter. www.ocstudentcenter.com

Social Security Information

Does the company require students to have Social Security number before arriving to the work place? No

Does the company provide Social Security application assistance? No

If so, details: Students will apply at the Social Security Administration's (SSA) office located at 2414 Northgate Drive, Salisbury, MD. The office is approximately 30 miles from Ocean City. The office is open 8:30 AM to 3:30 PM, except Wednesdays (office closes at 12 PM on Wednesdays).
Transportation to the SSA office in Salisbury:

Students may take the Shore Transit bus from WOC Park and Ride lot. Routes 451 or 431 will travel between Ocean City & Salisbury. A bus change must be made at the Salisbury Transfer Point to Route 111 to go to the SS office. The fare is $3.00 per bus or $12.00 round trip. Allow two hours to get to the SS office.

Where is the closest Social Security office? 2414 NORTHGATE DR SALISBURY, MD

How far is the Social Security office from the work place? 30 Miles

Specific instructions: Students may have to organize a taxi to Social Security. www.ocstudentcenter.com

Address: SUITE 1
2414 NORTHGATE DR
SALISBURY, MD 21801

Hours:
Monday 9:00 AM - 4:00 PM
Tuesday 9:00 AM - 4:00 PM
Wednesday 9:00 AM - 12:00 PM
Thursday 9:00 AM - 4:00 PM
Friday 9:00 AM - 4:00 PM
Saturday Closed
Sunday Closed

Sunsations

Ocean City, Maryland

Adaptation is not always easy, working is hard, but it is important to remember that you are temporarily in the United States for a new learning experience. The key to a successful program is to stay positive and be flexible.

The concept of time plays a great role in American culture. Being late consistently makes you unreliable. Come to work as scheduled and on time. Good attendance ensures your hours.

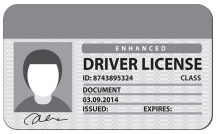
No job, or hours at a job, can be 100% guaranteed. Regardless of what your work contract states, there is always a possibility that you will work more or less hours. Expect lower hours during the first two weeks of training.

Participants will be required to clean and stock. Participants should not have allergies to cleaning chemicals or dust. .

Participants may be asked to change stores from their original placement, depending on the staffing needs of the company upon arrival.

Participants who accept the position, must be physically able push, pull, and lift 15 kgs with no physical limitations. Requires standing for long periods of time.

Beach Arcade will not change your schedule to accommodate your second job. Second jobs must be approved by CHI prior to starting. Your CHI coordinator will help you with this process. Your second job can not conflict with your primary job. If you have a conflict, your primary employer will not guarantee 32 hours.



Open a bank account and get a debit card. Do not carry cash, valuables or your documents with you. Bring an alternative ID to carry. Keep your passport and documents stored safely at your housing.

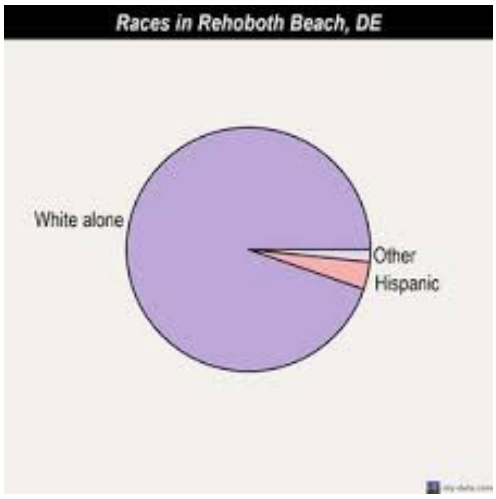
Participants should use common sense, stay with a partner or friend, especially at night. It is recommended participants let a friend know where they are.

Bicycle riders with helmets had an 85 percent reduction in their risk of head injury and an 88 percent reduction in their risk of brain injury. If you ride a bicycle in the US, wear a helmet.

The city of Rehoboth Beach holds safety orientations for all Work & Travel participants. Participants should attend at least one of these meetings. Check with your coordinator for date and times.

You must arrange your own housing. We recommend you search for your housing prior to arrival. Be prepared with an arrival plan. Do not arrive late at night. Your employer is willing to offer housing suggestions.

A security deposit protects landlords from the cost associated with; parties, loud noise, damage, dirt, trash, unpaid rent, or utility bills. Participants who leave housing before the end of their program will *NOT* see any portion of their security deposit returned. Your refund is conditional, CHI coordinators can not negotiate a return.



Participants should be aware the United States is a melting pot. You will come into contact with all kinds of people and ways of life. All ages, shapes and sizes, levels of wealth, backgrounds, religions, sexual preferences, and ethnicities.

BG Island: www.bgisland.net/Airport-Shuttle
E Point Student Travel Center: www.ocstudentcenter.com/airport-pick/

CULTURAL HOMESTAY INTERNATIONAL

Welcome Letter

WORK & TRAVEL

Dear Student,

Hello and Welcome! We are so happy that you will be visiting our country. Work & Travel can be difficult, especially in the beginning, but we believe you will find your experience rewarding and unforgettable. CHI is here to help! Please read carefully through this Welcome Letter.

My name is Jennifer Campbell. I am the Regional Manager for the Mid - Atlantic & Ohio Regions for Cultural Homestay International (CHI). My team and I will be happy to answer any questions you might have and we will also be available throughout your stay to assist with any problems that may occur. Please remember to check your email daily for important communications.

You must stay in contact with your CHI representative.

Have the best summer of your life!

Warm Travel Wishes,

Jennifer Campbell

Please read the CHI Student Handbook, which you should have received at orientation or from your student agency. You are responsible for following all rules in this handbook. The rules are in place for your health, safety, and welfare. Failure to follow the rules may result in a participant's negative program status.

Be Prepared

- Make photocopies of important documents and leave a copy with loved ones.
- Back up your digital photos, in case your phone is stolen or broken.
- Leave things you could not bear to lose at home.
- Bring your welcome letter, your important documents, two extra sets of clothes and your necessary medicine in your carry on luggage. Checked luggage is often lost. The airline will deliver your bag to your US housing or employer once found, but it could take 3 or 4 days.
- *If your luggage is lost, send it to your employers address to ensure delivery.

- You are required to bring $1000 with you from your country. We recommend you bring $1200. The first few weeks of Work & Travel you will need these funds to establish yourself in a new country. You will need to pay your housing deposit, pay a week or two of rent, buy a sim card, purchase pillows, sheets, and blankets, food, uniforms, a bicycle, or have transportation money. It takes a few weeks to start working, be trained, become integrated into the schedule and get your first paycheck. You will be nervous and out of money when your first paycheck arrives. Be prepared, you are moving to another country.

Be Safe

- Exercise adequate discretion, stay aware of your belongings, and avoid putting yourself into risky situations (such as unlit, deserted areas at night).
- Open a bank account, on the first day you check into your US housing, to keep the recommended $1200 you brought from your country safe and secure. You will need this money. Never keep large amounts of money in your student housing no matter how much your trust your roommates.
- Once in the United States, never carry large amounts of money. You will have a debit card from the bank, if lost, this can always be cancelled. Do not give your PIN (personal identification number) to anyone. If you lose your cash, it can not be replaced.
- Once in the United States, never carry your important documents or valuables to work. Keep your documents, including passport, safely hidden in your room. Never give your passport or documents to anyone (such as a landlord or employer) to keep. It is illegal for anyone to take your passport or documents from you for any reason.
- Bring an ID from your country to carry with you that can easily be replaced (University ID, residency card, drivers license). Passports are difficult and expensive to replace, and losing your passport can ruin your travel period plans.
- Establish a “do not lose it” discipline. Travelers are more likely to inadvertently lose their bags than to have them stolen. I have heard of students leaving passports under pillows, bags on the overhead rack on the bus, and documents in the taxi. Always take a look behind you before leaving any place or form of transport.
- When you are out and about, never casually or carelessly set down any small valuable item, such as a phone or wallet. Either hold it in your hand or keep it tucked away. At cafés, do not place your phone on the tabletop or purse on the back of the chair where it will be easy to snatch — keep phones and valuables in your front pocket. Make it a habit to be careful with your things; it will become second nature.
- Stay vigilant in crowds and steer clear of disturbances near you.
- Participants should use common sense, stay with a partner or friend, especially at night. It is recommended participants let a friend know where they are.
- Bicycle riders with helmets had an 85 percent reduction in their risk of head injury and an 88 percent reduction in their risk of brain injury. If you ride a bicycle in the US, wear a helmet.

Communicate Your Arrival Information

- Check your email frequently for important information.
- Plan your flight accordingly: if your final destination is 5 hours away, make sure your flight arrives early in the day OR you have made a reservation at a hotel or hostel to stay overnight.
- Do not arrive late at night! You may not be able to get into your housing after 20:00.
- You must contact your CHI representative, to let them know when you will be arriving.
- You must log into www.sevis.org to enter your flight information, as soon as you book your ticket.

Student and Exchange Visitor Information System (SEVIS) | wt.chinet.org

- You must log into wt.chinet.org to enter your flight information, as soon as you book your ticket.
- You are required to access wt.chinet.org within three days of arrival into the United States to check in, use the SEVIS tab on the left hand side of the wt.chinet.org portal.
- You are required to access wt.chinet.org, every month following your initial check in, for the duration of your program to complete a monthly report.
- Failure to complete SEVIS check-ins, may result in a participant's negative program status.

Arriving at a United States Airport

The following documents you MUST have in your possession and present to the U.S. immigration officials upon arrival in the U.S.:

- Valid passport
- DS-2019 Form, the original copy signed with blue ink. Do not accidently give your loved ones the original copy for safekeeping.
- I-901 SEVIS fee receipt
- J-1 Visa
- Job Offer
- Sponsor Letter

Arrival Tips:

- The immigration officer will review all documents, validate, and place a stamp on your DS-2019 form and your passport. The officer will then return all validated documents to you, including the DS-2019 form.
- Use your “do not lose it” discipline, remember to collect all documents from the immigration officer. This is a place students often misplace documents. Students are nervous, excited and fail to check they have received everything back before leaving the area.
- Wait to check-in on social media or take a selfie until you check you have all your documents.
- You should have no problem entering the U.S. as long as you have all the proper documentation, cooperate and communicate respectfully with the U.S. immigration officers at the airport.

Traveling to your Final Destination

- Before you leave your home country map out your trip. www.rome2rio.com is a great website for this research. Your CHI representative will send you exact instructions in a letter prior to your arrival. Check your email daily, it is very important.
- When estimating your arrival time please add extra time for waiting for baggage, eating, or missing a bus or train connection.
- Be sure to have a small amount of American currency for regional travel before leaving the airport. Do NOT accept rides from strangers at the airport!
- Plan accordingly, if arriving late at night, please stay in a hotel or hostel and travel in the morning. (You will not be able to get into your housing if arriving late at night.)

Arriving at your Final Destination | What do I need to do now?

- It is very important that you log into the SEVIS system within three days of your arrival. Log into www.sevis.org or if you have no access to the web, call CHI for assistance at 1-800-432-4643. There are SERIOUS consequences if you do not validate your visa, beginning with a cancellation of your visa, so do it as soon as possible!
- Go to your employer, let them know you have arrived safely. They will provide you with your orientation/start date.
- 24 hours after entering the United States you will be required to retrieve a document on the internet called an I-94.
- Wait 5 business days after checking into SEVIS and report to the Social Security office to apply for a Social Security number.

I - 94

The I-94 Form is the Arrival / Departure Record that is issued by the immigration officer at the airport to all foreign visitors entering the United States. All I-94 records are created electronically and accessible online 24 hours after arrival.

Retrieval Tips:

- Wait 24 hours following your arrival in the US before you attempt to retrieve your I-94 number.
- Ensure that the computer you are using is connected to a printer (local library).
- Go to the https://i94.cbp.dhs.gov
- Enter the required information in all CAPITAL letters. Please make sure you enter your name exactly as it appears in your passport
- Click Submit
- You must print this document, it is a required document at Social Security

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Applying for a Social Security Number

You must register with the local Social Security Office to get your card and number. YOU MUST WAIT TO RECEIVE YOUR S STATUS, before you apply for a Social Security card! This in most cases, takes 5 business days from the day you first checked into SEVIS.

Required Documents:

- Valid passport
- DS-2019 Form, the original copy signed with blue ink. Do not accidently give your loved ones the original copy for safekeeping.
- I-901 SEVIS fee receipt
- J-1 Visa
- I - 94 Form, printed from the internet at your local community library or employer.

Second Jobs

- CHI does not provide second jobs.
- Second jobs are possible. However, your responsibility is to your primary employer. It is the primary employers participation in the Work & Travel program that has afforded you the opportunity to come to the United States.
- A second job may not conflict with your primary CHI position in anyway.
- If you are considering looking for a second job, please be reminded the employer must be approved by CHI for your safety.
- Failure to have any second job approved may result in a participant's negative program status.
- Your CHI representative will send you exact instructions in a letter prior to your arrival. Check your email daily, it is very important.

Health Insurance

It is required that all participants of Work & Travel obtain health insurance.

- Your health insurance provider will email your instructions to obtain your insurance card.
- Do not leave your home country without accessing the health insurance website and printing your card.
- In the United States, doctors and hospitals are in different buildings. Doctors generally have offices away from the hospital or work at an urgent care facility or clinic.
- For a basic illness, you will go to a doctors office, urgent care facility or clinic, pay $100 and your insurance will cover any costs incurred after $100.
- For a serious emergency, you will go to the hospital or emergency center, pay $350 and your insurance will cover any costs incurred after $350.
- There is limited coverage for dental emergencies. Please visit your primary care doctor and dentist in your home country before traveling to the United States.
- Please contact your CHI representative to report any illness or emergency you may have, so they can provide assistance.

Know the Law

- In the United States, you must be at least 21 years of age to purchase, possess or consume alcoholic beverages. Underage drinking is illegal and can have severe consequences for young people who drink and for adults who provide alcoholic beverages to those under 21.

American Study Guide for Cashiers

American Coins

1.

2.

3.

4.

5.

6.

1. ***Penny ~ One Cent Coin ~ .01***
2. ***Nickel ~ Five Cent Coin ~ .05***
3. ***Dime ~ Ten Cent Coin ~ .10***
4. ***Quarter ~ Twenty - Five Cent Coin ~ .25***
5. ***Half Dollar ~ Fifty Cent Coin ~ .50 (Rarely Used Coin)***
6. ***One Dollar ~ One Dollar Coin ~ 1.00 (Rarely Used Coin)***

American Notes

$1.00 Note (Common)

$2.00 Note (Not Common)

$5.00 Note (Common)

$10.00 Note (Common)

$20.00 Note (Common)

$50.00 Note (Common)

$100.00 Note (Common)

Verify Cash Drawer

The beginning balance is the amount of cash in the drawer at the start of a work period that enables the employee to make change for customers. Employee must understand that all cash above this beginning balance at the end of the work period is cash added to the drawer from sales. When an employee receives a cash drawer at the beginning of a shift, this drawer is the sole responsibility of the employee -- no other employees other than managers will have access to the drawer. The employee must verify the balance of the cash drawer at the start of the shift, in the presence of a manager, before any transactions occur.

Counting Back Policy

Employees must always count change verbally to customers. Counting money back is an effective practice for minimizing mistakes. The practice of making change and counting it back involves starting at the total cash owed and counting up to the amount tendered by the customer.

How to Make Change

Employees should take the cash from the customer and place it on the cash register while pulling change from the drawer. Count up from the cash owed using coins to reach an even dollar amount, then continue counting up to reach the amount of cash sitting on the cash register. For example, if the cash owed is $21.45 and the customer gives $30.00, the employee must set the $30.00 where it is visible to the customer on the cash register, then remove from the drawer one nickel to reach $21.50, two quarters to reach $22.00, three $1 bills to reach $25.00, and one $5 to reach $30.00.

How to Count Back

After removing the correct change from the drawer, the employee must insert the cash tendered and close the cash drawer. The employee must then count the change back to the customer to ensure accuracy. Using the same example, the employee would say, "$21.45, $21.50 (place nickel in customer's hand), $22.00 (place quarters in customer's hand), $23.00, $24.00, $25.00 (place $1 bills in customer's hand), and $30.00 (place $5 in customer's hand)." After counting back the change, the employee must hand the customer the receipt.

Balance Drawer

After an employee's shift ends, the employee has the responsibility to balance the drawer. This involves counting the total amount of cash in the drawer, adding check, credit, and debit transactions, and recording everything on a special balance sheet. Using the beginning balance, the total sales that occurred during the shift, and the ending balance, the cash drawer should total correctly.