



Counter Person

Other names for this job

Cashier, clerk, food counter attendant

What do counter persons do?

Counter persons serve customers at a counter. For example, in a fast food restaurant or coffee shop. Counter persons take customers' orders.

tip

Do you see words in **bold**?
 You can look up these words at
alis.alberta.ca/ERdictionary.

- Sue makes coffee. She pours coffee and gets other drinks.
- She puts orders on trays and in bags.
- She cleans the tables.
- She uses a **cash register**. She enters the orders and prints **receipts**. She gives change to the customers.

Meet a counter person

Sue works in a fast food restaurant. She often works behind the counter. She works with other people. They are called the counter crew.

Here are things that Sue does:

- She greets customers.
- She takes customers' orders. Customers come into the restaurant or use the drive-thru window.





What is Sue's work like?

Sue works an 8-hour **shift**. She works from 6 a.m. to 2 p.m. Sometimes she has to work other shifts. She works from Tuesday to Saturday.

Sue has to stand and walk a lot at work. She has to work fast when the restaurant is busy. She has to give customers the correct change. Sue has to be polite to everyone.

Do you want to be a counter person?

- You need to **work well under pressure**. For example, sometimes Sue is very busy. She has to make coffee, serve customers and clean tables. She has to decide what to do first.
- You need to understand customers' questions. You need to understand their coffee and food orders.
- You need to be able to talk about different products. For example, drinks and sandwiches.
- You have to work well with people. For example, **co-workers** and customers.
- You should have a good memory. For example, you need to remember prices, orders and people's faces.
- You need to be able to follow **instructions**. For example, the instructions from the manager.

- You need to be able to work with money. For example, you need to give change to people.

What education do counter persons need?

- Counter persons usually learn on the job. They don't need a high school **diploma**. They may need a short course about food safety.

You can ask your **career advisor** or tutor about working as a counter person. You can ask about training, too.

What can counter persons do in the future?

Counter persons may work as cashiers in other businesses. For example, grocery stores, drugstores and department stores. A counter person with **experience** may become an assistant manager or a manager.





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How much does a counter person make?

A counter person usually makes between \$15.00 and \$19.94 per hour.

Other jobs to think about

Grocery clerks work at checkout counters in grocery stores. They **scan** grocery items. They use a cash register to add up bills.

Salespersons help customers in stores. For example, they work in clothing stores and drugstores. They organize things and keep the store tidy. They use a cash register. They find things for customers. For example, clothes in a customer's size.

Ticket agents work in movie theatres and bus stations. They sell tickets. They work with credit cards and cash.

Do you want more information?

You can find the information below at alis.alberta.ca/occinfo. Or you can ask your career advisor or tutor.

- [OCCinfo profile: Cashier](#)
- [Easy Reading Dictionary](#)

You can also ask your career advisor or tutor about jobs that are like Counter Person.

