



# Counter Person

## Other names for this job

Cashier, clerk

## 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](http://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.





\$\$\$

### How much does a counter person make?

A counter person usually makes between \$15.00 and \$18.33 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](http://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.

