

How to get 5 stars as a Cashier



Marugame has some guidance for you on how to smash your Cashier Stint. Read these instructions carefully and then go get that 5 star rating!

The Cashier Stint is very important as you have the final interaction with the customer before they eat their udon.

You must ensure that you do every step with each customer.

Serving customers:

1. Smile and welcome the customer!
2. Say the name of the items they have as you enter them into the till.
3. Ask if they would like any drinks.
4. Serve drinks (or glasses if they have bottles/cans from the fridge).
5. Repeat the order and give the total.
6. Ask if they are part of the My Marugame Club and scan their Clubcard.
7. Take the payment and close the bill when taken.
8. Issue a till receipt if requested.
9. Show the condiment station for cutlery, sauces and toppings.
10. Say "Thank you, enjoy!"

W.A.R.M Service

Welcoming

Warm and inviting. Smell and see our fresh food. Friendly, happy Chimu.

Accessible

Guided and encouraged, feeling at ease and made to feel at home.

Recognise

Recognise our customer's needs and adapt to meet them. Thank our regulars and club members.

Magic moments

Create Kando at every opportunity. Provide those little magic moments that lift spirits.