

Checker/Bagger Responsibilities

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Primary Duties (100% of the Time – Non-Negotiables)

These responsibilities define the role and must be performed consistently, without exception. They are the standard of professionalism and accountability expected at all times, regardless of traffic level or supervision.

Customer Engagement (Checker)

Smile and greet each customer.

Maintain a calm, professional tone.

Ask only necessary questions that improve the customer experience.

Ask if the customer is a rewards member.

Announce the total amount due.

Offer and provide the receipt.

Thank the customer.

Customer Presence (Checker/Bagger)

Acknowledge and call on waiting customers.

Assist team members on other lanes when idle.

Handle concerns and complaints with empathy.

Call for manager assistance when needed.

Bagging Standards (Bagger)

Protect product quality (separate hot/cold, meat/produce, food/non-food; protect fragile items).

Avoid overpacking or creating overly heavy bags.

Reload carts and offer carry-out assistance when appropriate.

Communicate special bagging situations clearly.

Ask only necessary questions.

Lane Ownership (Checker)

Use the lane light accurately (on, off, flashing).

Follow proper log-on and log-off procedures.

Keep the cash drawer organized.

Keep the checkout area free of hazards and debris.

Communicate immediate concerns to the manager.

Secondary Duties (When Not Busy)

Secondary duties are the productive actions taken during slow periods to improve readiness, cleanliness, and customer experience. These responsibilities reflect ownership of the front end — team members identify needs and act without waiting for direction.

These duties may include cleaning and organizing the checkout area, returning baskets and carts, restocking left-behind items and checkout lane merchandise, collecting/removing trash, and also communicating scheduling and break periods.