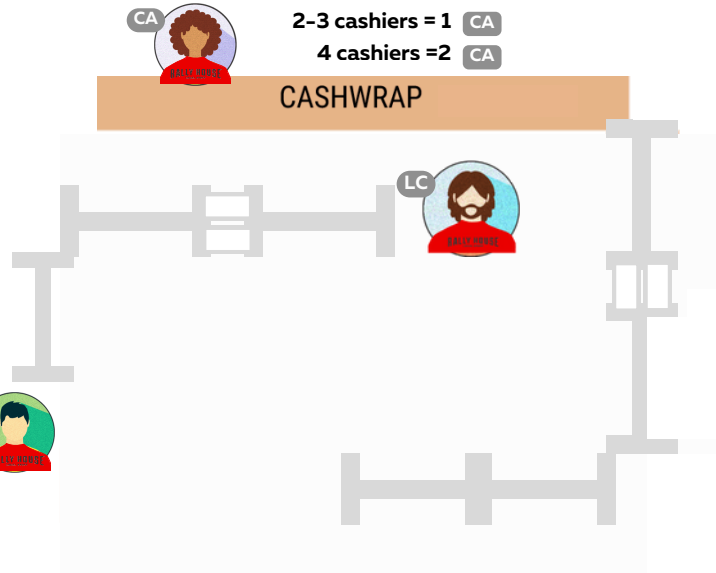




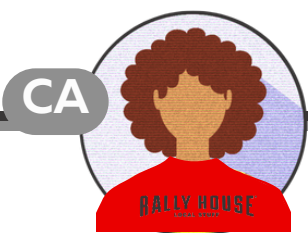
LINE CONTROL ROLE GUIDE



In some stores these jobs will be done by one person and in other stores there will be three people each doing a job, depending on staffing levels. *Line set-up may vary from cashwrap image provided.



Cashiers and leadership should monitor the line status, and get positions in place as the line builds.



Cashwrap Assistant

This team member stands between cashiers supporting with the following tasks and can act as a Line Captain. **Able to be efficient, organized, and speedy!**

2-3 cashiers = 1 CA
4 cashiers = 2 CA

This person will call forward the next guest in line to the open register.

Cashwrap

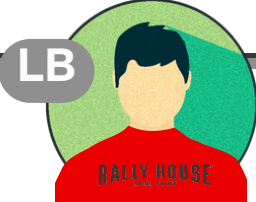


- Assist with transactions and returns
- Maintain cash wrap supplies and hangers
- Can add pre-built bags

Product Prep



- Prep product for quick ringing
 - remove hangers
 - pull out tags to be scanned
- Quick fold and place in bag
- Assist in bagging all items



Line Buster (Line is 3 Deep + All Registers in Use)

This team member stands at the entrance to the cash register lane and assists each guest with getting their items ready for the cashier and handles In-Store Pick Ups.

Able to be outgoing, helpful, and organized.

Assist guest with In-Store Pick Ups

ISPU Process

- If you store has a front Cashwrap, ISPU should be handled by the Party Host and/or Line Buster.
- If your store has a back Cashwrap, the Line Buster can handle ISPU or move your ISPU Cart to the front of the store to allow the Party Host to handle ISPU for guests.

Support Tasks

- Walk the line and ask guests for hangers, get all hangers, put hangers away, and then walk the line again.
- Verify that all items have a Rally House barcode and if not print a ticket.
- Offer to remove all hard sensors with a handheld detacher.
 - If needed unscrew the detacher from the Cashwrap and attach to a workstation at the front of store



Line Captain (Line is 5 Deep + All Registers in Use)

This team member stands between the front of the line and the first register to direct traffic.

Able to Shout Out direction with high-level, assertive energy!



The Captain will direct the guests to the next open register by **calling out the team flag**. This helps with keeping this line moving in a more manageable fashion.

Support Tasks



- Get any hangers that got missed
- Direct guests to next available cash register as previous transaction is ending.

If you are unable to have these positions zoned, the Cashier must call for the next guest in line and follow the Quick Ringing process.