

Offered through the Association of Bay Area Governments Pooled Liability Assurance Network

Workshop Announcement

CASHIER & SUPERVISOR TRAINING

Session 1: April 19, 2017 11:30 am – 3:30 pm in Dublin

Session 2: April 20, 2017 10:00 am – 2:00 pm in San Carlos

ABAG PLAN will be hosting the Public Treasury Institute's Cashier and Supervisor Training Course. Members are invited to take part in either session of this nationally recognized training courses being held in Dublin and San Carlos.


This training is an important step for governments and their employees to improve cashiering skills and operations. Participants will receive in-depth instruction on best practices and techniques used to reduce loss and theft; improve accuracy handling cash and non-cash transactions, customer service and internal control compliance.

Based on the Public Treasury Institute's new book, HIGHLY COMPETENT CASHIERS, this course is meant to ensure that operations are consistent with policy and that all cashiers and supervisors within the city are equipped with the most up-to-date information to perform the important job of handling cash and non-cash transactions.

The course includes four hours of instruction, a copy of the book (to read more about the book, [click here](#)), exercises, review and a certificate of completion.

Agenda:

- Role, Skills and Knowledge of the Cashier
- Providing Excellent Customer Service
- Processing Customer Transactions
- Dealing with Cash Transactions
- Handling Non-Cash Transactions
- Performing Daily Procedures
- Providing Security
- Establishing Internal Controls



Lunch will be provided

Space is limited so please register early. CLICK [HERE](#) TO REGISTER.

REGISTRATION DEADLINE: April 5, 2017

Presenter: Mark McRae, PTI Instructor

Date & Time & Location:

Session 1: April 19, 2017, 11:30 am – 3:30 pm (Class will start promptly)
Dublin City Hall, Regional Meeting Room , 100 Civic Plaza, Dublin, CA

Session 2: April 20, 2017, 10:00 am – 2:00 pm
San Carlos Library, 2nd floor Conference Room, 610 Elm Street San Carlos, CA 94070

Questions: Please email Gertruda Luermann at gertrudal@abag.ca.gov

