



Job Description Sheet

Department:	Point of Service
Position:	Check Out Team
Director:	Laura Valiente
Manager(s):	

What this position does:

Verifying the correct textbooks were checked out without error (as listed on class/schedule) while still being efficient. Treating customers promptly and with a welcoming smile and greeting are a must.

Why this position is important:

At this point students are seeing their schedule and textbooks for the first time. Verifying that all of this information is correct can prevent future problems like students having the wrong books. Students, our customers, must also see and agree with the specific books and barcodes check out to them in the Destiny System.

Process/Flow of Customer Interaction and Tasks:

1.	Go To destiny.browardschools.com
2.	Click on high schools, then choose "Cypress Bay"
3.	Click on "login" in the top right corner
4.	Ask the manager to login
5.	Make sure the left side says check out and on the right side it says to patron
6.	Retrieve your color coded boxes from the conveyor belt.
7.	There will be a small card stapled to the front of the class list/schedule. One member of your team should detach this card and bring to the announcer in the auditorium. You should wait until you have a few cards so you do not have to keep going back and forth. You will escort your customers back to your work station.
8.	Put the schedule back in the bin. Be sure NOT TO MIX UP cards and books.
9.	Put the box of books AND the schedule under your table. Wait for your customer.
10.	Your teammate who went to the auditorium will bring the customers to you. Using the card the customer has with them locate their order number on the card. Then find the box containing their books and class list/schedule. You can then discard the card the customer gave you.
11.	Scan the customer's student number (on class list/schedule).
12.	Show the student the computer screen displaying their name and books signed out.
13.	Read the title of each book, one at a time. Ask the student to read the barcode on the front inside cover of that book to themselves. You will read the last 3 number of the barcode FROM the COMPUTER SCREEN. Ask the student to verify that is the correct numbers for the specific book.
14.	After all the books have been verified hand them to the student. Have the student sign the class list/schedule card. You will KEEP this card.
15.	Initial the bottom of the class list/schedule and put the card into the assigned box under the conveyor belt.
16.	When finished click the reset button on the left side of the computer.
	Make sure you have a PEN! THANK YOU FOR YOUR HELP!