

Slide 1: Putting It All Together



Putting It All Together

Slide 2: Introduction



NARRATOR: What have you learned so far?

CASHIER: I learned that the WIC foods are chosen for good nutrition and that's why I can't substitute other foods. I can make the process go smoothly, and give good customer service, by following the correct steps.

NARRATOR: That's right. It's also important that the WIC check is filled out correctly for our store to be paid for the foods.

Slide 3: Video



Watch this final video and then advance to the next screen.

NARRATOR: Let's quickly check in with today's customers to see how things went.

TONI: I had a really great experience. The cashier was really friendly and knowledgeable. She knew exactly what I could get, so I was able to get the milk and the juice that I needed.

JACK: The cashier was helpful when I picked up the wrong sized formula. I didn't know there were two different sizes, and I got the wrong can. I'm really grateful I didn't have to leave the line, because I've got the baby with me.

LISA: The cashier really knew what she was doing. I didn't spend all of the check and she let me know that I couldn't have any change back. Oh, and she didn't make a big deal when I gave her the wrong check.

NARRATOR: Toni, Jack, and Lisa had good experiences because the cashier knew how to handle WIC checks and provided excellent customer service. Let's check in with the cashier.

CASHIER: I remember when I first learned how to take WIC checks. I learned a lot of things that really helped me, like no substitutions and carefully reading the check, making sure the customer gets what they should. And I can always check the WIC Approved Foods booklet if I have any questions. It's really important to make sure every customer is treated well.

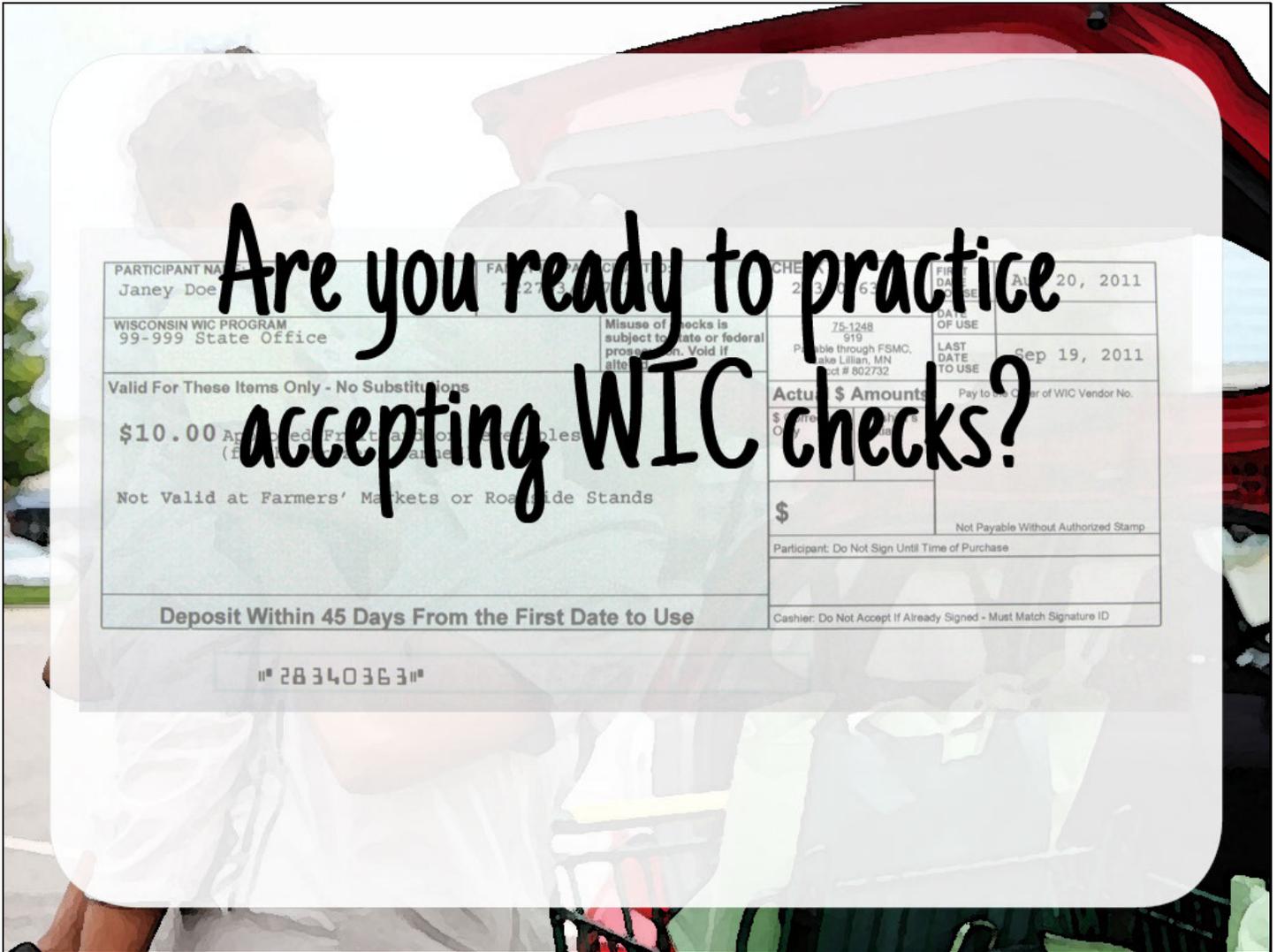
Slide 4: Are you ready?

**Are you ready to practice accepting WIC checks?**

PARTICIPANT NAME Janey Doe	FARMER'S MARKET IDENTIFICATION # 752733	CHECK # 283403	FIRST DATE TO USE Aug 20, 2011
WISCONSIN WIC PROGRAM 99-999 State Office	Misuse of checks is subject to state or federal prosecution. Void if altered.	75-1248 919 Payable through FSMC, Lillian, MN ID # 802732	DATE OF USE LAST DATE TO USE Sep 19, 2011
Valid For These Items Only - No Substitutions \$10.00 Applied Fruit and/or vegetables (for farm)		Actual \$ Amounts	Pay to the Order of WIC Vendor No.
Not Valid at Farmers' Markets or Roadside Stands		\$	Not Payable Without Authorized Stamp
Deposit Within 45 Days From the First Date to Use		Participant: Do Not Sign Until Time of Purchase	
# 283403		Cashier: Do Not Accept If Already Signed - Must Match Signature ID	

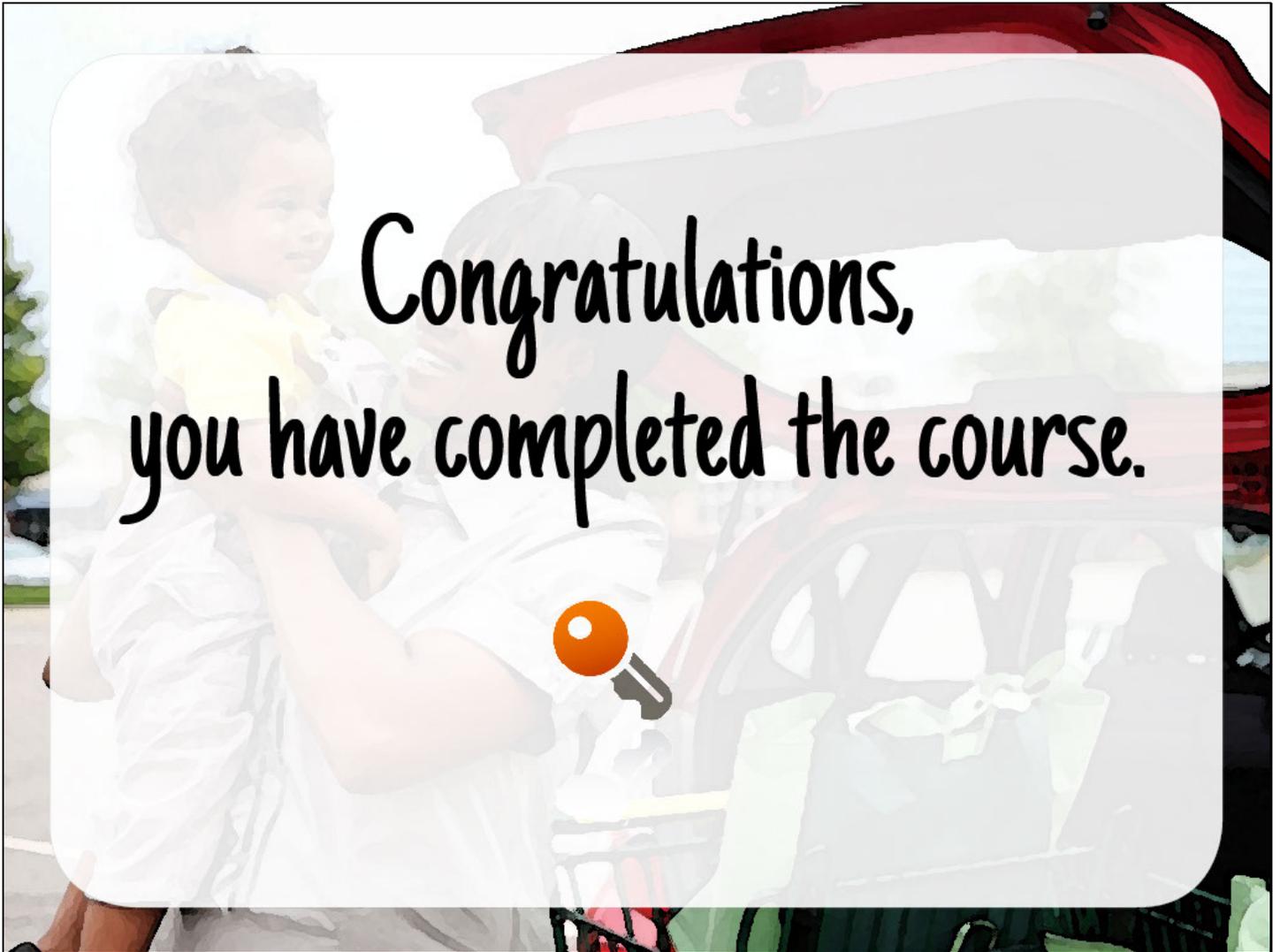
Are you ready to practice accepting WIC checks with your trainer?

Slide 5: Yes, I'm Ready!



Great! If you have questions later, ask your trainer for help and feel free to review these modules again. Don't forget to use the WIC Approved Foods booklet and the Cashier Instructions for Accepting WIC Checks.

Slide 6: Congratulations



Congratulations on completing this course. Remember, cashiers, you are the key to make WIC work.