

Guam Community College
Business Office
Cashier II interview questions

Applicant: _____

Panel member: _____

Statement to be read to each candidate:

Hafa Adai and welcome to the Cashier II employment interview.

Each interview committee member will now introduce themselves.

This Interview Committee has 14 questions prepared for today's interview. You will have 30 minutes to respond. You will also have an additional 15 minutes to complete a cash reconciliation test. It will be up to you to budget your time accordingly. This position is for a full-time classified Cashier II under the direction of the General Accounting Supervisor.

The Interview Committee is a recommending body. Upon completion of the interview, the Committee will forward its recommendations to Dr. Mary Okada, the President of GCC. The President will make the final decision on the hiring based on the Committee's recommendation and a background and reference check.

1. Please give a brief description of what are the qualities of a good cashier and why do you think you can be a good cashier?
2. The Cashier II position has a regular work schedule of Monday to Friday from 8am to 5pm. The position may require working at night and on weekends for college functions and events. How do you feel about working at night and/or weekends?
(There is no overtime pay/only flextime)
3. What type of computer programs (excel, word, pdf, etc.) have you used or knowledgeable of? Name and describe any other programs that you are proficient in.
4. What does excellent customer service mean to you?
5. Please explain the steps you would follow when dealing with an unhappy customer.
6. How would you handle being assigned some duties outside of the Cashier II position in order to meet the College needs?

7. In this position, you will regularly handle cash and credit cards. How would you ensure that cash and credit card charges are reconciled at the end of the day?
8. If someone told you that you had made an error, what would you do to resolve the situation?
9. Communication is important in this position. Describe a time when you used your communications skills to resolve a conflict.
10. This position demands both emotional and physical stamina. How would you deal with the demands of time and attention in relation to this job?
11. Describe your involvement in the processing of credit card transactions via a credit card machine? Have you closed and settled a credit card machine at the close of business? Please provide an example.
12. What do you consider the most difficult function of a cashier?

13. Describe how your career has been enhanced by exposure to diverse people, places, or experiences. Please provide a specific example.

14. If you were offered this position, when would you be available to start?

There will now be a cash reconciliation test for you to perform. Please see Roma at room 2205 for the test.

Interview Questions and Cash Reconciliation Test approved by:


CHRO
25.06.2024
Date


EEO Representative
5/06/24
Date

Guam Community College
Business and Finance

Daily Cash Report For: _____

DENOMINATION	AMOUNT	
x \$100		
x \$50		
x \$20		
x \$10		
x \$5		
x \$1		
x .25		
x .10		
x .05		
x .01		
TOTAL CASH/COINS		
TOTAL CHECKS		
MASTER CARD		
VISA		
AMEX		
TOTAL CREDIT CARDS		

TOTAL CASH/CHECKS/CREDIT CARDS

(LESS: Change Fund)

(\$ 2 5 0 0 0)

TOTAL DEPOSIT TO BANK

[_____] On-line Registration

[_____ - _____]; [_____ - _____] GCC Official Receipts

TOTAL COLLECTION

CASH SHORT/OVER

\$

CURRENCY TO BANK	
x \$100	
x \$50	
x \$20	
x \$10	
x \$5	
x \$1	
Loose Coins	
SUB-TOTAL	\$ _____
Checks	
TOTAL BANK DEPOSIT	\$ _____
Credit Cards (Direct Deposit)	
TOTAL COLLECTION	\$ _____

Report Date: _____

Prepared By: _____

Date Verified: _____

Verified By: _____

Bank Bag No. _____

Batch Date: _____

Batch No. _____

Complete the attached cash report using the information provided.

Cash box contains \$250.00 in cash. (one hundred dollars in ten's; one hundred twenty five dollars in five's; twenty five dollars in one's)

Received the following payments:

1. Student paid \$500.00 cash for on-line registration. (two hundred dollars in hundred's; one hundred dollars in fifty's; two hundred dollars in twenty's)
2. Received \$300.00 of payments for Techniques in Alcohol Management (TAM) workshop \$150.00 cash (one hundred dollars in ten's; fifty dollars in five's); \$90.00 (VISA); \$60.00 (Mastercard) (GCC Official receipt)
3. Received a payment for an on-line payment invoice \$100.00 check.
4. Received an on-line transcript payment \$15.00 mastercard.
5. Received an on-line bid package fee payment \$25.00 visa.

YSL
5/6/24
5/6/24
AL, HR