BLACKLEAF / POS STAFF RESOURCE

First-day staff checklist

Store: _____ Date: _____

Duty manager: _____ Support contact: _____

Status: Not checked / Ready / Blocked / N/A + reason. Blank is not a pass.

☐ **01 Define duty roles**

Name the duty manager and front-desk, checkout, inventory and message owners. Confirm who may approve an exception and how staff reach the right support contact.

Owner: _____ Status: _____ Time: _____

☐ **02 Confirm store and access**

Use the intended staff role and correct store. Review required eligibility checks, permissions and visit handoff through the store's approved procedures.

Owner: _____ Status: _____ Time: _____

☐ **03 Test the actual equipment**

Through the approved validation process, check the intended scanner, receipt or label printer, customer display and supported tender setup. Record faults before relying on the station.

Owner: _____ Status: _____ Time: _____

☐ **04 Review opening stock**

Confirm current sellable and held stock. Investigate delivery or count differences by package, SKU and unit. Follow the approved hold and reconciliation procedure for affected items.

Owner: _____ Status: _____ Time: _____

☐ **05 Rehearse one complete sale**

Have the intended staff member explain the basket, reviewed total, tender state, receipt and stock result in the approved test environment. Record any help or unresolved step.

Owner: _____ Status: _____ Time: _____

☐ **06 Check the handoff**

Confirm the assigned owner, customer or permitted guest, store and current order state. Arrival, payment and readiness for handoff are separate checks.

Owner: _____ Status: _____ Time: _____

☐ **07 Practice a correction**

Rehearse a wrong quantity, changed price and permitted return as applicable. Confirm the manager authority and resulting record. Escalate when the supported procedure is unclear.

Owner: _____ Status: _____ Time: _____

☐ **08 Hold an unclear tender**

Check the existing sale and provider result before retrying an uncertain payment. Keep transaction references and escalate. A missing acknowledgement alone is not a reason for a second charge.

Owner: _____ Status: _____ Time: _____

☐ **09 Know the interruption plan**

Identify which work must be held and who owns recovery when a device or connection fails. Follow the agreed procedure; do not assume offline selling or automatic recovery.

Owner: _____ Status: _____ Time: _____

☐ **10 Review the first message**

Check permission, current opt-outs, sender, offer facts, opening hours and links before an approved launch. Name the reply owner and recheck scheduled outreach if opening plans change.

Owner: _____ Status: _____ Time: _____

☐ **11 Reconcile the first close**

Review cash or tender, open orders, stock and required reporting through the agreed process. Log differences, evidence, an owner and next review time; keep uncertain results unresolved.

Owner: _____ Status: _____ Time: _____

☐ **12 Hand over open issues**

Record each open issue, impact, responsible person and next review time. Confirm hold or escalation decisions and ask the incoming staff member to repeat back their responsibility.

Owner: _____ Status: _____ Time: _____

Use approved procedures and actual evidence. This blank template is not opening authorization.

Texting is available separately with supported existing POS systems; a POS switch is not required.

Full guide: blackleaf.io/pos/new-dispensaries/ | October 15, 2026