



CLASSROOM ACTIVITY INSTRUCTOR GUIDE

NRF Foundation RISE Up Making Change Cashier Challenge

About NRF Foundation RISE Up

RISE Up is the NRF Foundation's training and credentialing program that helps students and job seekers build foundational workplace skills for careers in retail and beyond. RISE Up focuses on communication, teamwork, customer service, professionalism, problem-solving, and workplace readiness through industry-recognized credentials and real-world learning experiences. Classroom activities help students apply RISE Up concepts through structured exercises that reinforce learning and support exam readiness.

RISE Up Skill Connections

This classroom activity supports skills related to:

- Customer service and customer experience
- Basic retail math and money handling
- Accuracy and attention to detail
- Problem-solving and decision-making
- Communication and professionalism
- Confidence in customer transactions
- Workplace readiness

Benefits of RISE Up

- Employability skills needed to land jobs and get promoted in retail
- Flexible delivery options (classroom, online, or blended)
- Scenario-based learning using realistic retail situations

- Hands-on activities that allow learners to practice skills in a safe environment

Purpose of the Classroom Activity

This classroom activity allows students to practice calculating the correct amount of change using the fewest bills and coins possible. Students will complete realistic cashier scenarios, track their accuracy, and reflect on strategies that support efficient and professional customer transactions.

This activity helps students connect basic math, money handling, customer service, and attention to detail to real-world retail roles.

Learning Objectives

By the end of this activity, students will be able to:

Calculate the correct change for a customer purchase.

Use the fewest number of bills and coins to make change efficiently

- Record and evaluate accuracy across multiple cashier scenarios.
- Explain why accuracy and customer communication matter during cash transactions.

Suggested Course Connections

This classroom activity could be used in:

- Marketing
- Business Foundations
- Entrepreneurship
- Consumer Sciences
- Career Exploration
- Retail & Hospitality Pathways
- School-Based Enterprise Programs
- Financial Literacy
- Work-Based Learning
- DECA or BPA preparation activities

Instructor Pre-Work

Students should have started a RISE Up course and have prior exposure to the following sections (or equivalent content):

- Customer service and the customer experience
- Professional communication
- Accuracy and attention to detail
- Problem-solving in customer transactions
- Basic money handling or retail math

Optional extension topics:

- Cash register procedures
- Cash drawer accuracy and accountability
- Alternative payment methods
- Customer communication when resolving transaction errors

Before class:

- Open the [NRF Foundation Making Change webpage](#) and test the NRF Foundation Making Change activity.
- Decide whether students will work individually, with a partner, or in small groups.
- Determine the number of practice rounds students should complete. Ten rounds are suggested.
- Review how to subtract the item cost from the amount paid and select the fewest bills and coins.
- Prepare printed or digital copies of the Making Change Cashier Challenge classroom activity.

Instructor Tip

Model one practice scenario before students begin. Ask students to calculate the change first and then identify the fewest bills and coins needed to provide that amount.

Time Needed

- 25–35 minutes
- One class period if discussion and reflection are included

Materials Needed

- Printed or digital classroom activity
- Computer, tablet, or phone with internet access
- Access to the NRF Foundation Making Change Cashier Challenge classroom activity
- Scratch paper or math workspace
- Pens or pencils

Step-by-Step Instructions

- Introduce the purpose of the activity and review the learning objectives.
- Review how to calculate change and select the fewest bills and coins.
- Open the NRF Foundation Making Change Cashier Challenge classroom activity and model one scenario.
- Have students complete the assigned number of rounds and record their results in the Challenge Tracker.
- Ask students to review their accuracy and identify the strategy that worked best.
- Have students complete the reflection questions.
- Facilitate a brief discussion connecting accurate money handling to customer service and workplace readiness.
- Discuss how providing accurate change helps build customer trust and contributes to a positive customer experience.

Optional Extension Activities

- Cashier Role-Play: Students work in pairs as a cashier and customer and practice completing cash transactions.
- Create a Transaction: Students design three original purchase scenarios and provide the correct change using the fewest bills and coins.
- Customer Service Connection: Students write a short response explaining how a cashier should communicate when a transaction error occurs.
- Cash Drawer Challenge: Students explain how giving too much or too little change could affect the customer and the business.

Links & Resources

- NRF Foundation Making Change: <https://nrffoundation.org/making-change>
- RISE Up Portal: <https://riseup.kaleidolearning.com/>
- RISE Up Help Center:
<https://docs.kaleidolearning.com/RISEUpSupport/index.html>
- NRF Foundation: <https://nrffoundation.org/>

CLASSROOM ACTIVITY

NRF Foundation Making Change Cashier Challenge

Objectives

By the end of this activity, you will be able to:

- Calculate the correct change for a customer purchase.
- Use the fewest number of bills and coins to make change efficiently.
- Track and review your accuracy across multiple cashier scenarios.
- Explain why accurate money handling is important in customer transactions.

Background

Cashiers must calculate and provide the correct change during cash transactions. Accuracy helps protect the customer, the employee, and the business. In this activity, you will practice realistic customer payment scenarios and use the fewest bills and coins possible to make change efficiently.

Activity

Complete multiple rounds of the NRF Foundation Making Change Cashier Challenge. Record your results in the Challenge Tracker and reflect on the strategies you used to calculate change accurately and efficiently.

Student Directions

1. Open the [NRF Foundation Making Change interactive activity](#).
2. Review each customer purchase scenario, including the amount paid and the item cost.
3. Calculate the total change owed before selecting any bills or coins.
4. Select the fewest bills and coins needed to provide the correct change.
5. Check your answer and record the result in the Making Change Challenge Tracker.
6. Repeat the process for the assigned number of rounds.
7. Review your results and identify a strategy that helped improve your accuracy or efficiency.

8. Complete the reflection questions and be prepared to share one key takeaway.

Vocabulary Words

Cash transaction: A purchase in which a customer pays with bills or coins.

Change: The money returned to a customer when the amount paid is greater than the purchase price.

Accuracy: Completing a task correctly and without errors.

Denomination: The value of a bill or coin, such as \$1, \$5, 25 cents, or 10 cents.

Efficiency: Completing a task correctly while using time and resources carefully.

Customer experience: A customer's overall impression of and interactions with a business.

Making Change Challenge Tracker

Complete one row after each round. Record whether you answered correctly on your first try and note the strategy you used.

Challenge Goal: Improve your ability to make change correctly and quickly as you complete each round. Record the strategy that helped you be most successful.

Round	Change Owed	Bills/Coins Used	Correct on First Try?	Strategy or Note
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Student Deliverable: A completed Making Change Challenge Tracker showing results from at least 10 rounds and written responses to the reflection questions.

Challenge Summary

Rounds correct on the first try: _____ out of _____

Strategy that worked best:

Reflection Questions

1. What strategy helped you calculate change most efficiently?
2. How did recording your results help you evaluate your progress?
3. Why is accuracy important when handling customer transactions?
4. What was the most challenging part of the activity, and how did you respond?
5. How could accurate money handling contribute to a positive customer experience?