**The Checkout-Free Career Guide**

*Master Your Role in the 'Just Walk Out' Revolution*

**1. Frictionless Impact Assessment (Quiz)**

**Will “Just Walk Out” Technology Replace Your Job?**  
*(Check Yes/No for each)*

|  |  |  |
| --- | --- | --- |
| Question | Yes | No |
| Is your main role at the register/cash handling? |  |  |
| Have you used or supported self-checkout before? |  |  |
| Are you comfortable with mobile apps and in-store sensors? |  |  |
| Have you received training on frictionless store tech? |  |  |
| Do you know how to troubleshoot kiosks or mobile pay errors? |  |  |
| Can you support customers who are confused by new tech? |  |  |
| Do you know which stores in your area are testing “just walk out”? |  |  |
| Have you updated your resume with tech/customer support skills? |  |  |

**Your Score:** \_\_\_\_ / 8  
*7–8: Frictionless-Ready! 5–6: Upskill now. 0–4: Take action—roles are changing fast.*

**2. Personalized Adaptation Strategy**

**If you checked mostly “No” above, do this first:**

* Watch a YouTube video on “How Amazon Go Works”
* Ask your manager about frictionless or AI tech plans
* Try using self-checkout as a customer and note the challenges

**If you checked mostly “Yes,” build your skills:**

* Train others on basic troubleshooting for sensors and kiosks
* Start tracking frictionless store news in your city/state
* Create a “tech support cheat sheet” for your team

**3. Frictionless Store Technology Timeline Tracker**

|  |  |  |  |
| --- | --- | --- | --- |
| Year | Tech Rollout | Retailer(s) | Impact on Staff Roles |
| 2024 | Amazon Go expansion | Amazon, Zippin | Fewer cashiers, more support |
| 2025 | Mobile app checkout | Big chains, AiFi | Customer guidance needed |
| 2026 | Sensor-based tracking | Mashgin, others | More troubleshooting roles |
| 2027 | Fully autonomous nano-stores | All major markets | Staff: customer experience, tech support |

**4. Role Evolution Guide**

|  |  |  |
| --- | --- | --- |
| Old Role | New “Frictionless” Role | Skills Needed |
| Cashier | Customer Experience Specialist | Tech support, hospitality |
| Shift Lead | Store Tech Ambassador | Troubleshooting, training |
| Stocker | Inventory Data Assistant | Sensor checks, reporting |
| Assistant Manager | Frictionless Store Operator | System oversight, analytics |

**5. Troubleshooting & Tech Support Training Sheet**

**Quick Fixes:**

* Kiosk not working? Check for power, WiFi, restart device
* Sensor errors? Clear obstructions, restart app, contact support
* Customer confused? Walk through the app with them step-by-step

**6. Customer Service in Frictionless Environments**

**Top Strategies:**

* Greet everyone, explain the “just walk out” process up front
* Post clear step-by-step signage for app download and exit
* Offer a “tech help” button or hotline
* Thank customers for trying new technology and ask for feedback

**7. Interview Prep & Salary Negotiation Guide**

**Interview Questions:**

* “How would you help a customer who’s never used just walk out technology?”
* “Describe a time you solved a tech problem for a customer or coworker.”
* “What would you do if the sensors failed and a customer was overcharged?”

**Negotiation Tips:**

* Emphasize your adaptability, customer support, and troubleshooting experience
* Ask for cross-training in tech support and system operations
* Request details on pay for new tech-ambassador roles

**8. Frictionless Career Growth Planner**

|  |  |  |  |
| --- | --- | --- | --- |
| Week | Focus Area | Actions to Take | Complete? (✓) |
| 1 | Tech Awareness | Take the assessment quiz, review videos |  |
| 2 | Tech Support Basics | Learn troubleshooting steps |  |
| 3 | Customer Experience | Shadow a store tech-ambassador |  |
| 4 | Career Positioning | Update resume, prep for new roles |  |