

CHECK-OUT PROCEDURES

End of service



Check-Out Procedures

1. Your computerized register system will print out your guest check at the end of each table's meal. This alleviates the issuance of any manual guest checks.
2. Once a guest check is printed out and a customer has paid, you will close out that check to cash, Master Card, VISA, or American Express, or other forms of payment. You must keep all printed out closed guest checks for checkout.
3. Before beginning your checkout each shift, check the following:
 - Make sure all your customers are through, have been tabbed, and do not need anything else. I.e., coffee, tea, etc.
 - Be certain the manager has closed your section for the shift.
 - Make sure you have collected from all of your tables and have all your tickets with you.
 - Make sure all plates, silverware, glassware, and containers are cleared from all of your tables.
 - Be certain that all of your side work and closing duties are done.
 - Make sure that you have your full uniform on at all times, while in the front of the house.
 - Have a manger do any deletions of voids, over rings, and promo tickets. All over rings must be signed by a manager at the time they occur, and not at the end of the shift. You never sit down to eat, drink, or smoke until all of the above are completed. Starting your checkout before all your customers are finished is grounds for termination.

OVER RINGS OR VOIDS

Any time you make a register mistake of an item you did not want to ring up. Get a manager immediately to correct this on the register, and notify the kitchen or bar **NOT TO PREPARE THAT ITEM**. Over rings and voids are register mistakes of items never served or prepared.

HOUSE PROMO

Occurs anytime an item has been prepared and served to a customer that was not satisfied with the item. Perhaps it was under or over cooked, or the glass was chipped, etc. This would include a customer waiting too long for their meal. Only a manager can do this function on the register. Get the manager before closing any house promo tickets.

MANAGER PROMO

Occurs anytime a manager wishes to buy a table a round of drinks, perhaps a dessert, or any free purchase approved by a manager promoting good will to our patrons. Inform the manager when you are serving a regular guest you would like to buy a drink for, a special guest to send an appetizer out to, a large party, or to send complimentary desserts. Please introduce the manager to these customers by name. We want to help you develop a large regular following. From time to time, the restaurant will have contests promoting such clientele builders. Get the manager on duty before closing out any manager promo tickets.



EMPLOYEE DISCOUNT/CUSTOMER DISCOUNT

Occurs anytime the full amount of an item will not be collected. For example, employee meals or coupons offering \$2.00 off any menu item, or buy one, get one free coupons, or frequent lunch program discounts. Only a manager can discount guest checks on the register. Get the manager on duty before closing out any discount checks.

NOW YOU ARE READY TO CHECK OUT!!

1. Arrange your tickets, top to bottom, in the following order:
 - All promo tickets - manager, house discounts and other charges.
 - All charges, separated in this order: 1) American Express, 2) Master Card, and 3) VISA. Be certain merchant copy of the charge voucher is stapled to the paper guest check.
 - All remaining cash tickets.
2. Prepare the Server Checkout Sheet. Make sure you have no open checks.

3. Be certain charge totals of Master Card, VISA, and American Express, along with promos, discounts or other charges balance with what you have on your guest checks. Use the calculator to double check. If they do not balance, this means that you are missing a guest check, or charge receipt

NOTE: Add only items that were actually rung up on the register. If you bought a customer's cigarettes, for example, and you added that money in on their tab by hand, do not include it in your actual totals. This will prevent you from balancing to the register.

4. The following items should be ready for the manager, before you enter the office:
 - Promo checks, houses, and over rings accounted for on register.
 - Have all money counted and faced.
 - Have all charge vouchers matched with the ticket they paid for.
 - All tickets in order, with houses, promos, then charges, and cash tickets as previously stated. There should only be ONE person in the office doing checkout at a time. This helps eliminate unnecessary confusion and mistakes. Please use the calculator provided for you.
 - Have the Check Out Sheet completed up to the register reading entries.
5. The manager will give you your register reading to enter on your Check-Out Sheet. The register reading will include your total sales and your total cash due. $\text{Cash due} = \text{total sales} - \text{charges}$. Count out cash due and have ready in the largest denominations of bills possible.

If for some reason you cannot balance to the register totals, ask the manager for assistance.

