



GUIDE TO ALOHA POS Server Carry Out Specialist Host

MAY 2016 – ALOHA POS

NAME _____

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OVERVIEW

Purpose

Providing BEST for My GUEST service excellence is dependent upon many factors. One of those factors is Speed of Service. Speed of Service is perceived by guests through how long a guest has to wait; for their table, drinks, to place an order, for their food delivered (accurately), and to pay for the dining experience. In order to complete these tasks quickly, you must become proficient with the systems with which you will interact. This guide was built with you in mind and will provide you with the opportunity to apply hands-on practice with the many tasks you will complete in the system daily.

What You Will Learn

During each day of training, you will learn valuable lessons to become proficient at your job. This workbook will give you the guidance and steps to completing your daily system tasks while challenging you with Exercises and Knowledge Checks.




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

- Clock In/Out
- Break Out/In
- Start The Guest Experience on Orderman
- Enter orders into POS terminal
 - Modify orders
 - Split items
 - Split seats
 - Split checks
 - Transfer checks
 - Accept transfers
 - Combine checks at the same table
 - Combine checks at different tables
 - Change guest count
- Take guest payment
 - Cash
 - Traveler's Check
 - Credit Card
 - Gift Card
- Add Tips
- Apply Coupon Discounts
- Enter Orders into ALOHA Take Out for guest(s) in the system
- Enter Orders into ALOHA Take Out for guest(s) not in the system
- Create a Future Order
- Adjust a Future Order
- Enter Gift Cards, Retail, and Employee Meals



SYMBOLS USED

We use several symbols throughout this guide to make it easier to find and understand information. The following graphics alert you to important points throughout this guide:

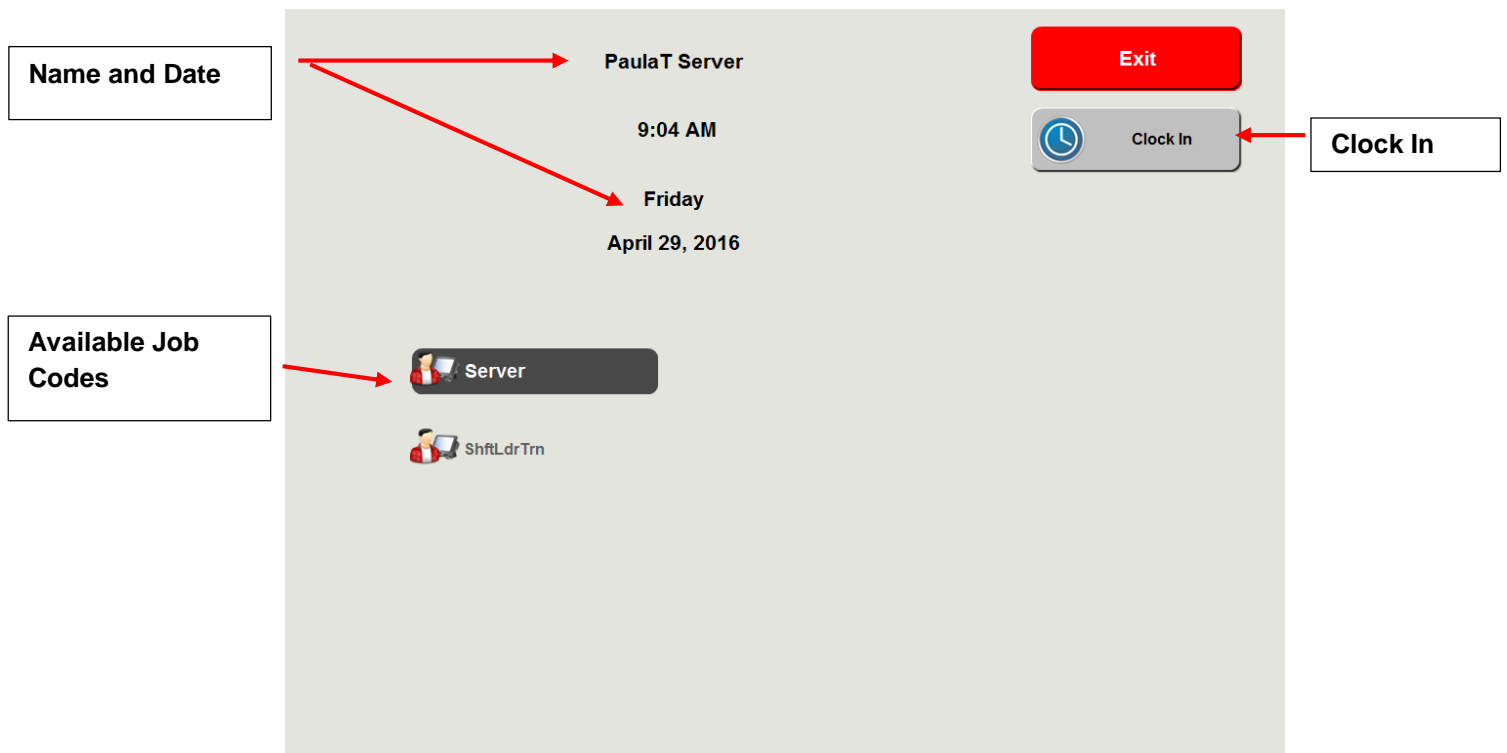
Symbols	Important Points
 A small icon of a spiral-bound notebook with the word "Notes" written on it.	Highlights a special point of interest about the topic under discussion
 A yellow diamond-shaped warning sign with the word "CAUTION" written in black.	Alerts you that the operation being described can cause problems if you are not careful
 A simple icon of a lit lightbulb with rays emanating from it.	Points to a useful hint that may save you time or trouble

NAVIGATING THE SYSTEM

Clocking In

The first time you log in for your shift, you must clock in. From then on during your shift, each time you log in, the Working with Tables (WWT) or assigned **Floor Plan** screen will appear. Your login ID appears as asterisks under the numeric keypad for security. The restaurant manager maintains the messages that appear on the left and right sides of the screen.

1. Place your thumb or finger (use the one you enrolled in Biometrics) on the scanner.
2. Make sure the correct job code is selected.



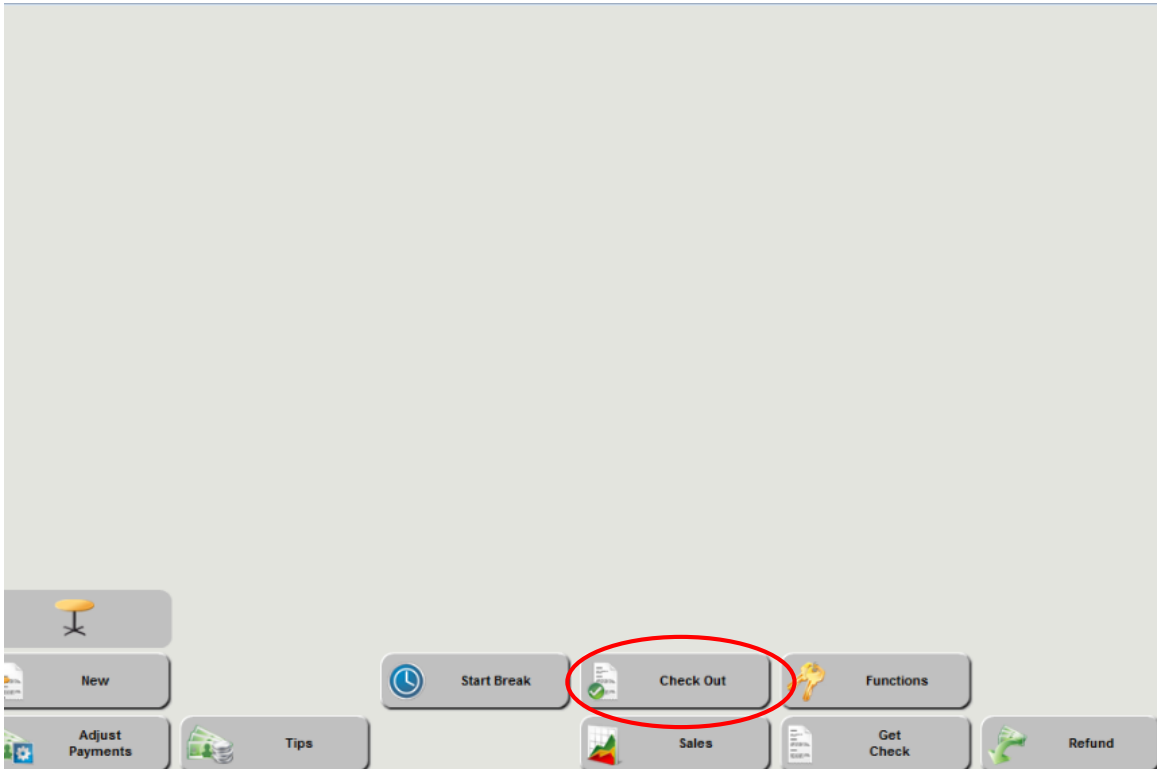
3. Touch **Clock In**.

Clocking Out

The end time of your shift is at the direction of the manager on duty.

Clocking out is the last thing you do at the end of your shift. All tipped employees are expected to claim all tips received as part of their income.

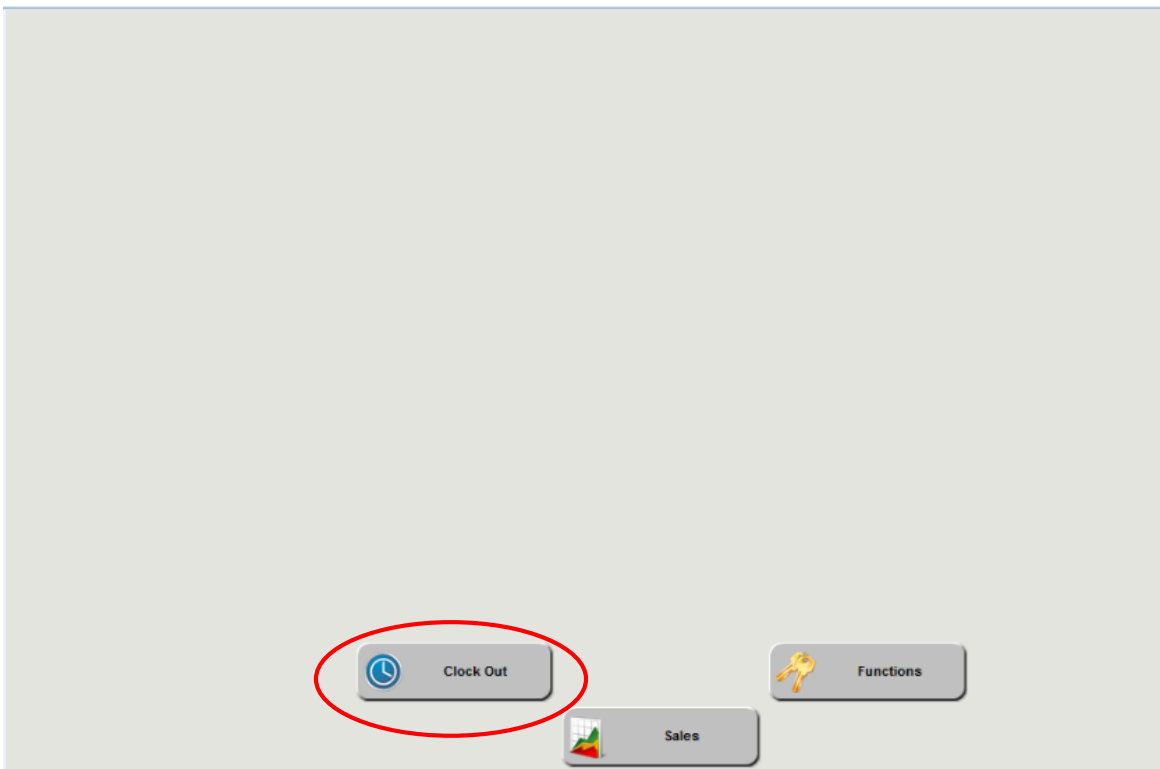
1. Place your thumb or finger (use the one you enrolled in Biometrics) on the scanner.
2. From the Floor Plan screen, select the **WWT** button,
3. Select the **Check Out** button.



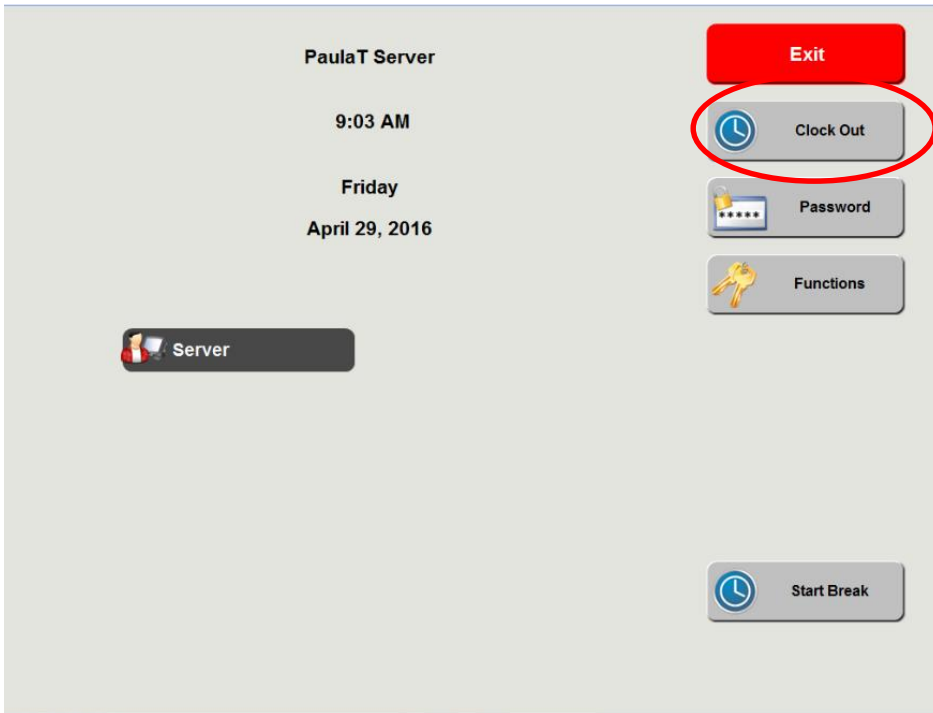
4. A confirmation will message appear. Touch the **Yes** button if you are ready to run your checkout and clock out.



5. Touch **Clock Out** button.

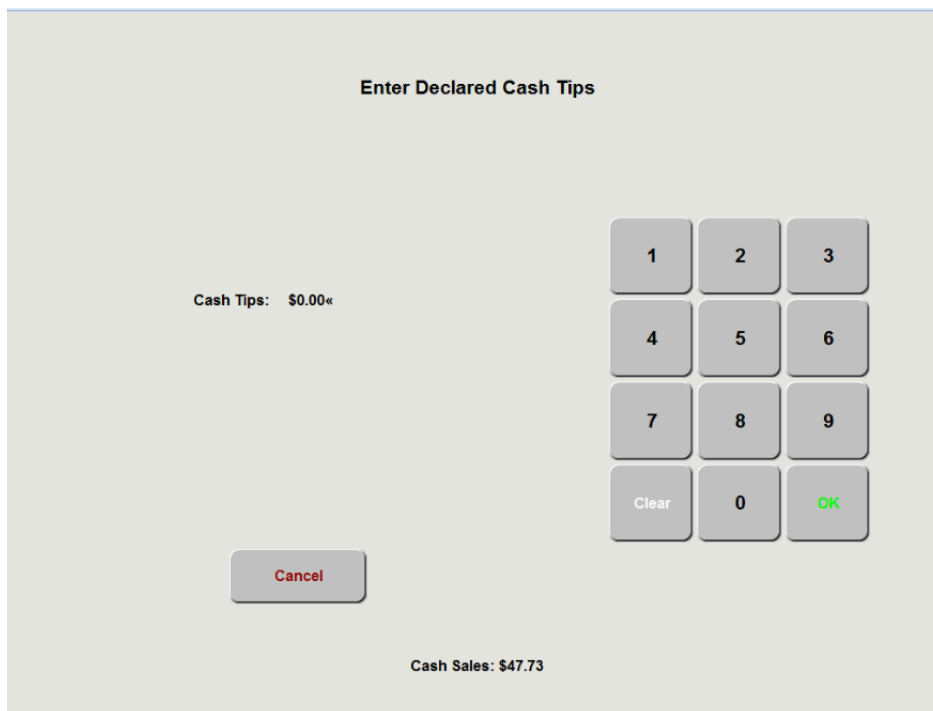


6. Next select the **Clock Out** button.



7. If you are a tipped employee, you will need to enter your declared credit card tips on the next screen.

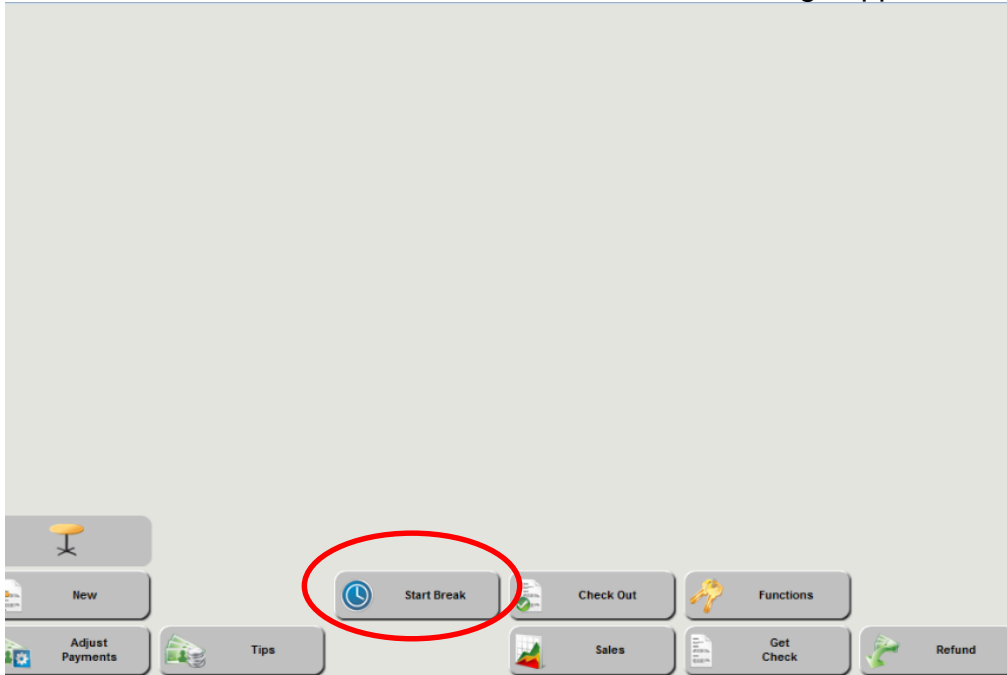
- Enter the amount of tips you are declaring for the shift using the numeric keypad and touch **OK**.
- A clock out receipt will print.



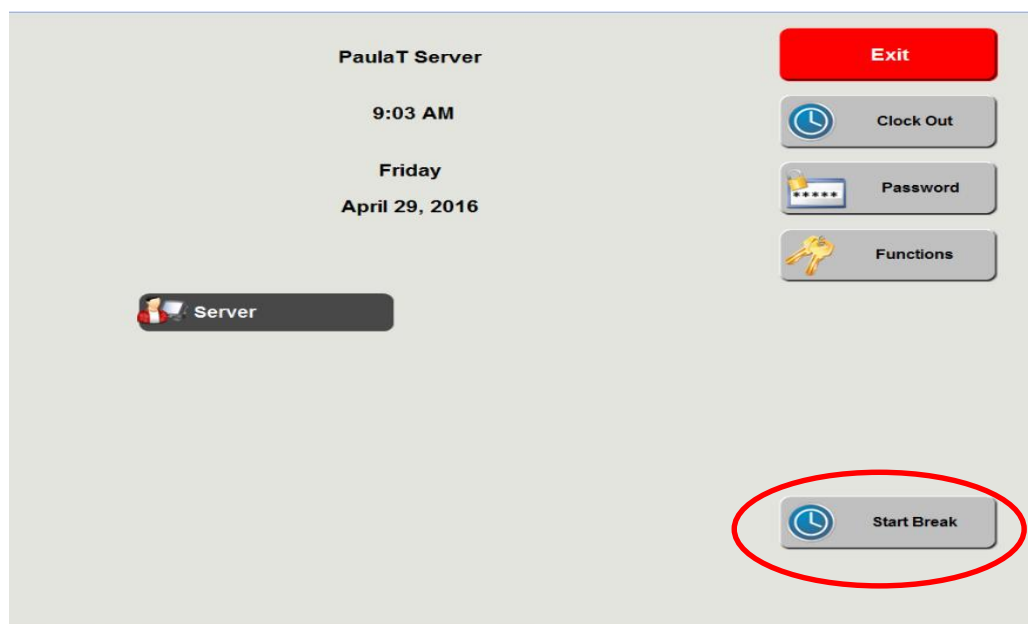
Break Out Procedures

Break times are at the direction of the manager on duty and/or as required by law.

1. Place your thumb or finger (use the one you enrolled in Biometrics) on the scanner.
2. From the Floor Plan screen, select the **WWT** button,
3. Then select the **Start Break** button. A confirmation message appears.

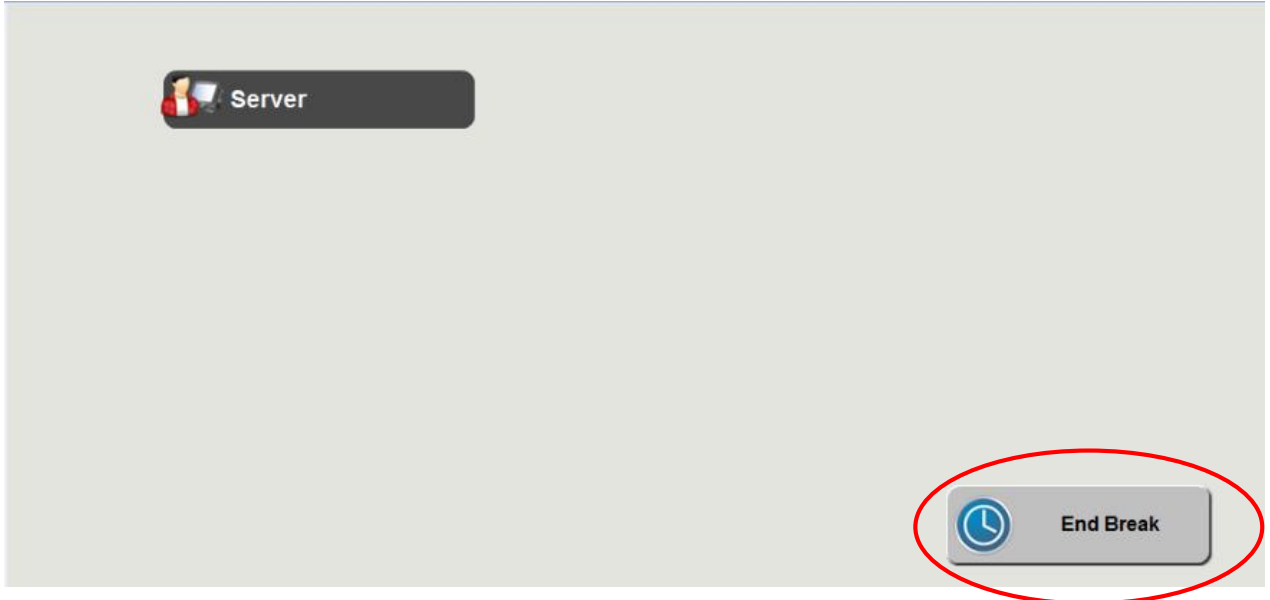


4. Next a confirmation message will appear where you will select the break to start and then the Yes button.
5. The Clock Out screen appears next where you will select the **Start Break** button and your break will begin.



Clock In Procedures For Break

1. Place your thumb or finger (use the one you enrolled in Biometrics) on the scanner.
2. Make sure the correct job code is selected.
3. Touch **End Break**.





EXERCISE #1 -- Use the POS TERMINAL for this exercise

EXERCISE: A Day in the Life

WHO: Server, Carry Out, and Host

This exercise will allow you to practice the steps for clocking in and taking breaks.

1. Log into the POS.
2. Clock in for the start of your shift as scheduled.
3. Go on Break "Out".
4. Return from Break "In".
5. Clock out for the end of your shift as directed by manager.

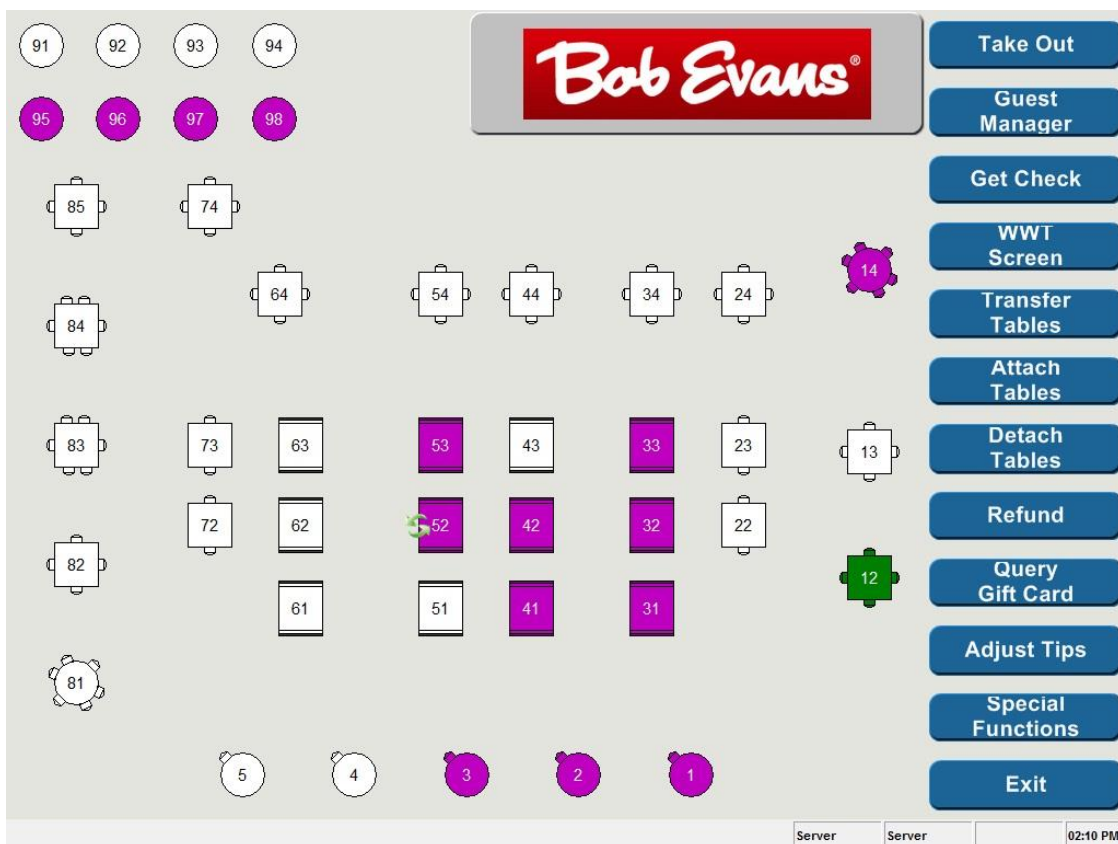
When you clock in, what should you always verify before pressing OK on the Clock In message window?

ORDER ENTRY ON THE POS TERMINAL

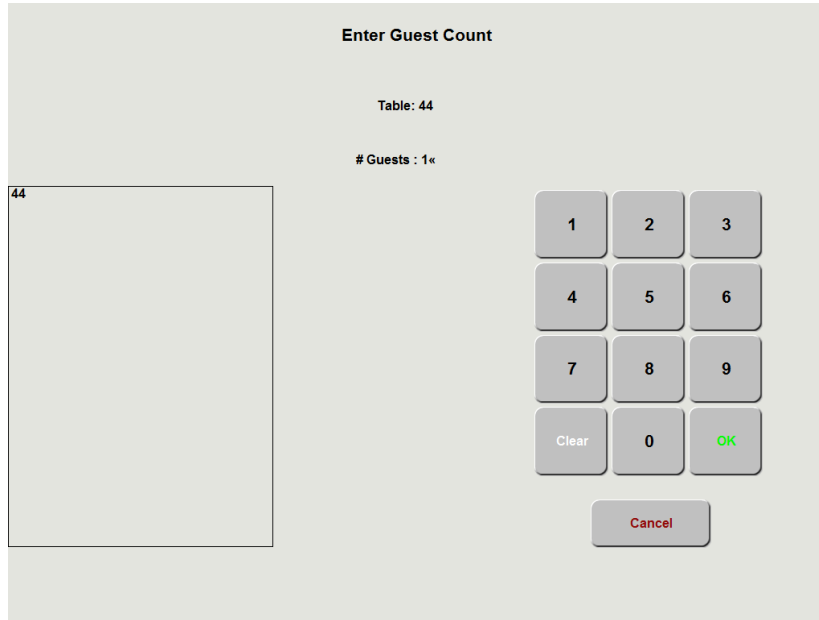
The Point of Sale (POS) communicates the guests' order to the kitchen. Any time you need to order food or beverages for a guest, you will need to enter it into the POS system. Use your menu knowledge, make suggestions on preparation and sides when taking a guest's orders rather than offering too many options. Enter everything the guest orders, unless it is a free refill item.

To begin an order:

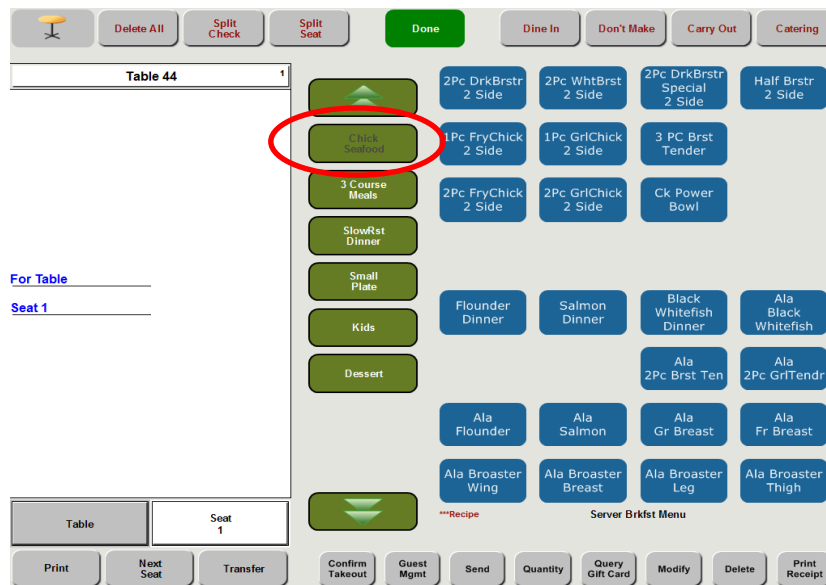
1. Log into the ALOHA POS terminal by placing your thumb or finger on the scanner.
2. The **Floor Plan** screen will appear:
 - Select the appropriate table for the guests' order you are entering.
 - Tables that are white do not have an order on them.
 - Tables that are green have orders on them and they are your tables.
 - Tables that are purple have orders on them and belong to other servers.



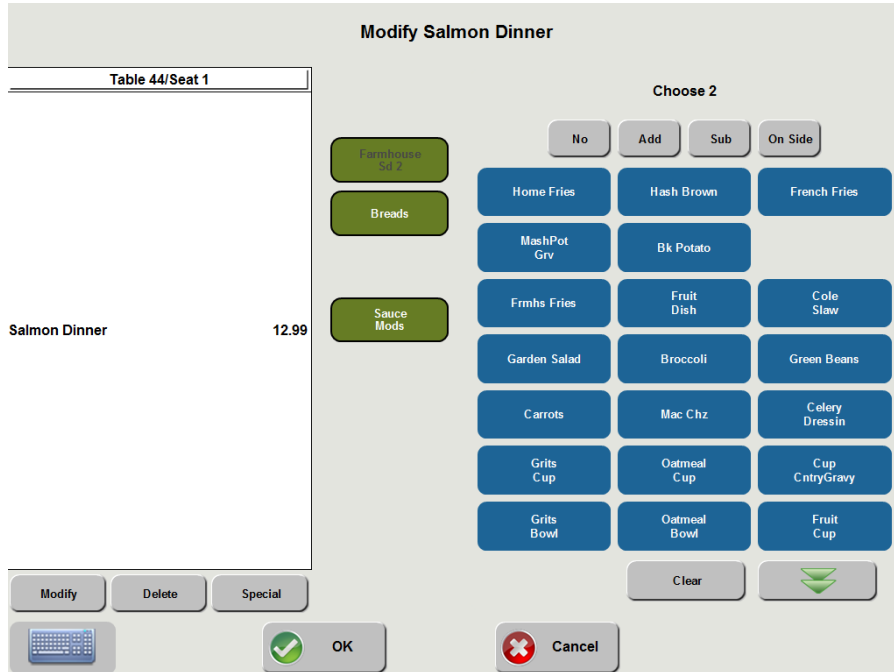
- Next you will select the table that you will be adding the order to.
- Then you will be prompted to enter the number of guests at the table and select the **OK** button. The Order Entry screen will appear with the submenus available.



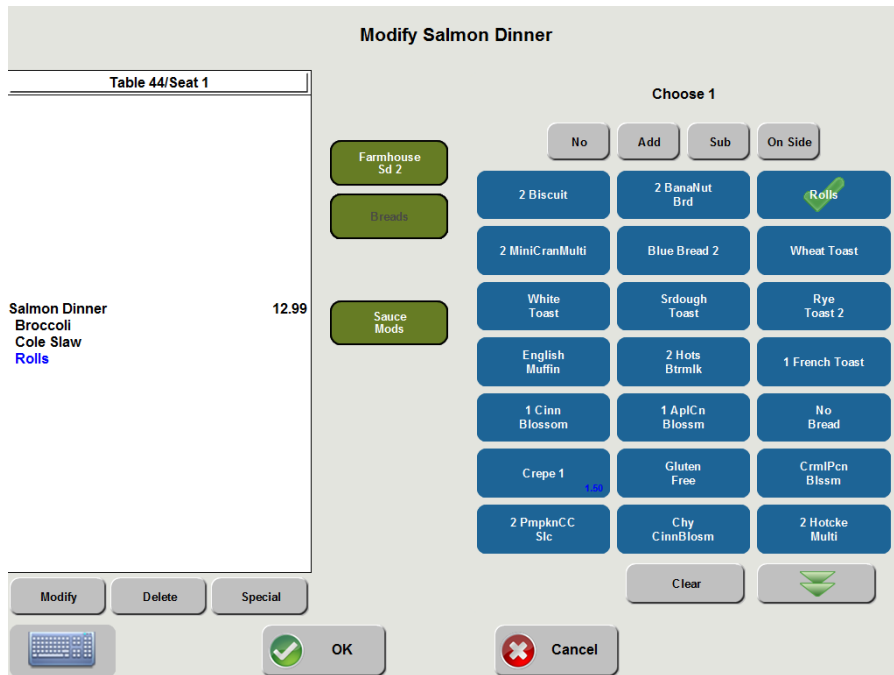
- For this ringing example, we will enter the Salmon entrée.
- Begin by selecting the **Chick/Seafood** submenu. Then select the Salmon button.
 - If you do not see the submenu category you are looking for, press the arrows at the bottom to scroll to the next page.
 - Use correct seat numbers when you enter orders. This will help your coworkers give the right meals to the right person when delivering food to the table; this will also help if you need to split checks.



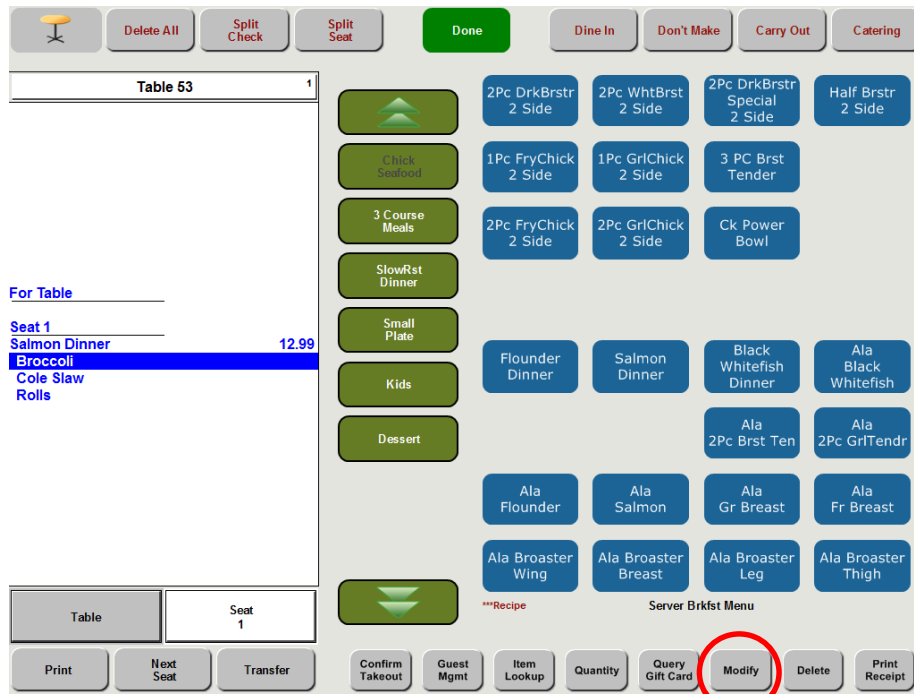
- Once the meal is selected, the Farmhouse Sides screen will appear. Here you will select the two Farmhouse Sides the guest has chosen.



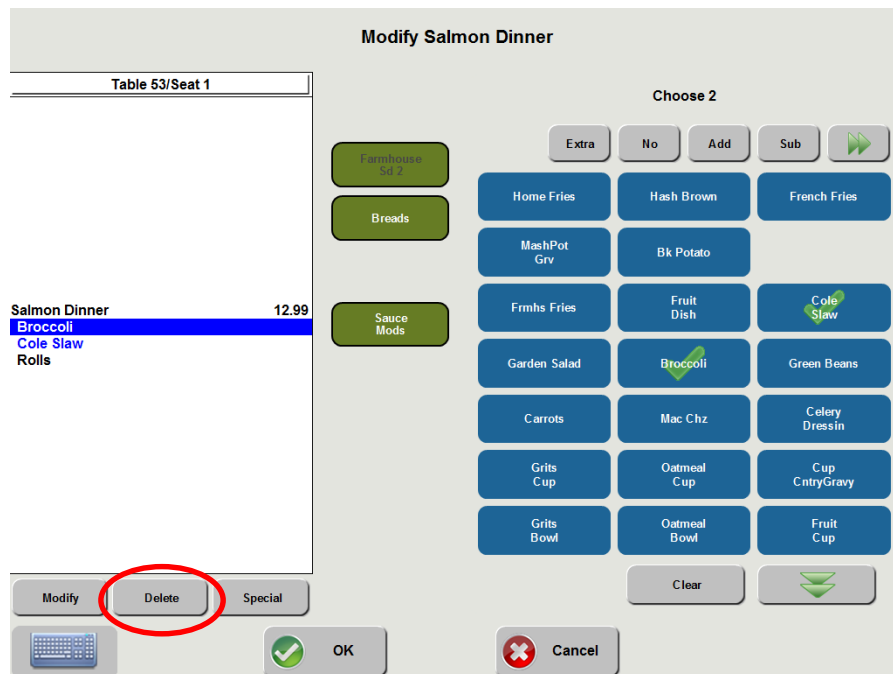
- The next screen will be the bread choices. Select the guests' bread choice.



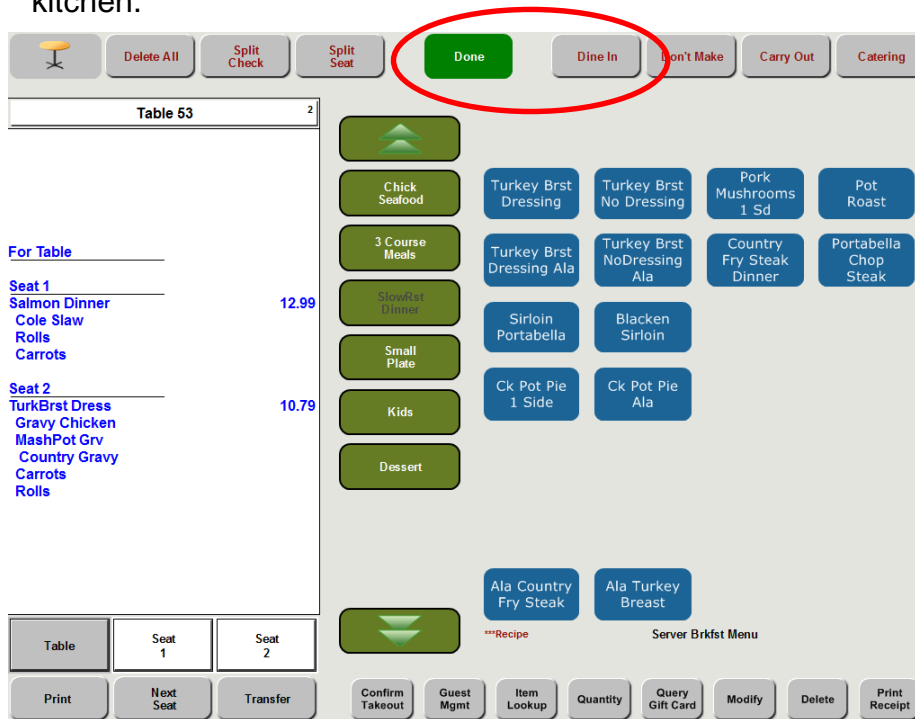
- If you entered the incorrect Farmhouse Side, you can change it prior to ordering. To correct the side selection, touch the Farmhouse Side you need to change in the **Order Entry** screen. Then select the **Modify** button.



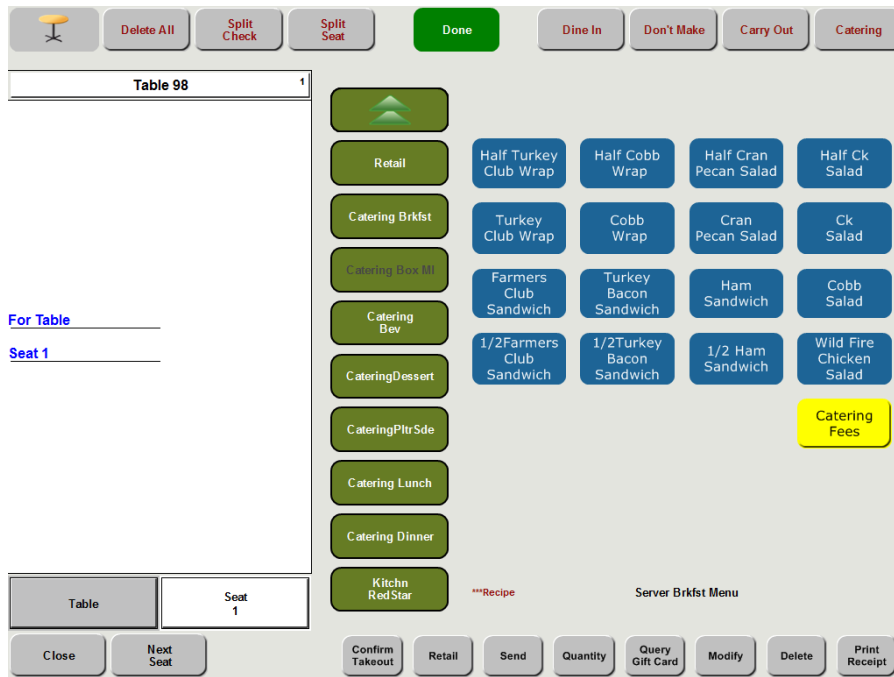
- From the next screen you will touch the side that you are deleting. Select the **Delete** button; then add the correct Farmhouse Side. Now select the **OK** button. **Always add guests' beverages to checks.**



11. Once the entire table's order has been entered into the POS, select the **Done** or **Dine In Button** and the order will send to the kitchen.
- If the terminal logs out during the order entry process it will send the order to the kitchen
 - If the guest adds a carry out order to their dine in order, select **Carry Out button** instead of the **Done** or **Dine In** to send their carry out items to the kitchen.

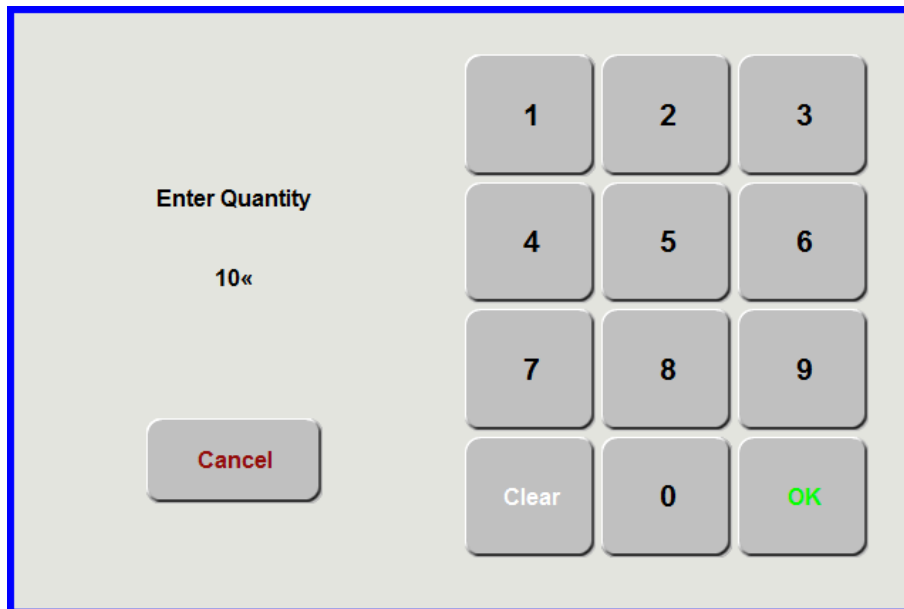


12. The **Quantity** button can also be used when entering multiple of the exact same orders. An example of this would be to use with a catering order.



13. Select the item and then touch the **Quantity** button. Then enter the amount of the item and select the **OK** button.

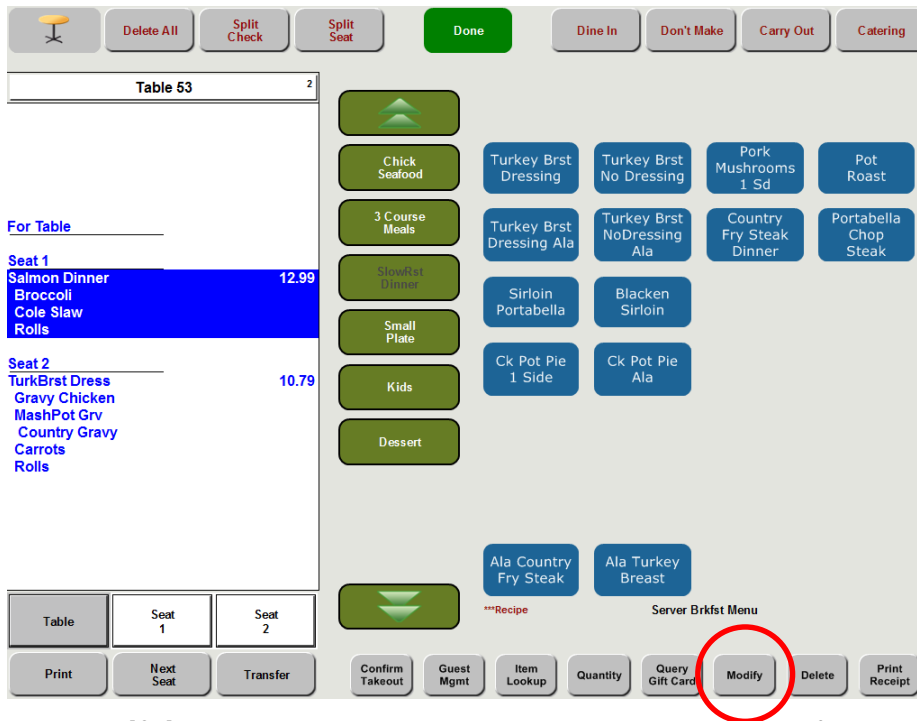
REMINDER: The only way you can use the Quantity button is if the item you are order is exactly the same.



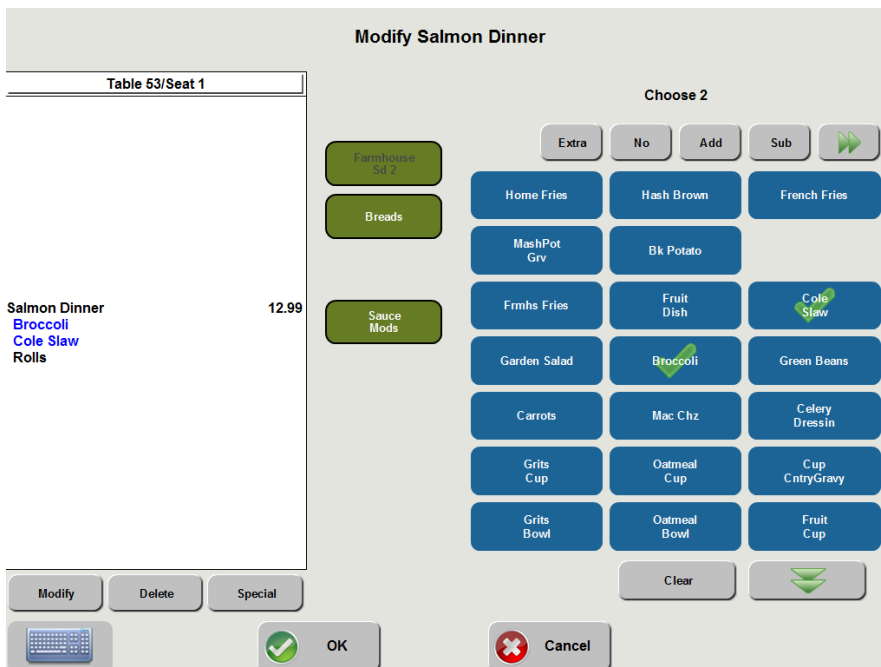
Modifying Orders

There will be times when you will need to make modifications to guest's orders per their request.

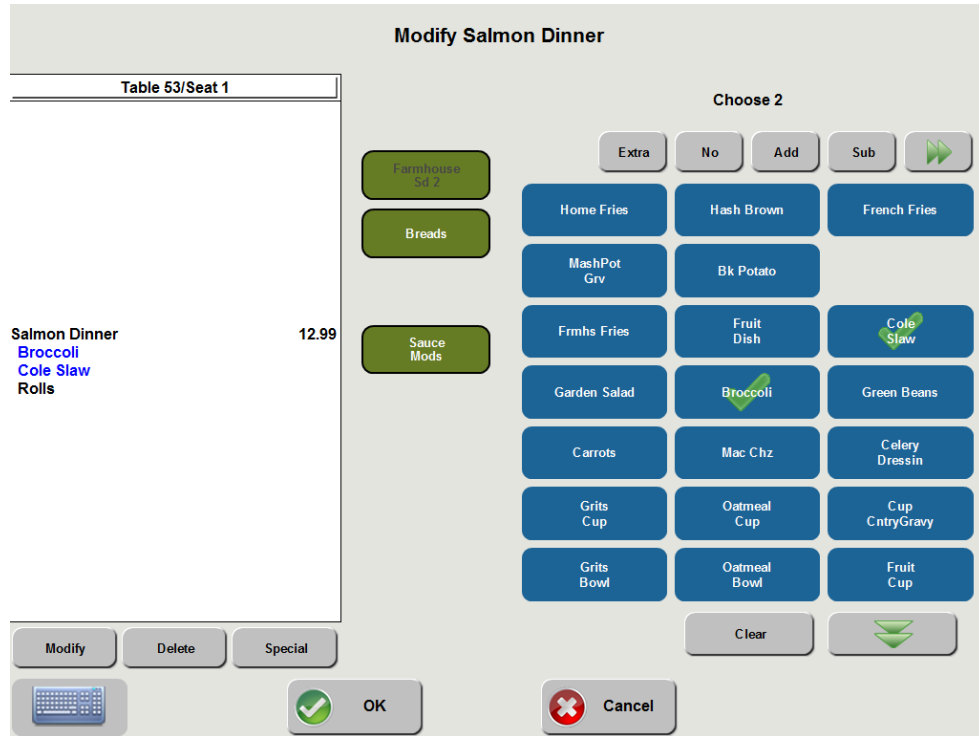
1. From the **Order Entry** screen, touch the item you want to modify.
2. Then select the **Modify** button at the bottom of the screen.



3. Next the **Modifying Order** screen will appear with all the modifier options.
4. Touch the item that you are modifying again and then select the appropriate modifier.



- Next select the appropriate modifier option button at the top of the screen as needed and then the item.
- Select the **OK** button.



When you finish ordering, always leave a terminal with the floating logo bouncing. This ensures you are logged off and other employees cannot enter orders under your login ID.





POS TERMINAL EXERCISE #2 – Use the POS Terminal for this exercise.

EXERCISE: **Starting the GUEST Experience**

WHO: **Server**

This exercise will allow you to practice starting a new guest order.

#1 3 guests at table ____.

Guest 1	Guest 2
Signature Coffee	Signature Coffee Large Orange Juice
Guest 3	
Decaf Coffee	

Take notes on the steps you used or questions you may have:

- _____
- _____

Why is it important to enter the guest orders according to seat number?

#2 6 guests at table ____.

Guest 1	Guest 2
Signature Coffee Milk	Signature Coffee Large Orange Juice
Guest 3	Guest 4
Decaf Coffee	Hot Tea
Guest 5	Guest 6
Large Apple Juice	Coke Hot Chocolate

Take notes on the steps you used or questions you may have:

- _____
- _____





POS TERMINAL EXERCISE #3 – Use the POS Terminal for this exercise.

EXERCISE: Dinner, Beverage, Dessert

WHO: Server

This exercise will allow you to practice entering a dinner entrée with a side item, beverage, and a dessert.

#3 1 guest at table ____.

Guest 1: Randy

- Unsweet Iced Tea
- Country Fried Steak
- Mashed Potatoes
- Green Beans
- Rolls
- French Silk Pie

Take notes on the steps you used or questions you may have:

- _____
- _____

Why is the dessert not entered at the same time as the meal?





POS TERMINAL EXERCISE #4 – Use the POS Terminal for this exercise.

EXERCISE: Fixing a Ringing Error

WHO: Server

This exercise will allow you to practice making a correction to a guest check.

#4 1 guest at table _____. **DO NOT SEND THE ORDER TO THE GRILL.**

Guest 1

Unsweet Iced Tea
Grilled Chicken Breast
Mashed Potatoes
Broccoli

Take notes on the steps you used or questions you may have:

- _____
- _____

➤ After entering the order from above, you realize the guest actually said hash browns not mashed potatoes, and wants to load the hash browns. You also forgot to add a cup of bean soup.

Take notes on the steps you used or questions you may have:

- _____
- _____

What would you have done if you had already sent the check to the grill and then realized the mistake?



POS TERMINAL EXERCISE #5 – Use the POS Terminal for this exercise.

EXERCISE: 2 Guests for Dinner

WHO: Server, Carry Out Specialist

This exercise will allow you to practice what you've learned.

#5 2 guests at table ____.

Guest 1	Guest 2
Coke Potato-Crusted Flounder Mashed Potatoes Broccoli Rolls	Lemonade Slow-Roasted Turkey and Dressing Dinner Mashed Potatoes Green Beans with Ham Biscuits

Take notes on the steps you used or questions you may have:

- _____
- _____

Why is it important to enter the guest orders according to seat number?

#6 2 guests at table ____.

Guest 1	Guest 2
Water Cranberry Pecan Salad with Sweet Italian dressing No Bleu Cheese Rolls	Grilled Salmon Broccoli Carrots Banana Nut Bread

Take notes on the steps you used or questions you may have:

- _____
- _____

#7 2 guests at table ____.

Guest 1	Guest 2
Root B Cobb Salad with Sweet Italian dressing Rolls	D Coke Chicken-N-Noodles Rolls

Take notes on the steps you used or questions you may have:

- _____
- _____

During the 2 Bite Check Back, the guests above inform you of adding a Carry Out order: 1 quart of Chicken-N-Noodles, and a loaf of Banana Nut Bread.

- _____



POS TERMINAL EXERCISE #6 – Use the POS Terminal for this exercise.

EXERCISE: Lunch, Beverage, Appetizer

WHO: Server, Carry Out Specialist

This exercise will allow you to practice what you've learned.

#8 1 guest at table ____.

Guest 1
Iced Tea
Twisted Cheese Sticks
Wildfire Chicken Salad

Take notes on the steps you used or questions you may have:

- _____

#9 2 guests at table ____.

Guest 1	Guest 2
Wildberry Lemonade	Cherry Coke
Onion Petals – Out 1 st	Pot Roast Sandwich Platter
Turkey Knife & Fork Sandwich	No cheese
	French Fries
	Slaw

Take notes on the steps you used or questions you may have:

- _____

What options do you have when the guest places the appetizer and meal order at the same time?

#10 3 guests at table ____.

Guest 1	Guest 2
Caramel Cappuccino	Water
Turkey Knife & Fork Sandwich	Farmhouse Lunch Combos
	Bean
	Farmhouse Garden Salad
	Itln
Guest 3	
Hot Tea	
Turkey Bacon Melt	
French Fries	
Farmhouse Garden Salad	
Ranch	

Take notes on the steps you used or questions you may have:

- _____



SPLITTING AN ITEM, SPLITTING SEATS, SPLITTING CHECKS, AND COMBINING CHECKS

Splitting an Item:

When guests are sharing an item you can use the split item function. The **Split Item** function will equally distribute the cost of an item to the appropriate guests.

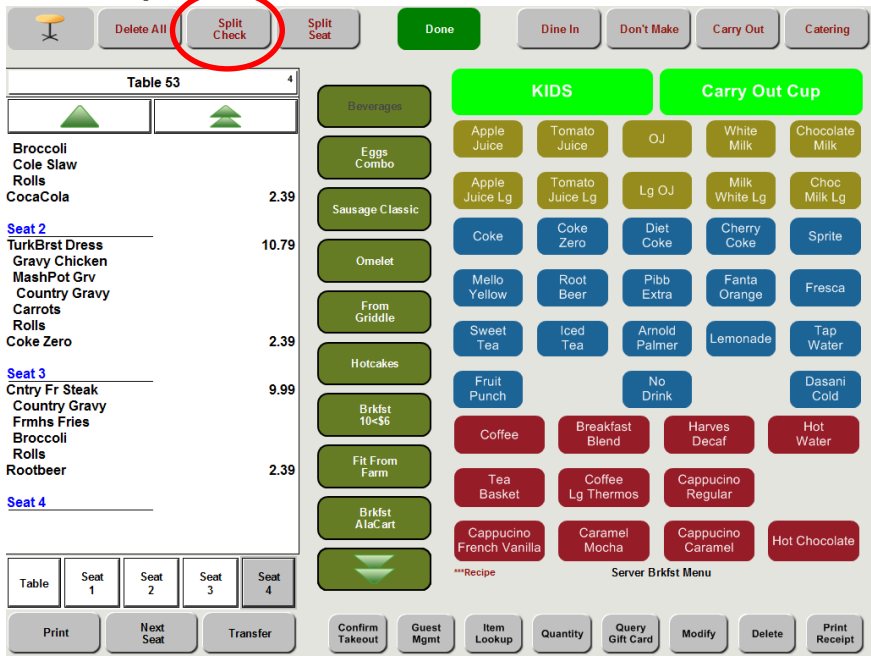
- Always send the order to the kitchen before splitting or combining items.
- You **MUST** have the necessary quantity of separate checks available to receive the equal distributions. This means, if you want an item split four ways; you must have four checks available.
- The split items appear as fractions based on the number by which the item was split.

SCENARIO: You have separate checks for a party of 3. Each guest ordered an entrée and shared two appetizers. They want the cost of the appetizers split equally between the guests in the party.

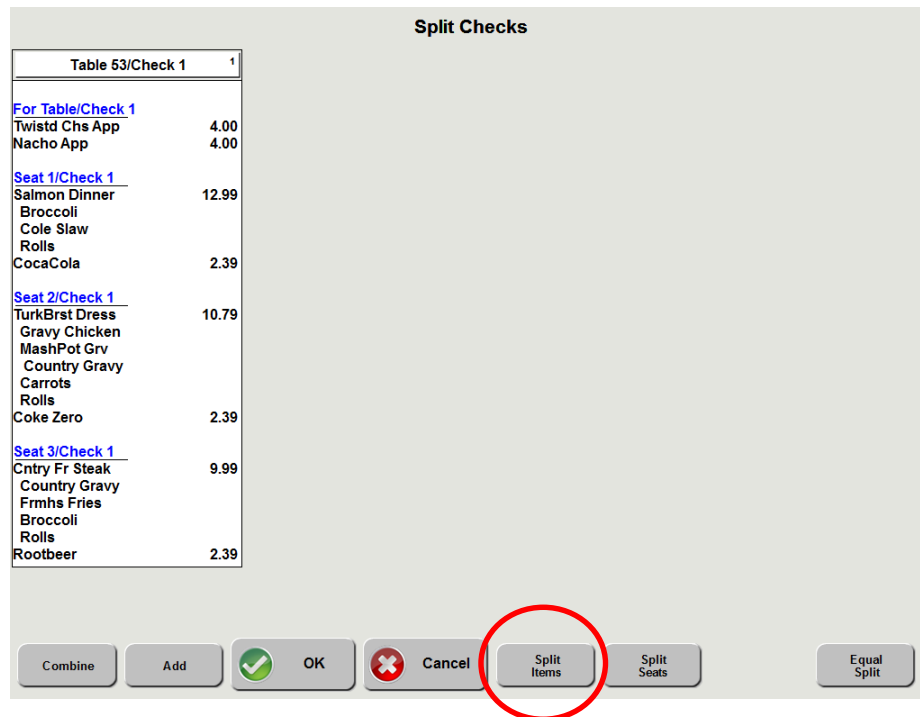


Split Item cannot be undone — once you have divided an item, it cannot be recombined.

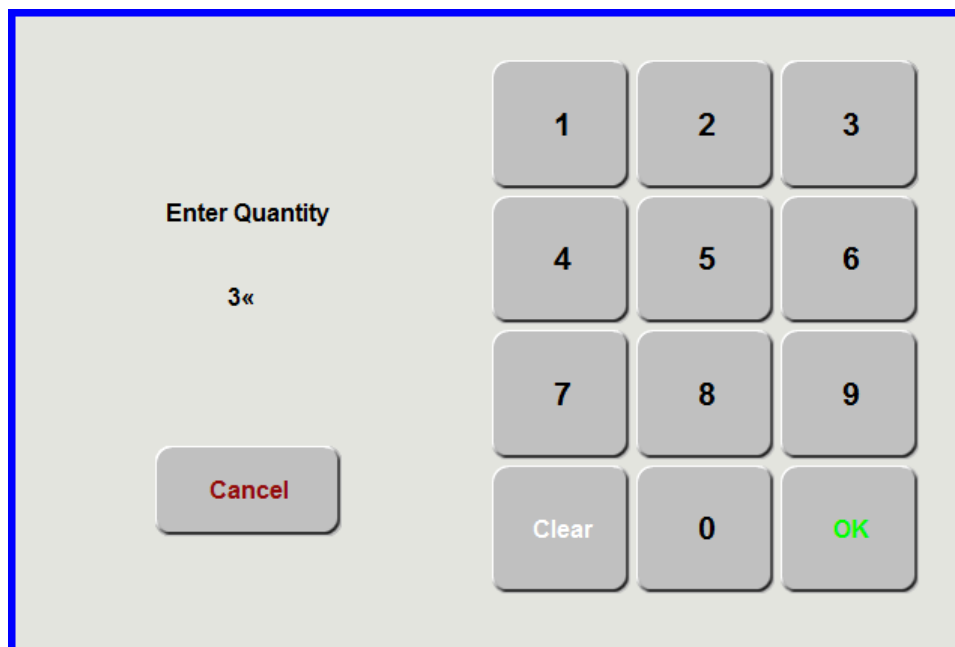
1. From the **Floor Plan** screen, select the appropriate table.
2. Next touch the **Split Check** button.



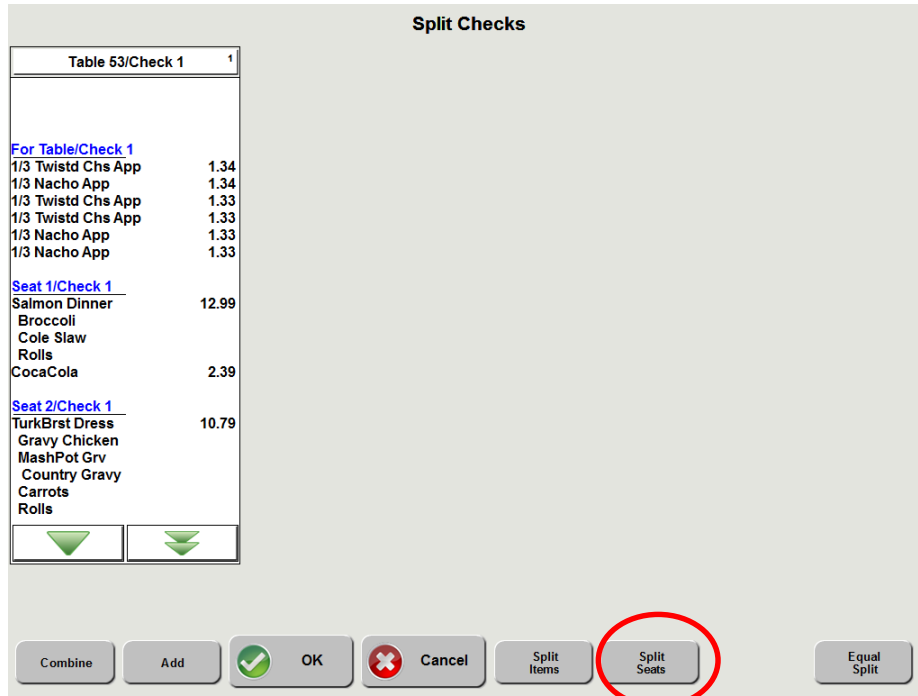
3. Touch the item(s) you want to split and then touch **Split Items** button.
NOTE: Select items carefully, as split items cannot be undone – once you have divided an item, items cannot be recombined.



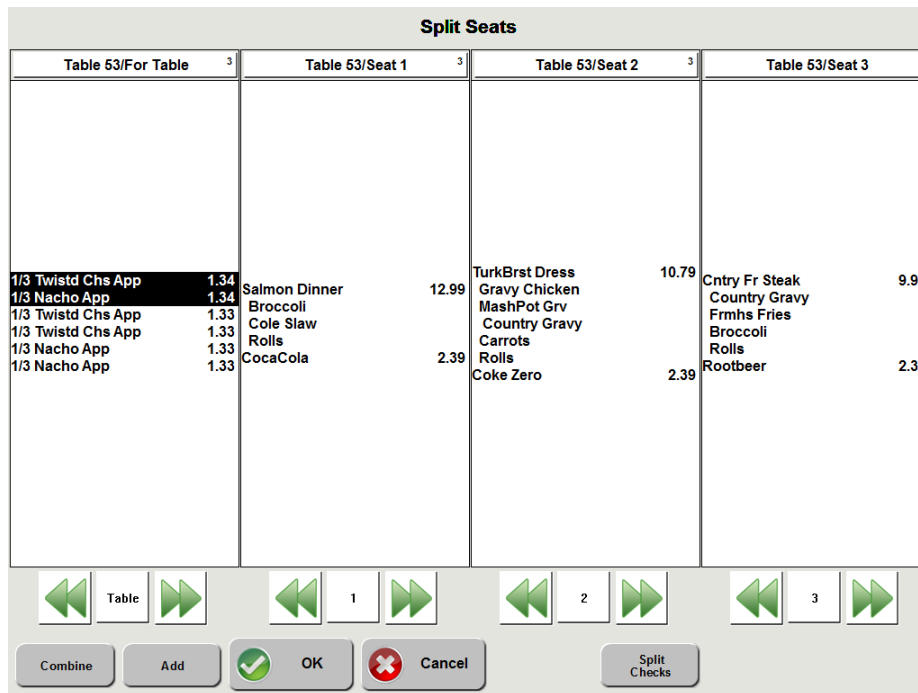
4. The **Enter Quantity** screen will appear. Enter the number of guests who will be splitting the cost of the item. The item is divided into that many separate lines on the guest check.



- Once the quantity has been entered, select the **Split Seat** button to move the divided items to each appropriate seat.



- Touch one of the partial items to move to each seat.
- Then touch the seat to move it to.



- Repeat steps 7 and 8 for remaining items split.
- Touch the **OK** button.

Splitting Seats

The split seat function is needed if you ring in an order on the wrong seat.

1. From the **Floor Plan** screen, select the appropriate table.
2. Touch the **Split Seat** button at the top of the screen.

The screenshot shows the POS interface for Table 53. At the top, there are buttons for 'Delete All', 'Split Check', 'Split Seat' (circled in red), 'Done', 'Dine In', 'Don't Make', 'Carry Out', and 'Catering'. Below the table header, there are three columns representing seats 1, 2, and 3. The menu items are organized into categories: Beverages, Eggs Combo, Sausage Classic, Omelet, From Griddle, Hotcakes, Brkfst 10-\$6, Fit From Farm, and Brkfst AlaCart. The items are assigned to seats as follows:

- Seat 1:** Buttermilk Hotcakes, Pecan Hotcakes, Hotcake DblBluBry Cmbo, Hotcake Cherry Cmbo
- Seat 2:** Blueberry Hotcakes, Multi Grain Hotcakes, Hotcake DblChoc Combo
- Seat 3:** Cinnamon Hotcakes, ChocChip Hotcakes, Hotcake Cinnamon Supreme Combo, Hotcake Apple Cinnamon Combo

At the bottom, there are buttons for 'Print', 'Next Seat', 'Transfer', 'Confirm Takeout', 'Guest Mgmt', 'Item Lookup', 'Quantity', 'Query Gift Card', 'Modify', 'Delete', and 'Print Receipt'.

3. If an additional seat is needed, then touch the **Add** button to add seats.

The screenshot shows the 'Split Seats' screen. It displays a table with four columns: 'Table 53/For Table', 'Table 53/Seat 1', 'Table 53/Seat 2', and 'Table 53/Seat 3'. The items are distributed as follows:

- Table 53/For Table:** (Empty)
- Table 53/Seat 1:** Salmon Dinner (12.99), Broccoli, Cole Slaw, Rolls, CocaCola (2.39), 1/3 Twistd Chs App (1.34), 1/3 Nacho App (1.34), TurkBrst Dress (10.79), Gravy Chicken, MashPot Grv, Country Gravy, Carrots, Rolls, Coke Zero (2.39), 1/3 Twistd Chs App (1.33), 1/3 Nacho App (1.33)
- Table 53/Seat 2:** 4 Hots Btrmlk (6.99), 3 Bacon
- Table 53/Seat 3:** Cntry Fr Steak (9.99), Country Gravy, Frmhs Fries, Broccoli, Rolls, Rootbeer (2.39), 1/3 Twistd Chs App (1.33), 1/3 Nacho App (1.33)

At the bottom, there are buttons for 'Combine', 'Add' (circled in red), 'OK', 'Cancel', and 'Split Checks'. There are also navigation arrows for each column.

4. Touch the items to move to each seat. Then touch the correct seat inside the check that you want to move the item to.
5. Once you have all of the items moved to their correct seat(s), touch the **OK** button.

Split Seats			
Table 53/For Table 4	Table 53/Seat 1 4	Table 53/Seat 2 4	Table 53/Seat 4 4
	Salmon Dinner 12.99 Broccoli Cole Slaw Rolls CocaCola 2.39 1/3 Twistd Chs App 1.34 1/3 Nacho App 1.34 TurkBrst Dress 10.79 Gravy Chicken MashPot Grv Country Gravy Carrots Rolls Coke Zero 2.39 1/3 Twistd Chs App 1.33 1/3 Nacho App 1.33	4 Hots Btrmlk 6.99 3 Bacon	

Table

1

2

4

Combine
Add
OK
Cancel
Split Checks



EXERCISE #7 – Use the POS TERMINAL for this exercise.

EXERCISE: **Splitting Seats**

WHO: **Server**

This exercise will allow you to practice what you've learned.

- Ring in an order for two guests all under seat 1, and then split the seats.

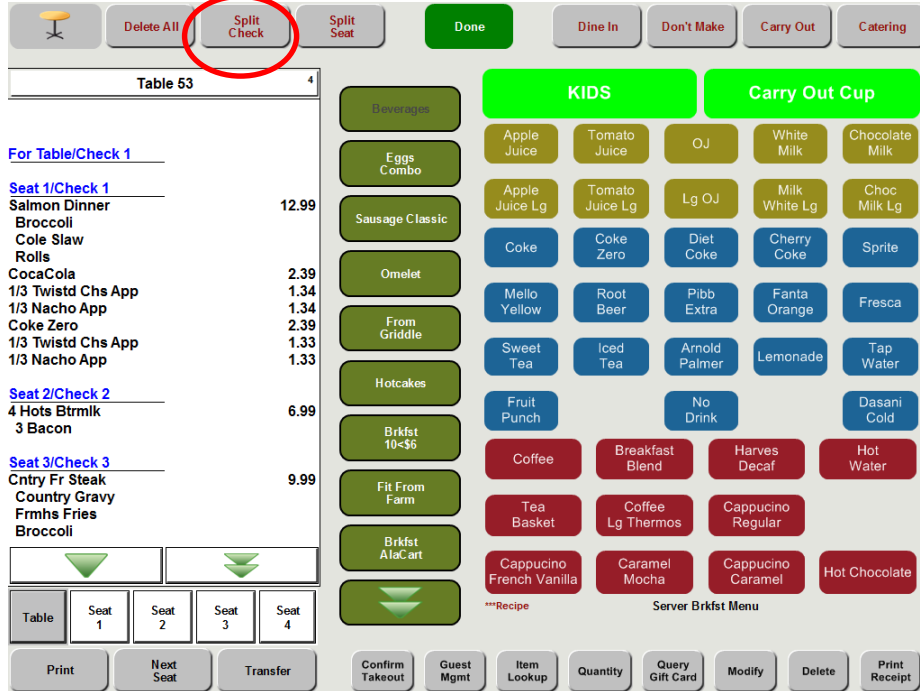
Take notes on the steps you used or questions you may have:

- _____
- _____
- _____
- _____
- _____
- _____

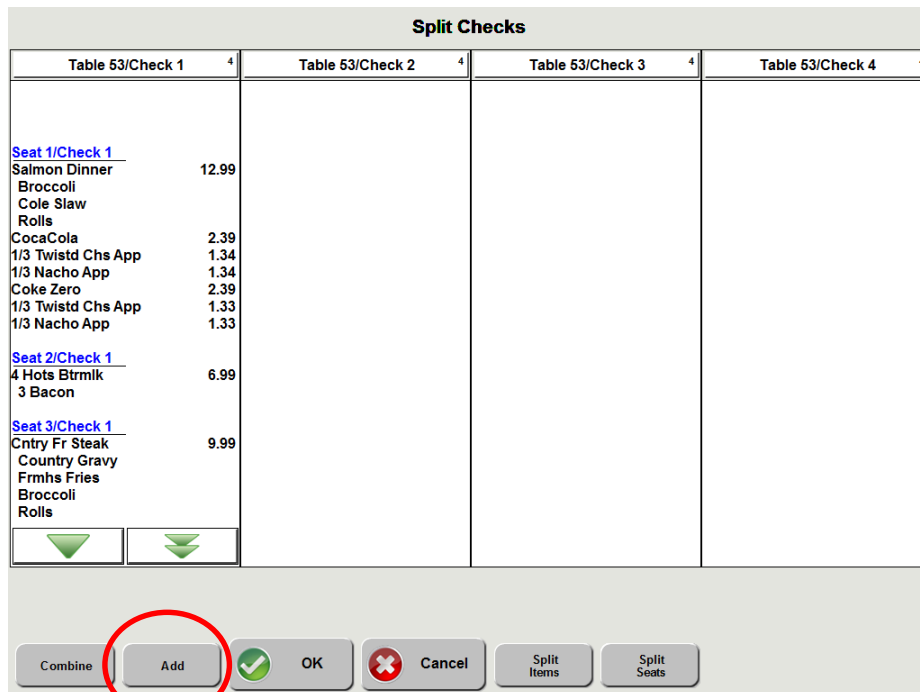
Splitting Checks

Splitting checks is a fairly common guest request. Our ALOHA POS system makes it easy!

1. From the **Floor Plan** screen, select the appropriate table.
2. Next touch the **Split Check** button.



3. Touch the **Add** button for each new check you wish to add. For example, for four separate checks, touch the **Add** button 3 times.



- On the first check, touch the first seat you wish to move to another check. All items for that seat will be selected.

Split Checks

Table 53/Check 1 ⁴	Table 53/Check 2 ⁴	Table 53/Check 3 ⁴	Table 53/Check 4 ⁴
<p><u>Seat 1/Check 1</u></p> <p>Salmon Dinner 12.99</p> <p>Broccoli</p> <p>Cole Slaw</p> <p>Rolls</p> <p>CocaCola 2.39</p> <p>1/3 Twistd Chs App 1.34</p> <p>1/3 Nacho App 1.34</p> <p>1/3 Twistd Chs App 1.33</p> <p>1/3 Twistd Chs App 1.33</p> <p><u>Seat 2/Check 1</u></p> <p>4 Hots Btrmlk 6.99</p> <p>3 Bacon</p> <p>Water 0.00</p> <p><u>Seat 3/Check 1</u></p> <p>Cntry Fr Steak 9.99</p> <p>Country Gravy</p> <p>Frmhs Fries</p> <p>Broccoli</p> <p>Rolls</p>			

Combine Add OK Cancel Split Items Split Seats

- Touch the check to move those items to. Items will be moved to the new check.

Split Checks

Table 53/Check 1 ⁴	Table 53/Check 2 ⁴	Table 53/Check 3 ⁴	Table 53/Check 4 ⁴
<p><u>Seat 1/Check 1</u></p> <p>Salmon Dinner 12.99</p> <p>Broccoli</p> <p>Cole Slaw</p> <p>Rolls</p> <p>CocaCola 2.39</p> <p>1/3 Twistd Chs App 1.34</p> <p>1/3 Nacho App 1.34</p> <p>1/3 Twistd Chs App 1.33</p> <p>1/3 Twistd Chs App 1.33</p> <p><u>Seat 3/Check 1</u></p> <p>Cntry Fr Steak 9.99</p> <p>Country Gravy</p> <p>Frmhs Fries</p> <p>Broccoli</p> <p>Rolls</p> <p>Rootbeer 2.39</p> <p><u>Seat 4/Check 1</u></p> <p>Water 0.00</p> <p>1/3 Nacho App 1.33</p> <p>1/3 Nacho App 1.33</p>	<p><u>Seat 2/Check 1</u></p> <p>4 Hots Btrmlk 6.99</p> <p>3 Bacon</p> <p>Water 0.00</p>		

Combine Add OK Cancel Split Items Split Seats

- Repeat until all seats are moved to the correct check.
- Touch the **OK** button.
- Once returned to the Order Entry screen, touch **Print All**.





POS TERMINAL EXERCISE #8 – Use the POS TERMINAL for this exercise

EXERCISE: Splitting the Check

WHO: Server, Carry Out Specialist

This exercise will provide you the opportunity to practice splitting a check among multiple guests.

➤ Using the check from POS Terminal Exercise #2 example #1, split the check among the 3 guests.

Take notes on the steps you used or questions you may have:

- _____

➤ Using the check from POS Terminal Exercise #2 example #2, split the check among the 6 guests into 3 checks as follows: Guest 1 & 5, 2 & 4, 3 & 6.

Take notes on the steps you used or questions you may have:

- _____



POS TERMINAL EXERCISE #9 – Use the POS TERMINAL for this exercise

EXERCISE: Splitting the Check

WHO: Server, Carry Out Specialist

This exercise will provide you the opportunity to practice combining a check among multiple guests.

➤ Using the checks from POS Terminal Exercise #2 example #1, combine the 3 checks into 1.

Take notes on the steps you used or questions you may have:

- _____

➤ Using the checks from POS Terminal Exercise #2 example #2, combine the 3 checks into 1.

Take notes on the steps you used or questions you may have:

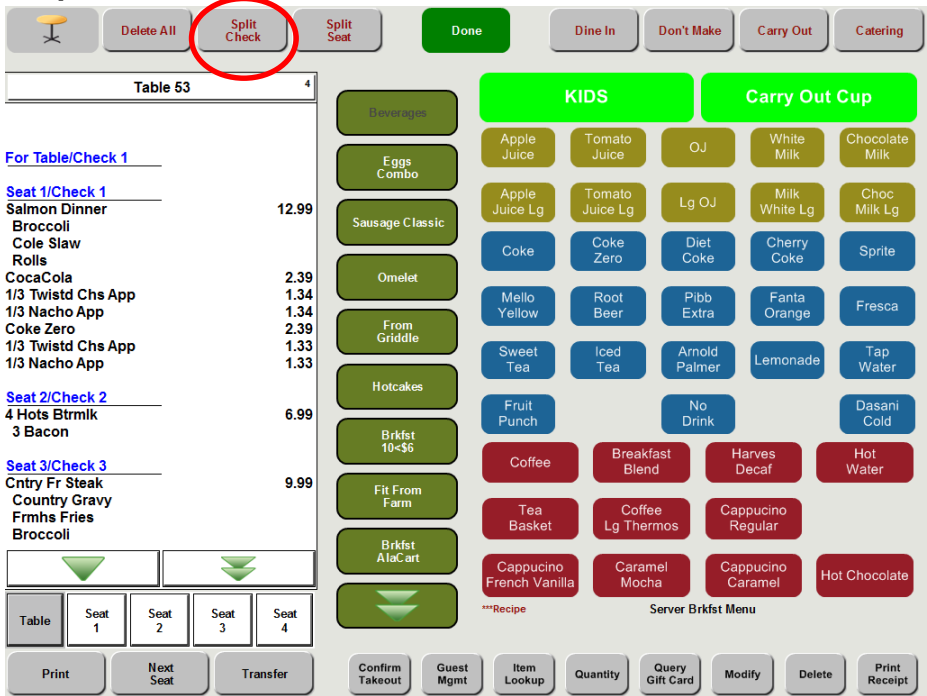
- _____

COMBINING SEPARATE CHECKS AT THE SAME AND DIFFERENT TABLES

Combining Separate Checks at the same table

There will also be times that guests ask for separate checks at the beginning of their dining experience and then may change their minds during the course of their meal and want one check.

1. From the **Floor Plan** screen, select the appropriate table.
2. Touch the **Split Check** button.



- The checks will appear in the **Split Checks** screen. Touch the items on the guest check that you wish to combine to another check.

Split Checks			
Table 53/Check 1 ⁴	Table 53/Check 2 ⁴	Table 53/Check 3 ⁴	Table 53/Check 4 ⁴
<u>Seat 1/Check 1</u> Salmon Dinner 12.99 Broccoli Cole Slaw Rolls CocaCola 2.39 1/3 Twistd Chs App 1.34 1/3 Nacho App 1.34 Coke Zero 2.39 1/3 Twistd Chs App 1.33 1/3 Nacho App 1.33	<u>Seat 2/Check 1</u> 4 Hots Btrmlk 6.99 3 Bacon	<u>Seat 3/Check 1</u> Cntry Fr Steak 9.99 Country Gravy Frmhs Fries Broccoli Rolls Rootbeer 2.39 1/3 Twistd Chs App 1.33 1/3 Nacho App 1.33	<u>Seat 4/Check 1</u> TurkBrst Dress 10.79 Gravy Chicken MashPot Grv Country Gravy Carrots Rolls

Combine Add OK Cancel Split Items Split Seats

- Next touch inside of the check that you want the items to be combined with.

Split Checks			
Table 53/Check 1 ⁴	Table 53/Check 2 ⁴	Table 53/Check 3 ⁴	Table 53/Check 4 ⁴
<u>Seat 1/Check 1</u> Salmon Dinner 12.99 Broccoli Cole Slaw Rolls CocaCola 2.39 1/3 Twistd Chs App 1.34 1/3 Nacho App 1.34 Coke Zero 2.39 1/3 Twistd Chs App 1.33 1/3 Nacho App 1.33	<u>Seat 2/Check 1</u> 4 Hots Btrmlk 6.99 3 Bacon	<u>Seat 3/Check 1</u> Cntry Fr Steak 9.99 Country Gravy Frmhs Fries Broccoli Rolls Rootbeer 2.39 1/3 Twistd Chs App 1.33 1/3 Nacho App 1.33	<u>Seat 4/Check 1</u> TurkBrst Dress 10.79 Gravy Chicken MashPot Grv Country Gravy Carrots Rolls

Combine Add OK Cancel Split Items Split Seats

- Repeat these steps until you have combined all of the necessary checks.
- Touch the **OK** button.



Combining Separate Checks from different tables

There will be times when a guest in the restaurant would like to pay for another guest's check that is not at the same table.

- An example would be there are two guests dining at table 23 and they would like to pay for the guest who is sitting at table 31.

Combining checks from two separate tables can be done by doing the following procedure.

1. From the **Floor Plan** screen, select the table that you want the check to be moved from.
2. Then select the **Print** button to print the check.

The screenshot displays the POS interface for Table 23. At the top, there are control buttons: Delete All, Split Check, Split Seat, Done, Dine In, Don't Make, Carry Out, and Catering. Below these, the table number 'Table 23' is shown with a '3' next to it. The main menu is organized into several sections:

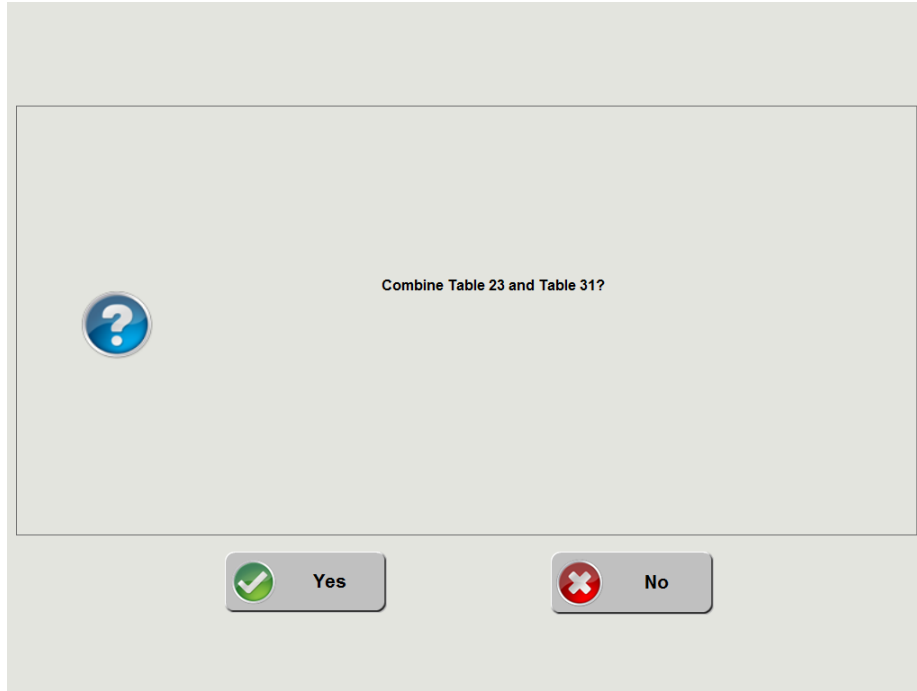
- Beverages:** Includes items like Apple Juice, Tomato Juice, OJ, White Milk, Chocolate Milk, Apple Juice Lg, Tomato Juice Lg, Lg OJ, Milk White Lg, Choc Milk Lg, Coke, Coke Zero, Diet Coke, Cherry Coke, Sprite, Mello Yellow, Root Beer, Pibb Extra, Fanta Orange, Fresca, Sweet Tea, Iced Tea, Arnold Palmer, Lemonade, Tap Water, Fruit Punch, No Drink, and Dasani Cold.
- KIDS:** A highlighted green section.
- Carry Out Cup:** A highlighted green section.
- Other Items:** Includes Omelet, Valentines Day, From Griddle, Hotcakes, Brkfst 10-\$6, and Fit From Farm.
- Server Brkfst Menu:** Includes Coffee, Breakfast Blend, Harves Decaf, Hot Water, Tea Basket, Coffee Lg Thermos, Cappucino Regular, Cappucino French Vanilla, Caramel Mocha, Cappucino Caramel, and Hot Chocolate.

On the left side, there is a section for 'For Table' with three seats listed:

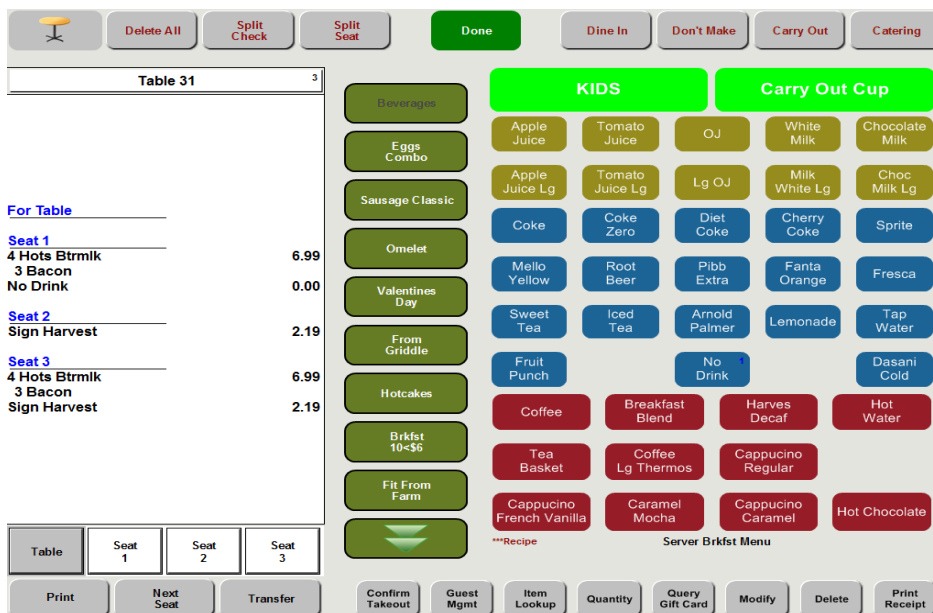
- Seat 1: Sign Harvest (2.19)
- Seat 2: 4 Hots Btrmlk, 3 Bacon, Sign Harvest (6.99)
- Seat 3: (2.19)

At the bottom, there are buttons for 'Print', 'Next Seat', 'Transfer', 'Confirm Takeout', 'Guest Mgmt', 'Item Lookup', 'Quantity', 'Query Gift Card', 'Modify', 'Delete', and 'Print Receipt'.

3. Then go back to the **Floor Plan** screen and select the table that you want to combine the check with.
4. Once the table has been opened, scan the bar code from the printed check of the table that you are adding to this check.
5. The following message will appear, select **Yes** or **No** accordingly.



6. The screen will flow back to the **Order Entry** screen and both tables will be combined onto one check.
 - When combining checks from two different servers, the individual receiving the table will need to have the other server print the check first. Once printed, you can scan and combine onto your table.

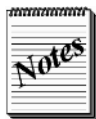


TRANSFERRING TABLES AND ACCEPTING TRANSFERRED TABLES

Transferring a Table

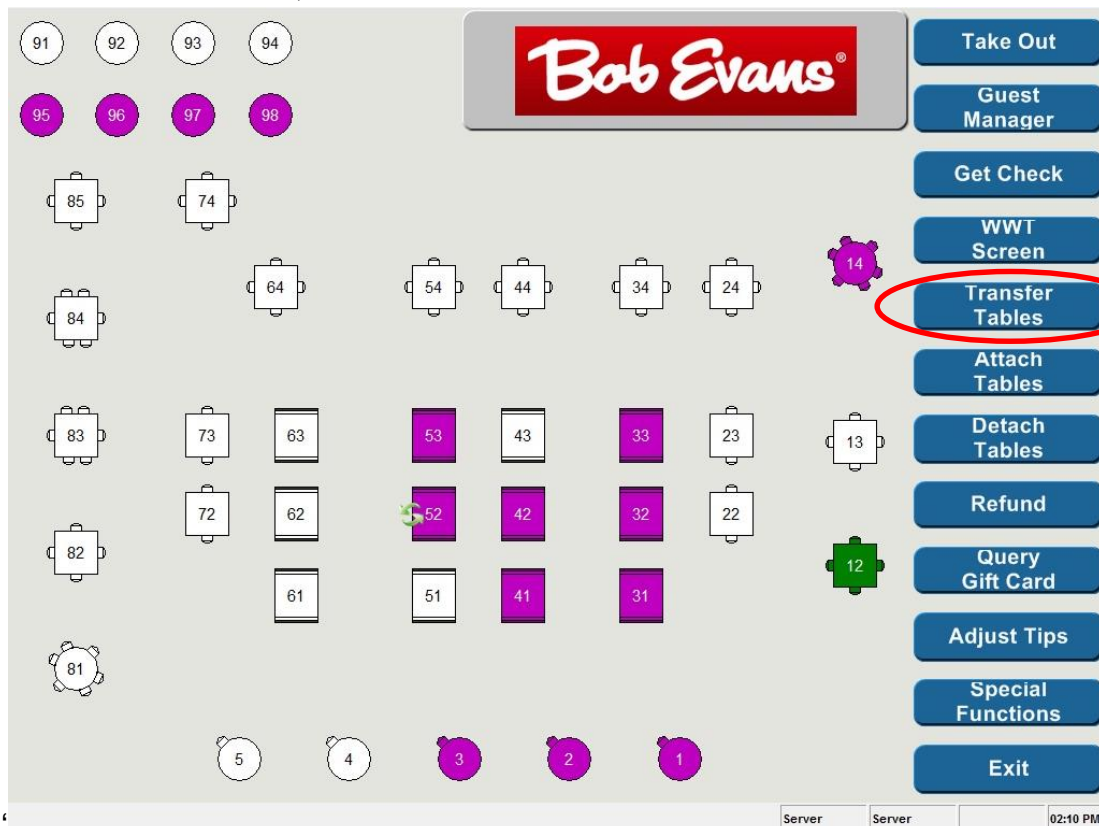
Transferring Tables will need to be done when you have guests who have not completed their dining experience and you are sent on break or sent home for the day.

- When you are ready to transfer a table you must have the server you are transferring it to with you to accept the transfer.
- Once that is complete and the new server has accepted the table then you will introduce the new server to the guests at the table. Let them know you are leaving and their new server will be taking care of them.

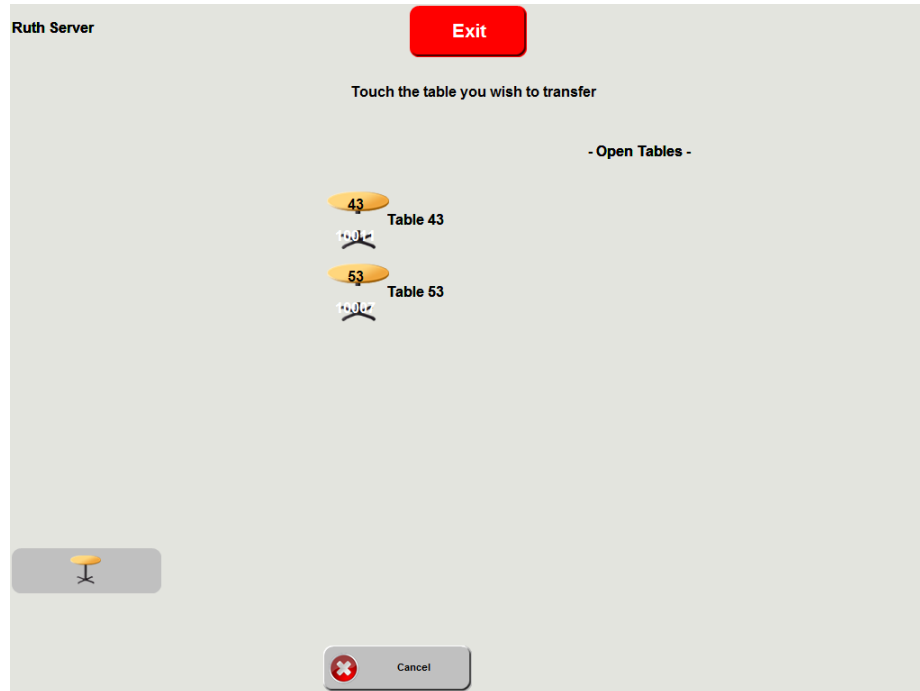


You **MUST** communicate with the individual you are transferring the table to so that they can accept the table.

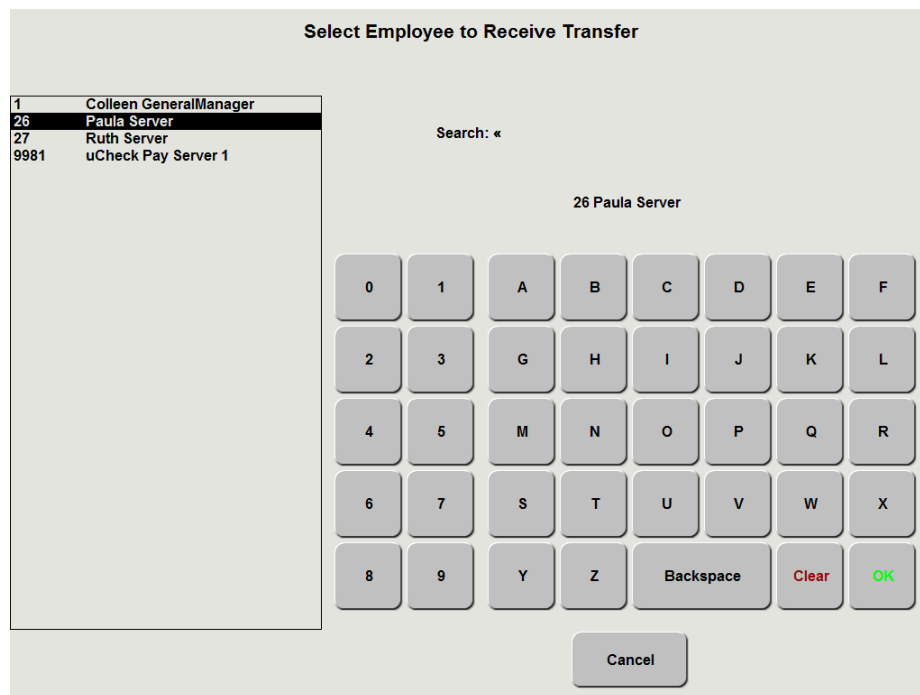
1. From the **Floor Plan**, touch the **Transfer Tables** button.



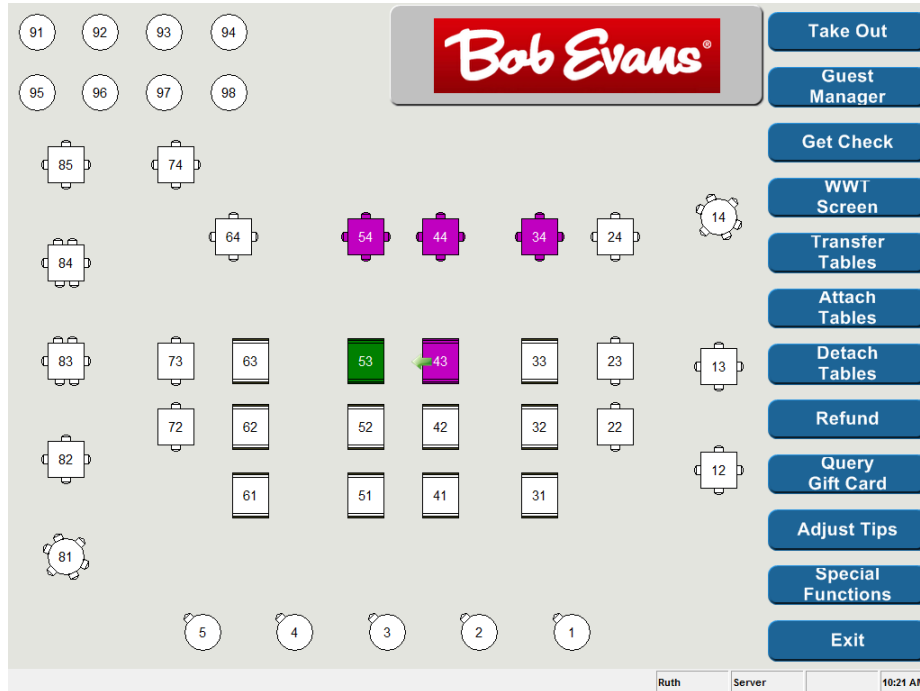
2. Touch the table you wish to transfer.



3. Next select the employee to receive the transferred table and then touch the **OK** button.



4. The transferred table will have a **Green** Arrow on top of it pointing away from the table.
 - The server you transferred table to will receive a message that they have a pending transfer. They will be able to Accept or Reject the table.
 - The individual who is accepting the table **MUST** accept immediately.
 - You cannot check out or go on break until the server you transferred the table to accepts it.



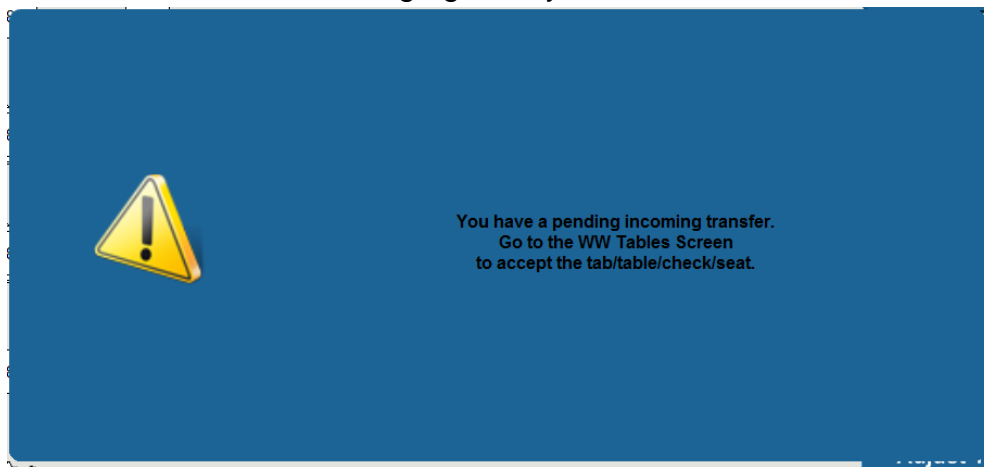
The table is still your responsibility until the transferee accepts the table or a manger force transfers the table.

Accepting a Transferred Table

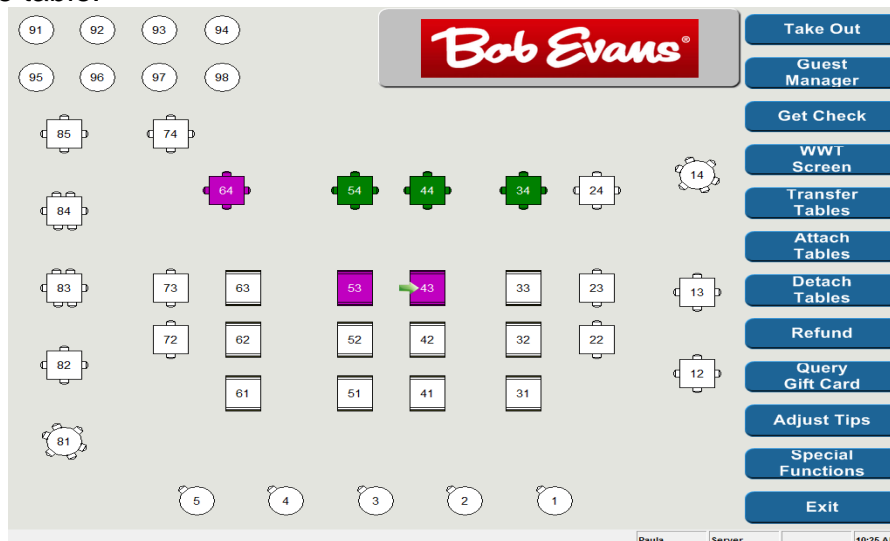
In addition to accepting a transferred table when coworker goes on break or whose shift is completed, the example below is another time you will accept tables for the following example.

EXAMPLE: A party sits in your section and sees friends sitting at another table and in another section. They ask their friends to join them to finish their meal. To get the checks for these new arrivals to your table have the server working the other section transfer the friends' table to you. Accept the transfer by combining the table with an existing table number.

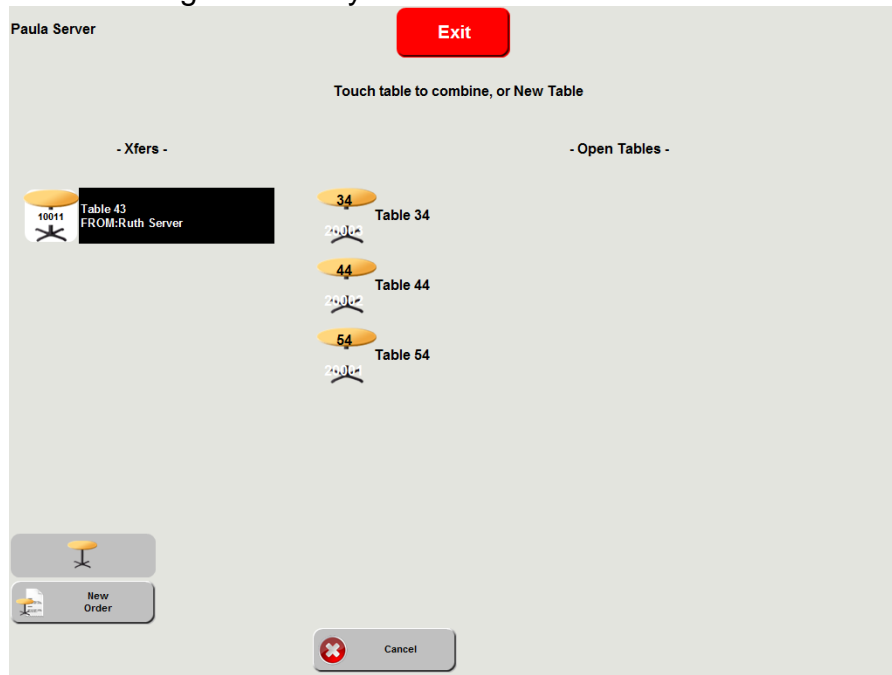
When you log into the POS, you will receive the following message:
Touch the screen to make the message go away.



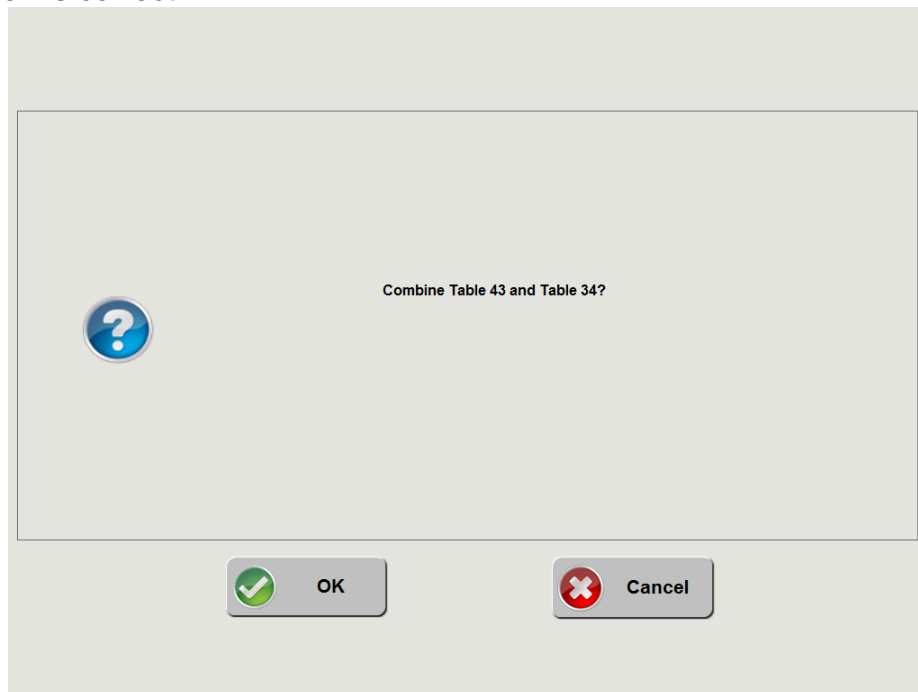
1. Begin the **Accepting Transferred Table** procedure by touching the table that has been transferred to you from the **Floor Plan** screen.
 - The transferred table will have a **Green** Arrow on top of it pointing towards the table.



2. Next touch the existing table that you want to combine the transferred table with.



3. A confirmation message will appear. Touch the **OK** button if the information on the screen is correct.



CHANGING GUEST COUNT

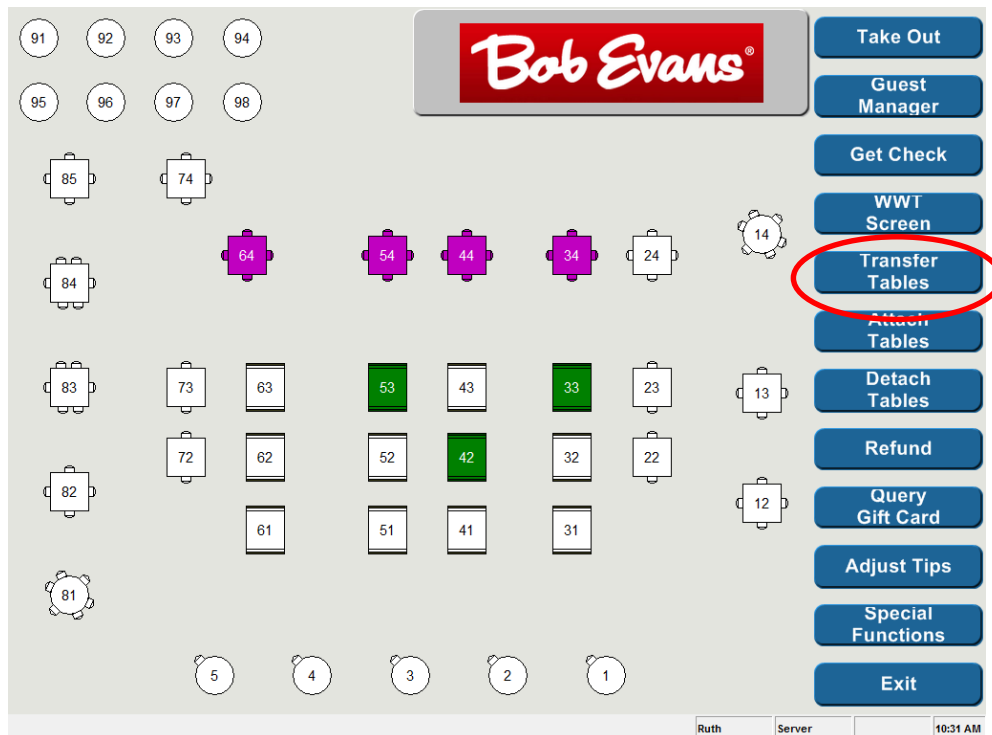
Changing the guest count on one of your tables would be done for one of the following reasons:

- If you entered the wrong count
- If a guest joins or leaves the table

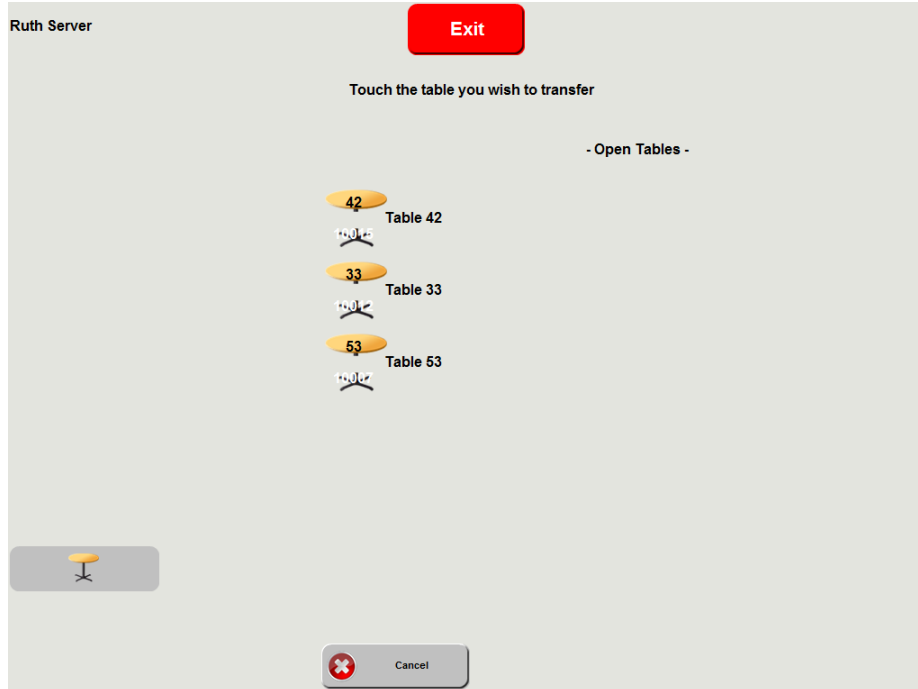
Incorrect guest counts alter the average sales for your restaurant and your price per person average (PPA), which is commonly used in server contests and in reporting.

Using this example we will change guest counts. Example: You started a table with four guests. Another guest joins the table unexpectedly. You would need to change the number of guests at the table for proper reporting.

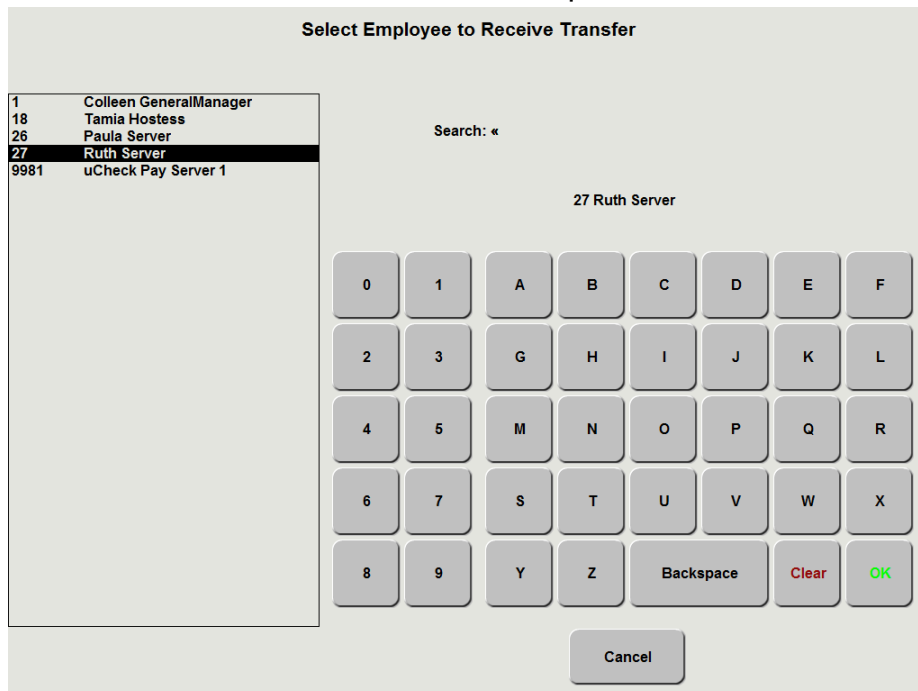
1. From the **Floor Plan**, select the **Transfer Tables** button.



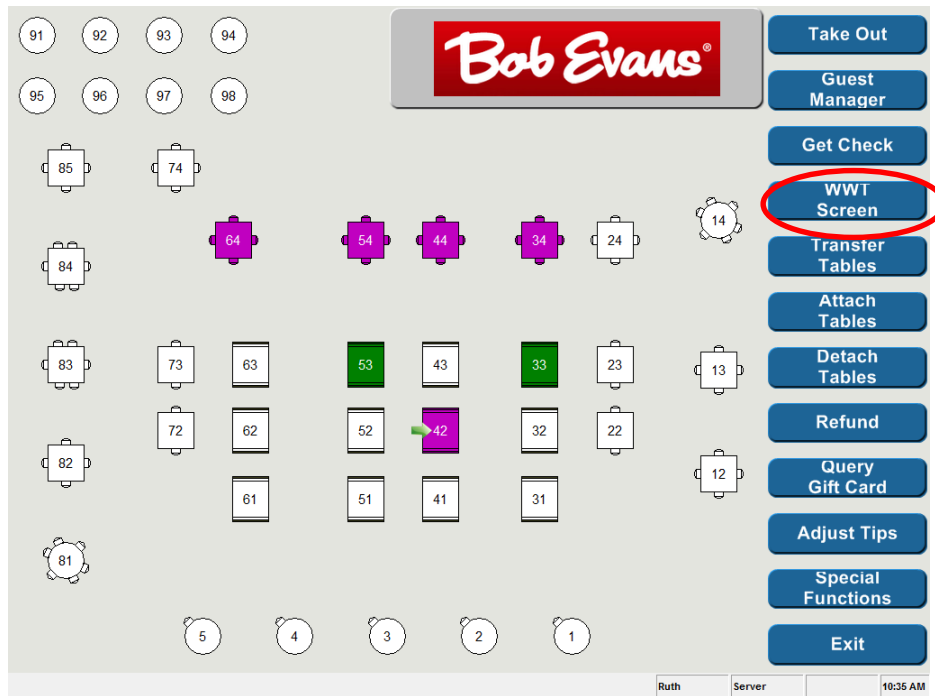
2. Touch the table you wish to transfer.



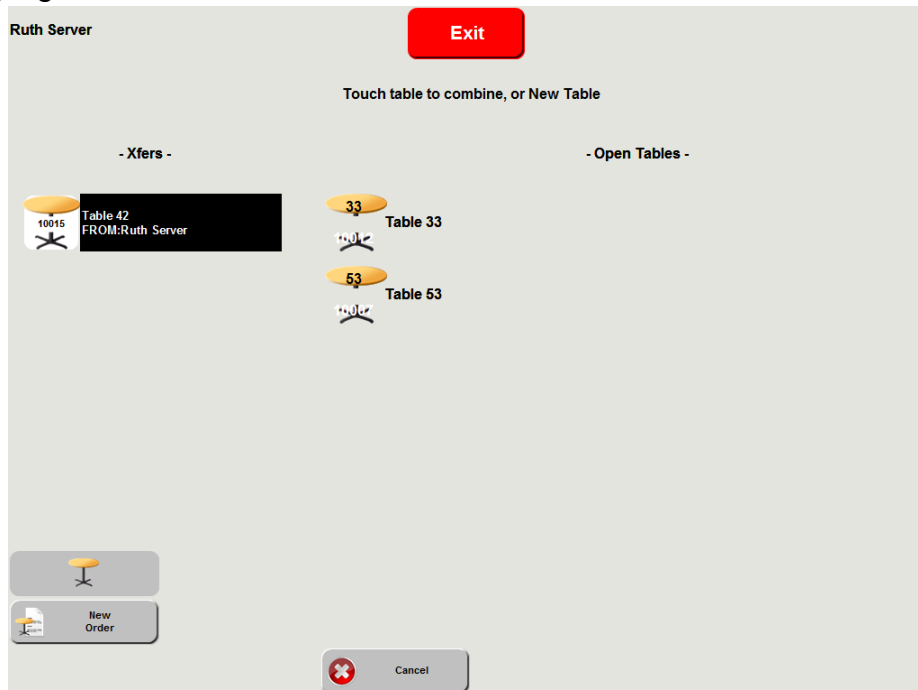
3. Select yourself to transfer the table to, and then press **OK** button.



- On the floor plan screen, the transferred table will have a **Green** arrow pointing to the transferred table.
- Touch the **WWT** button



- Next highlight the transferred table and select the **New Order** button.



7. Then enter the table number and the new guest count.
8. Once both are entered, touch the **OK** button.

Enter Guest Count

Table: 42«

Guests : 3«

42

1 2 3

4 5 6

7 8 9

Clear 0 OK

Cancel

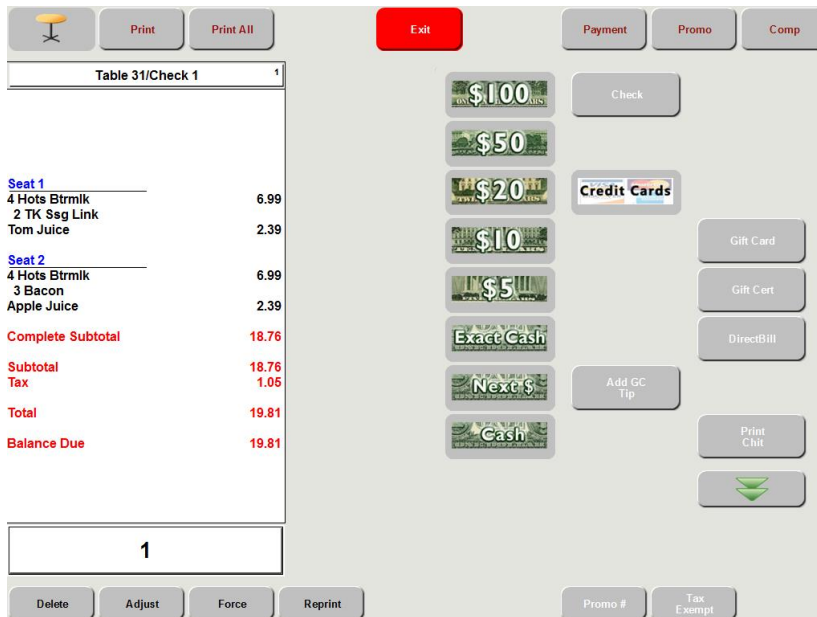
GUEST PAYMENTS

Closing a Check – Cash or Travelers Check

- Traveler's checks are processed in the same manner as cash
1. To begin the tendering check process, scan the guests check on the scanner.



2. Once the check has been scanned, the check will be recalled and the **Tender** screen will appear.
3. Tender screen will give you four different options to process a payment for a guest who is using cash or Traveler's Checks; **Cash Denomination**, **Exact Cash**, **Next \$** and **Cash** buttons.



- The **Cash Denomination** buttons; **\$100, \$50, \$20, \$10, and \$5** can be selected when cashing a guest out. To tender a check this way, simply select the correct dollar amount from the options displayed on the screen.



- Once the correct **Cash Denomination** button has been selected, the **Close** button will appear. To close the check, touch the **Close** button. The check will not automatically close.



- The **Exact Cash** button can be used when the guest gives you the exact payment amount.



- The **Close** button will appear once you have selected the **Exact Cash** button and the check has been paid in full. To close the check, touch the **Close** button. The check will not automatically close.



- Select the **Next \$** button when a guest has a bill that is the next dollar amount up from the total of the bill.



- The **Close** button will appear once you have selected the **Next \$** button and the check has been paid in full. To close the check, touch the **Close** button. The check will not automatically close.

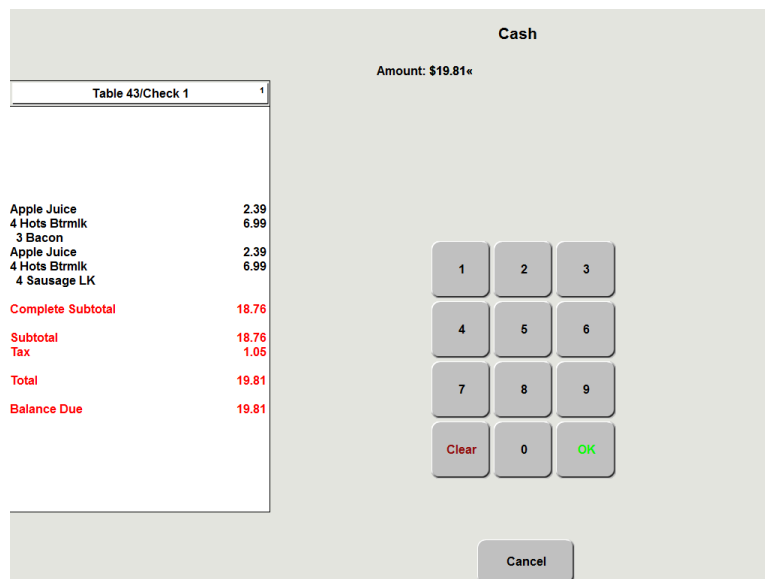


10. Manually enter the paid amount by selecting the **Cash** button.

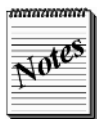


11. The next screen will prompt you to enter the cash amount on the number keyboard.

12. Once the cash amount has been entered, select the **OK** button.

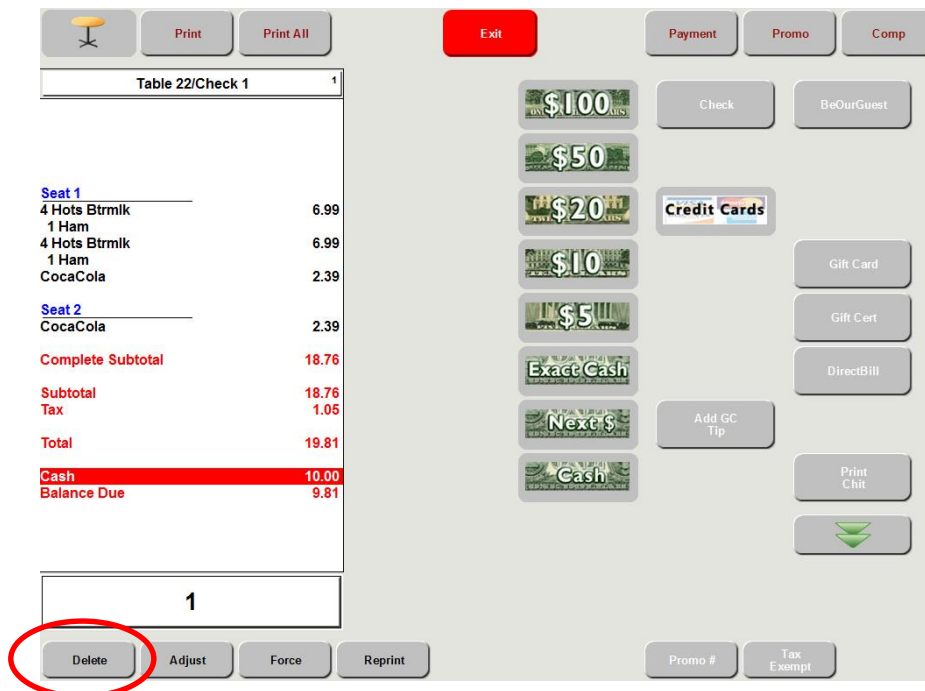


13. The screen will flow back to the **Cash Tender** screen where you will select the **Close** button.

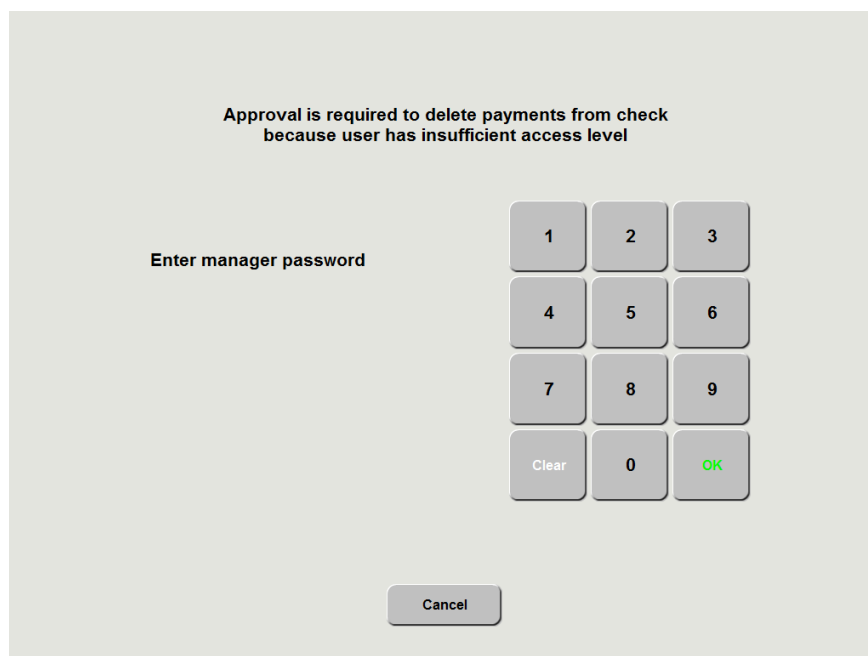


- If a guest gives you a traveler's check, watch the guest sign the check, and then enter as a cash payment and give cash change.
- Canadian currency – use the most recent conversion chart to convert to US dollars, then enter as cash and give cash change.

14. There may be times when you accidentally enter the wrong amount of cash for the bill. If this happens, you will simply delete the wrong amount entered.
15. Touch the incorrect cash amount in the check area and then select the **Delete** button.



16. A pop up screen will appear asking for a manager approval. Once you receive the manager approval, the screen will flow back to the **Cash Tender** screen where you reenter the correct amount.





POS TERMINAL EXERCISE #10 – Use the POS TERMINAL for this exercise

EXERCISE: Guest Payment

WHO: Cashier/Carry Out Specialist

This exercise will give you the opportunity to practice what you've learned.

- Your trainer will provide guest checks from POS Terminal exercise#6, checks #8 - 10. Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____
- _____

- Your trainer will provide guest checks from the previous exercise #13. Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____
- _____

- Your trainer will provide guest checks from the previous exercises #14-15. Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____
- _____

Closing a Check – Credit Card or Gift Card

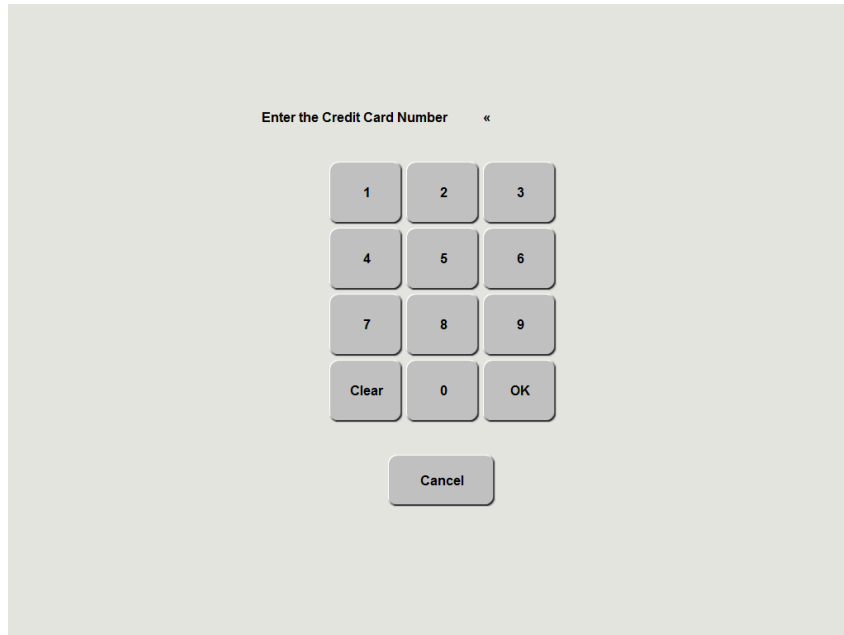
- The steps for paying with debit cards are the same as paying with credit card.
1. To begin the tendering check process, scan the guests check on the scanner.



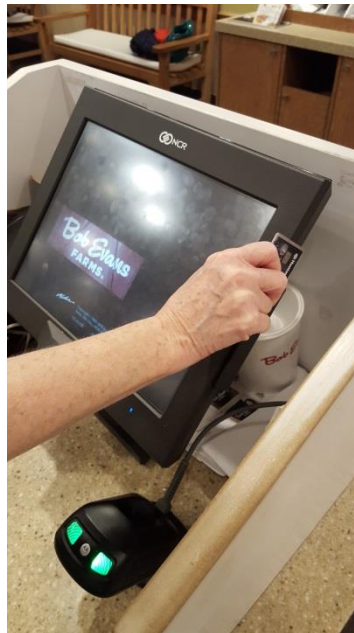
2. Once the check has been scanned, the check will be recalled and the **Tender** screen will appear.
3. Take the payment type from the guest and select the **Credit Card or Gift Card** button.



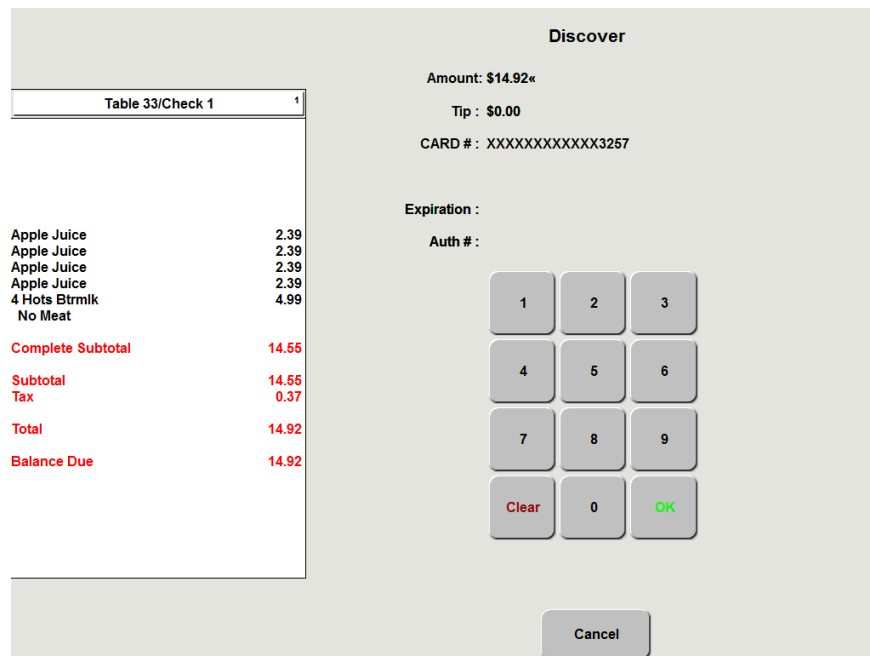
4. Once the appropriate button has been selected, a screen will appear with a number keyboard.
 - The **ONLY** time that you will use the number keyboard to manually enter the credit card/gift card number is if the card will not read when swiped.



5. Next swipe the guest's credit or gift card on the card reader on the POS terminal.
 - If the guest's card says "CHECK ID" on the back, ask the guest for a photo ID before handing the card back to them to ensure that the name on the ID matches the name on the card.



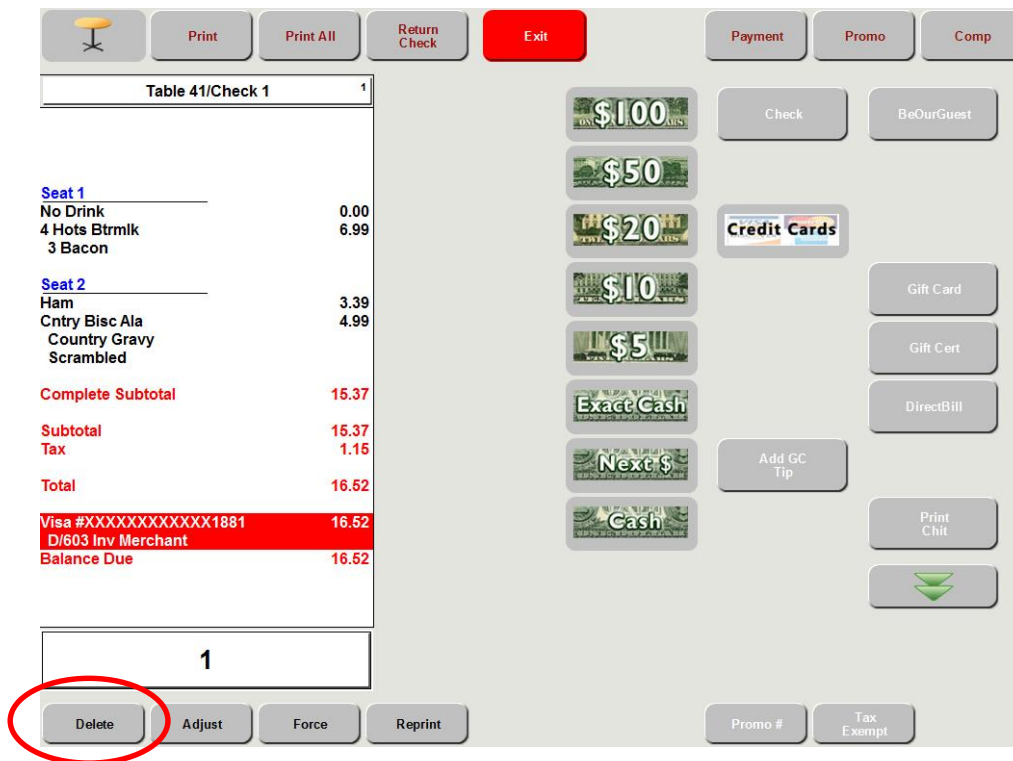
6. Once the card is swiped, the next screen will display the name of the credit card at the top, the amount, tip, card #, expiration date, auth #, and a number keyboard.
 - Select the **OK** button twice to process the entire transaction on the card given to you by the guest.
 - Sometimes a guest may wish to split their payment onto more than one card. For example, if a gift card only has three dollars available, the guest may use that amount, then pay the remaining balance using a different card.
 - Select **Clear** to remove the default amount to process, and then enter the amount the guest would like on that card. Check what you've entered, then select the **OK** button to confirm.



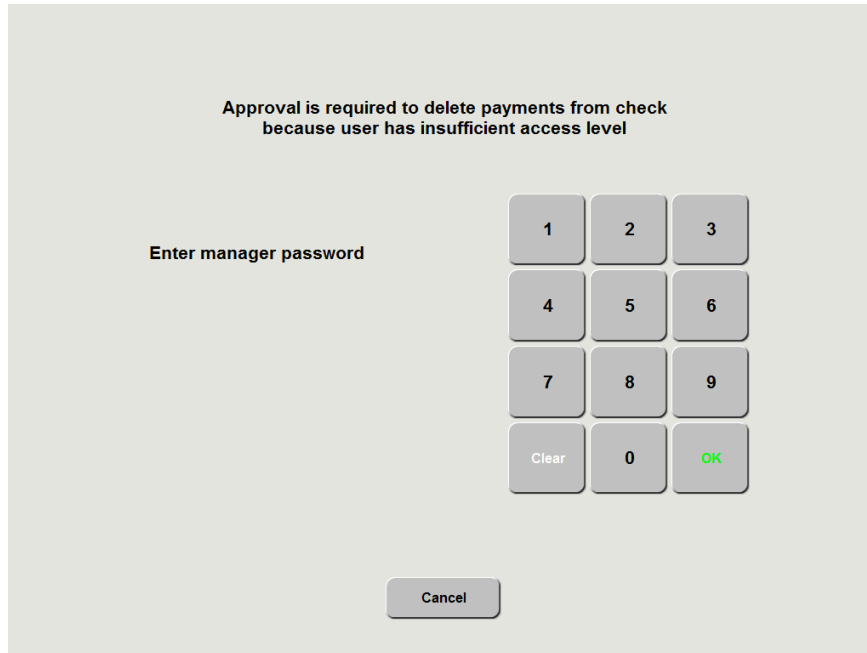
7. The system automatically prints two Credit Card or Gift Card receipts. Give the guest both copies of the receipt, a pen, and card(s) they paid with.
 - The guest's signature is required to validate the sale.
 - The guest will keep one copy and the other signed copy will be returned to the cashier.
8. Once the full amount of the bill has been paid by either a **Credit Card** or **Gift Card**, the screen will flow back to the **Cash Tender** screen.
 - If the guest has paid their bill with a **Credit Card**, you will select the **Close** button to close the check.
 - Checks that are paid with Credit Cards will not automatically close.
 - Guests can also leave a tip when using a Gift Card. An important difference in processing payment with a Gift Card is to **not close the check immediately**.

- You will need to wait until you get the signed receipt back from the guest to see if the guest has included a tip on the **Gift Card** receipt.
- If a tip has been included on the **Gift Card** receipt, you will follow the proper procedures for adding a tip, if there is no tip, and then you will select the **Close** button to complete the transaction.

9. There may be times when guests **Credit Card** will decline. When this occurs, you will need to delete the declined transaction off of the bill by touching the declined transaction in the check area and then select the **Delete** button.



10. A pop up screen will appear asking for manager approval.

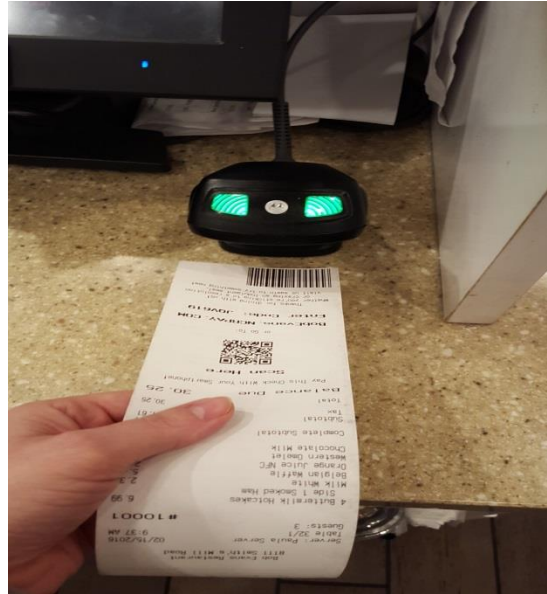


- Once you have received the manager approval, you will politely explain to the guest that their credit card did not go through and ask the guest for another form of payment to process.

Paying with Multiple Payment Types

Sometimes a guest may wish to pay using multiple payment types. For example, they may want to pay half of the check in cash, and pay the other half with a credit card.

1. To begin the tendering check process, scan the guests check on the scanner.



2. Once the check has been scanned, the check will be recalled and the **Tender** screen will appear.
 - If a guest is paying with cash and a credit card, process the cash payment first.

The screenshot shows the Aloha POS Tender screen. On the left, a check summary for 'Table 32/Check 1' is displayed. The summary includes items for three seats and a total balance due of 39.75. On the right, there are various payment options and buttons.

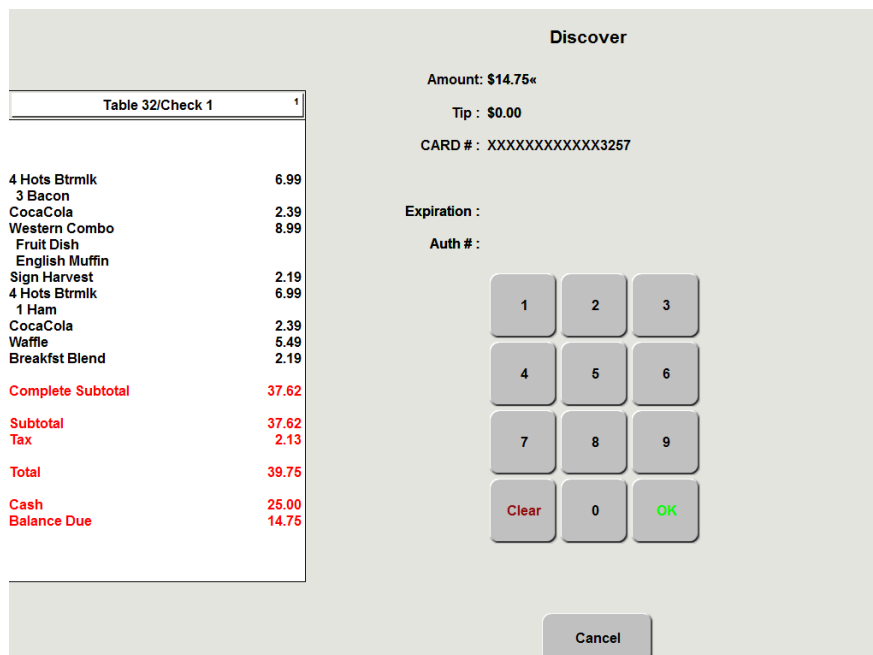
Table 32/Check 1	1
Seat 2	
Western Combo	8.99
Fruit Dish	
English Muffin	
Sign Harvest	2.19
Seat 3	
4 Hots Btrmilk	6.99
1 Ham	
CocaCola	2.39
Seat 4	
Waffle	5.49
Breakfst Blend	2.19
Complete Subtotal	37.62
Subtotal	37.62
Tax	2.13
Total	39.75
Balance Due	39.75

Payment options on the right include: \$100, \$50, \$20, \$10, \$5, Exact Cash, Next \$, and Cash. Other buttons include: Check, BeOurGuest, Credit Cards, Gift Card, Gift Cert, DirectBill, Add GC Tip, Print Chit, Print, Print All, Exit, Payment, Promo, Comp, Delete, Adjust, Force, Reprint, Promo #, and Tax Exempt.

3. Enter the cash amount the guest has given you first by selecting one of the following buttons, **Cash Denomination**, **Exact Cash**, **Next \$** and **Cash** buttons.
4. Once the first form of cash payment has been processed, the screen will return to the **Cash Tender** screen.



5. Select the next form of payment, **Credit Card or Gift Card**.
6. For this example we will be selecting the credit card button. Once selected, the Credit Card screen will appear with the remaining balance located under the Amount on the screen.
7. If the guest would like the checks remaining balance paid on their credit card, select the **OK** button twice to process the payment and then close the check.

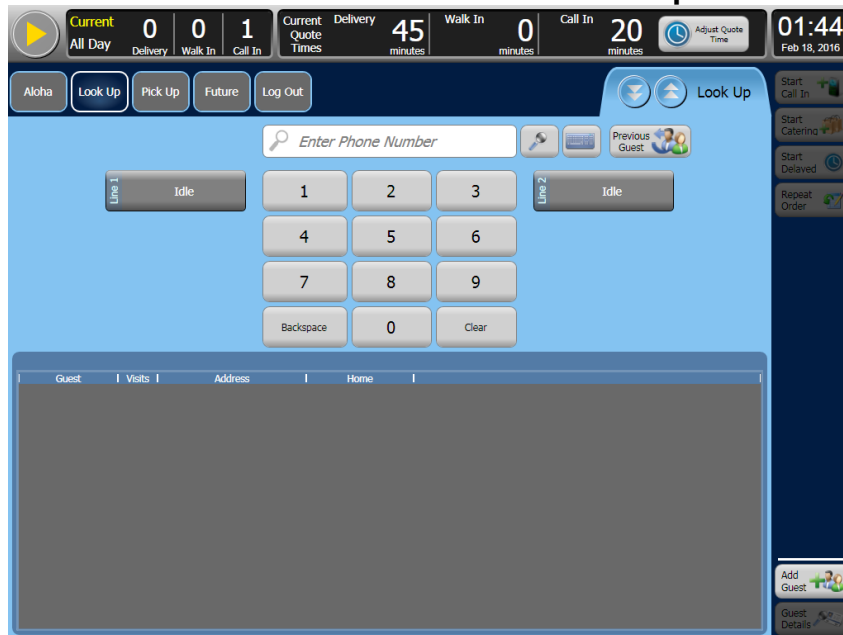


Entering Credit and Gift Card Tips

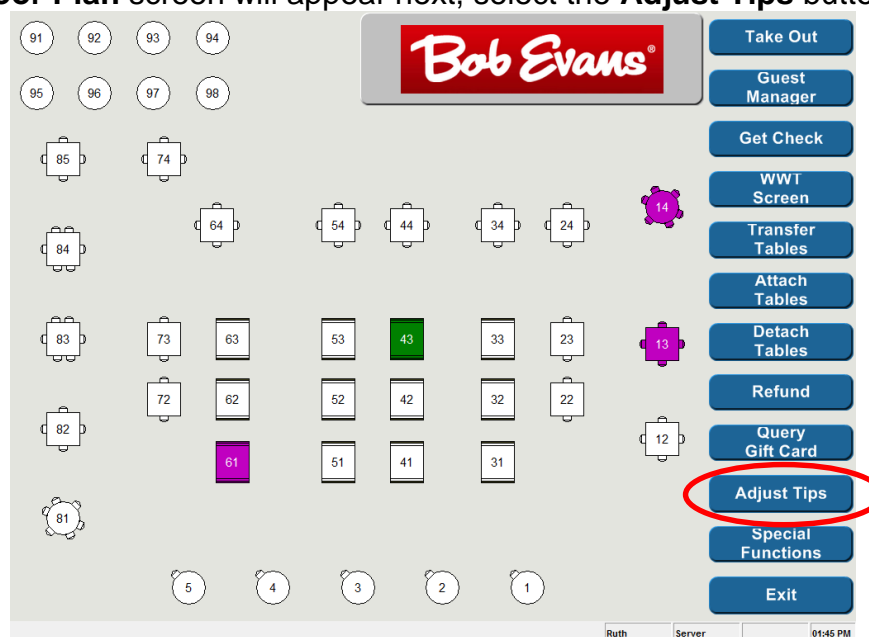
Carry out specialists and cashiers will be responsible for entering credit card tips into the system. This procedure will be done at the end of each shift, prior to running your checkout report. Once you have entered the credit card tip, put a check mark on the credit card slip to verify that the tip has been entered.

Credit Card Tips

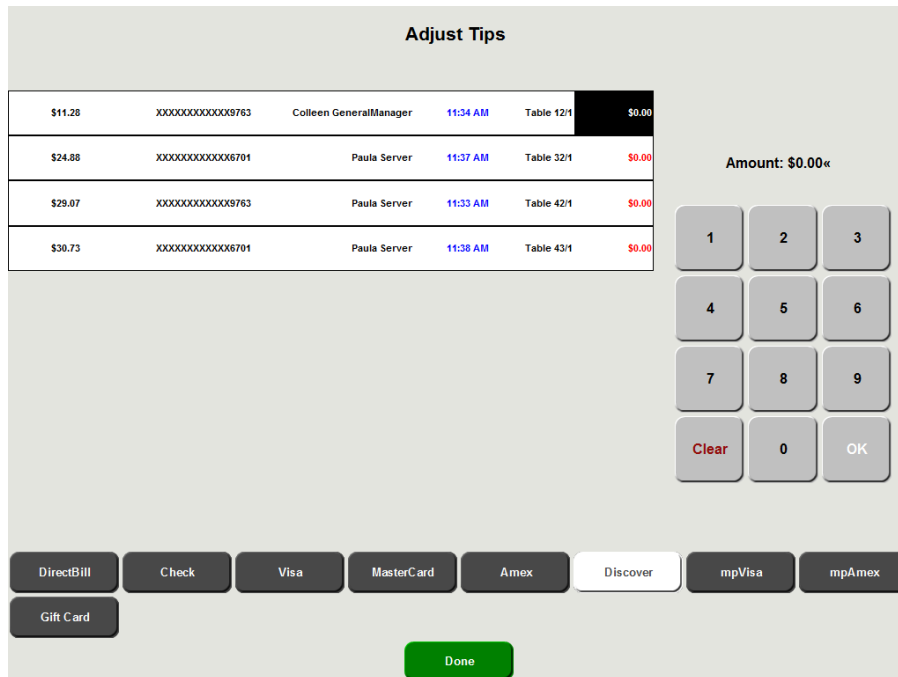
1. Log in and then select the **ALOHA** button on the **Look Up** screen.



2. The **Floor Plan** screen will appear next, select the **Adjust Tips** button.



3. Next select the appropriate credit card type; **Visa, MasterCard, Amex, or Discover** button that is associated with the credit card receipt you are entering the tip for.
4. From the list of tendered credit card transactions, look for the following to identify the proper check that you will be entering the credit card tip.
 - Last 4 digits of the credit card number on the slip
 - Table number
 - Amount of the check
5. Enter the correct tip amount using the numeric keypad and touch the **OK** button.
6. Once the tip has been entered put a check mark on the credit card slip to verify that the tip has been entered and place the signed receipt back into the cash drawer.



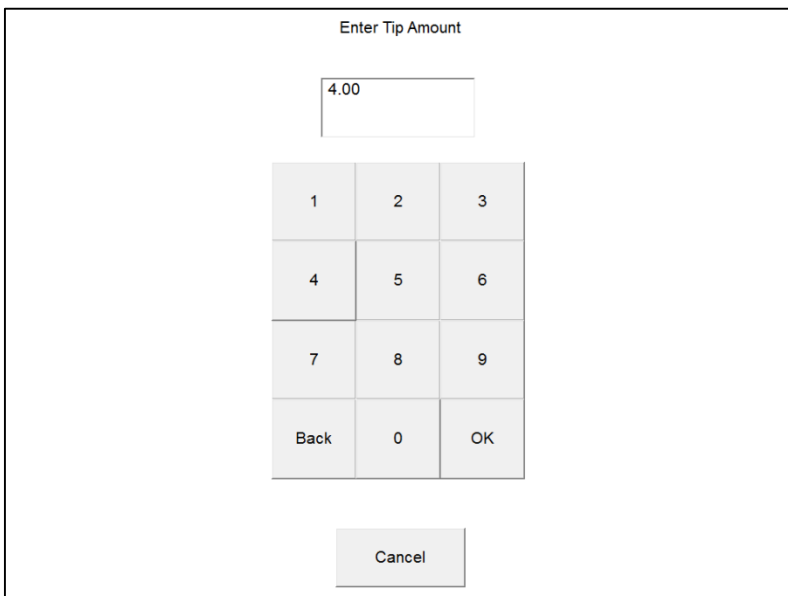
Gift Card Tips

Adding Gift Card tips will be a different process than adding a Credit Card tip. The Gift Card tip will be added during the payment process before the check has been closed. Once the **Gift Card** has been processed, give the guest the two receipts to sign.

1. If the guest has added a tip to the Gift Card, then select the Add GC button and then enter the amount on the next screen.
2. Select **Add GC Tip** button.



3. Enter the tip amount on the next screen then select the **OK** button.



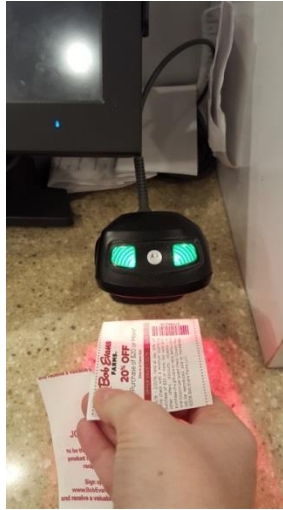
4. Once you have entered the tip the screen will flow back to the **Cash Tender** screen where the tip will be added and select **Close** button.



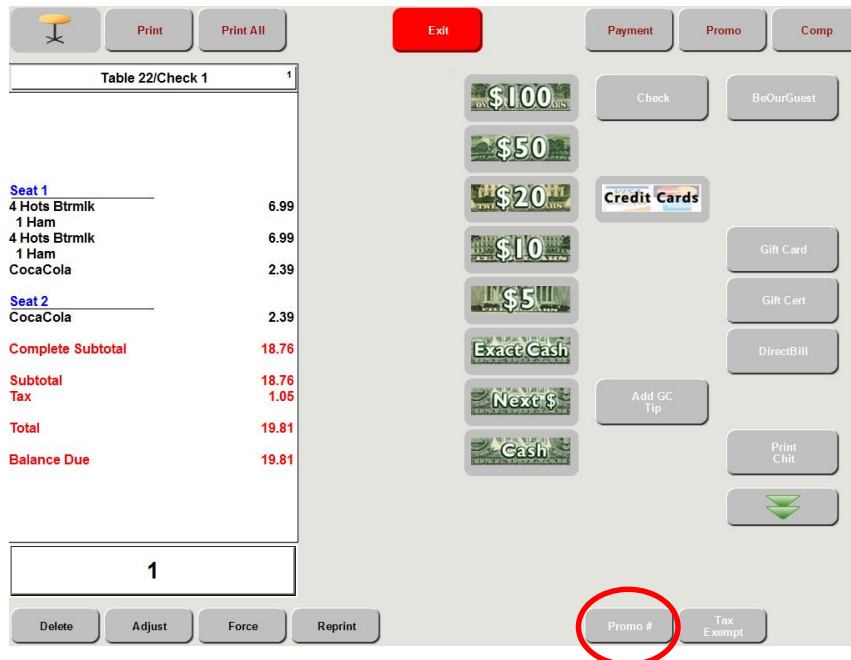
Applying a Discount: Coupons

Bob Evans frequently sends guests coupons to use on their next visit. These coupons may be paper or digital. They are processed the same way.

1. First scan the guests' check and then scan the coupon bar code to begin the discounting process.
 - If a guest is presenting a coupon on their phone, you will scan the bar code that appears on the guest's phone the same way as you do a paper coupon.
 - Once the coupon has been scanned, the amount will automatically be deducted from the guest check



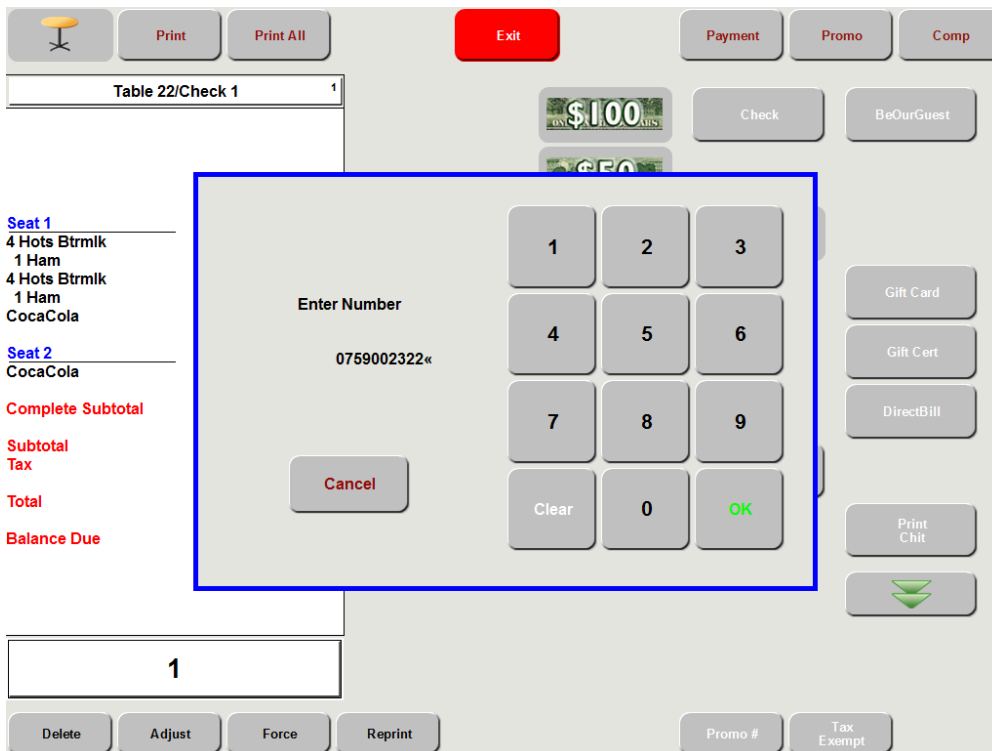
2. If the coupon is not recognized, you will select the Promo# button, which will require a manager's approval.



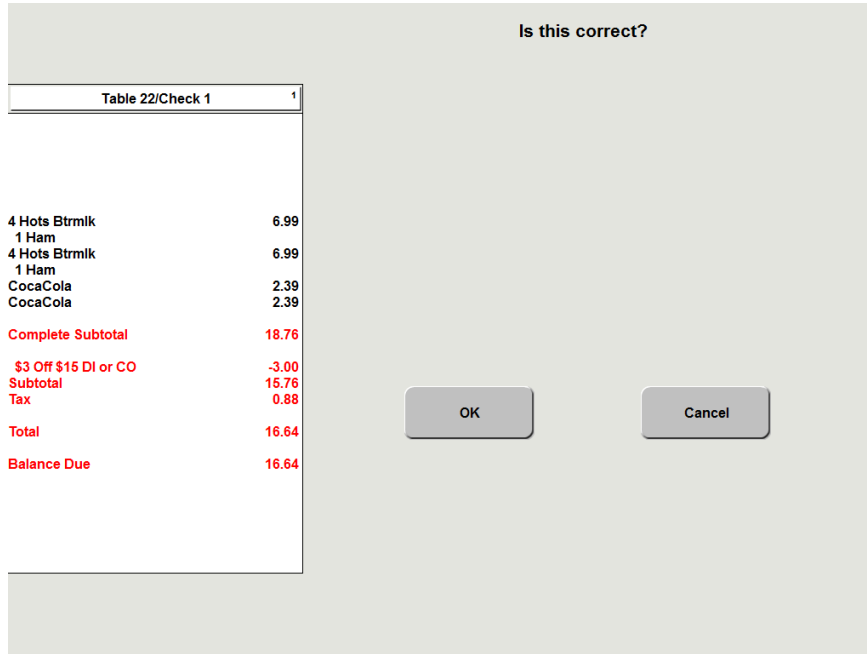
- Once you have a manager's approval, the next screen will prompt you to enter the SKU number from the coupon. Once the number has been entered, select the **OK** button.



SKU
Number



- The next screen will show the discount applied to the check. Double check that the coupon discount is correct. then select **OK** button.



- After the discount has been deducted, you will need to staple the coupon to the guest check and write **VOID** on the paper coupon.
- Continue to process payment for the remaining amount of the guest check.
- Place the guest check with the stapled coupon into the cash drawer.



- Coupons have no cash back value
- ALL coupons MUST be turned in during checkout
- Be sure ALL requirements on the coupon have been

ALOHA TAKE OUT

Our POS has the ability to recall the guest's order history! It's a great feature that will WOW our guests and make your job EASIER. When you enter the guest's phone number, their name and order history will display. The new system also has caller ID for our guests calling in to place their order. To create the order history, always ask the guest for their phone number and first and last name if they are not in our system.

NOTE: If a guest does not want to give you their first and last name, you will simply add Carry as the first name and Out as the last name. DO NOT deviate from this or make up names for guests.

Walk-In Guest please says the following: "Welcome, would you like to place a carry out order? Assuming guest answers yes... Say "May I have your phone number please?"

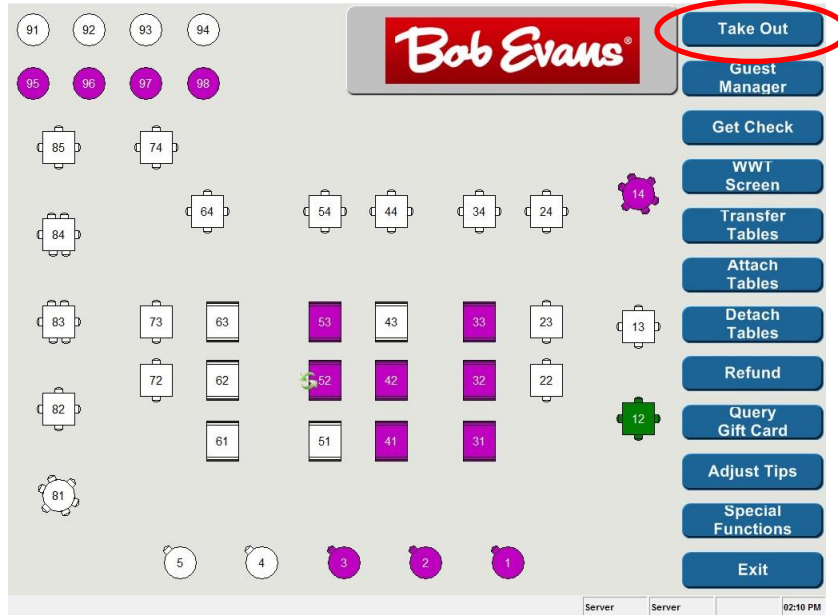
Call-In guest please say the following: "Thank you for Calling Bob Evans <say location>, my name is <insert> Would you like to place a carry out order today?"



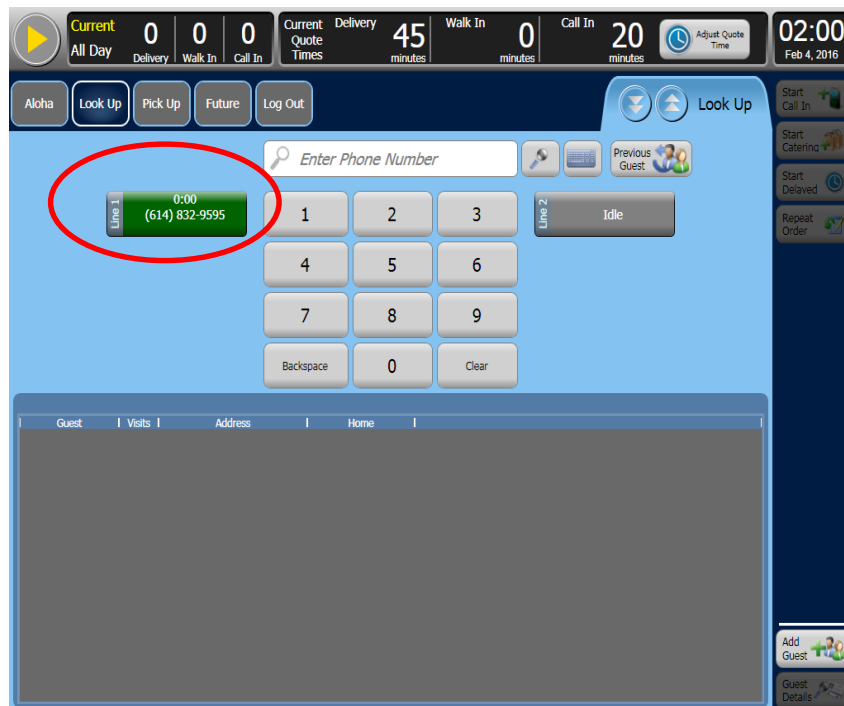
Carry Out Order: Walk-In or Call-In Guest who is already in our system

When a guest walks-in to the restaurant wanting to place a carry out order, please follow the steps below.

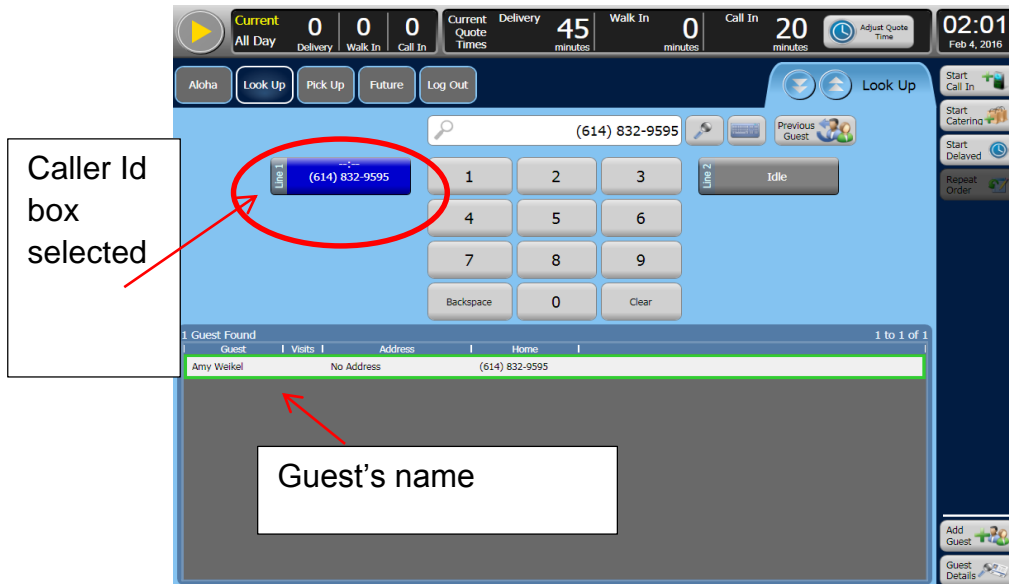
1. Begin a carry out order by selecting the **Take Out** button on **Floor Plan** screen.



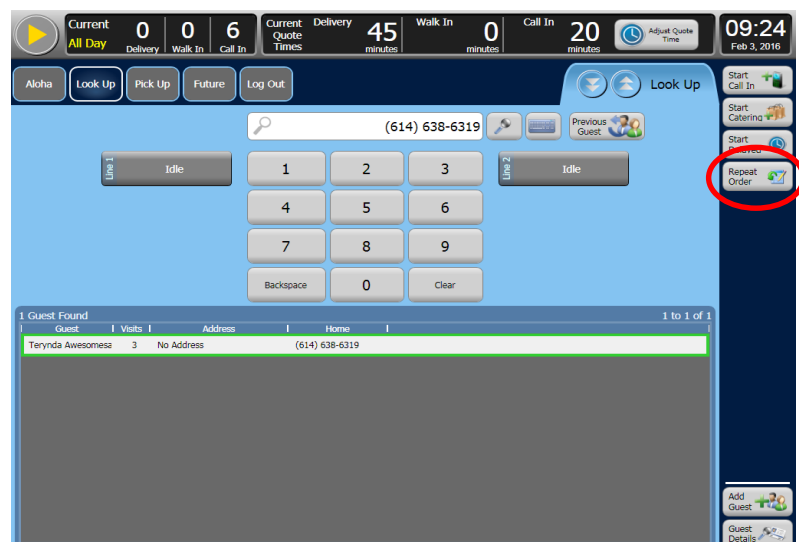
2. For carry out guests who are already in the system, the **Caller ID** box will display in **green** for incoming calls.



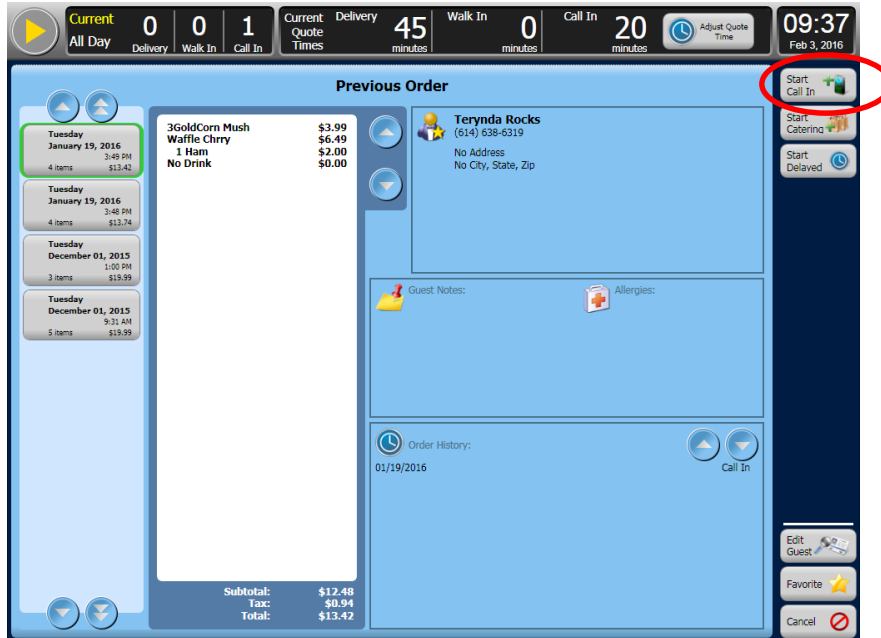
3. For guests placing carry out orders, verify that the phone number information displayed is correct. Next, touch the **Caller ID** box. It will turn blue and the guest's phone number will automatically populate into the **Phone Number** box on the screen.
 - If the phone number is not correct, enter the phone number the guest gives you.
4. The guest's name will appear with a highlighted **Green** box around the name.
 - Verify the name, just as you did with the phone number. This is important to ensure you have the correct household member on the phone.



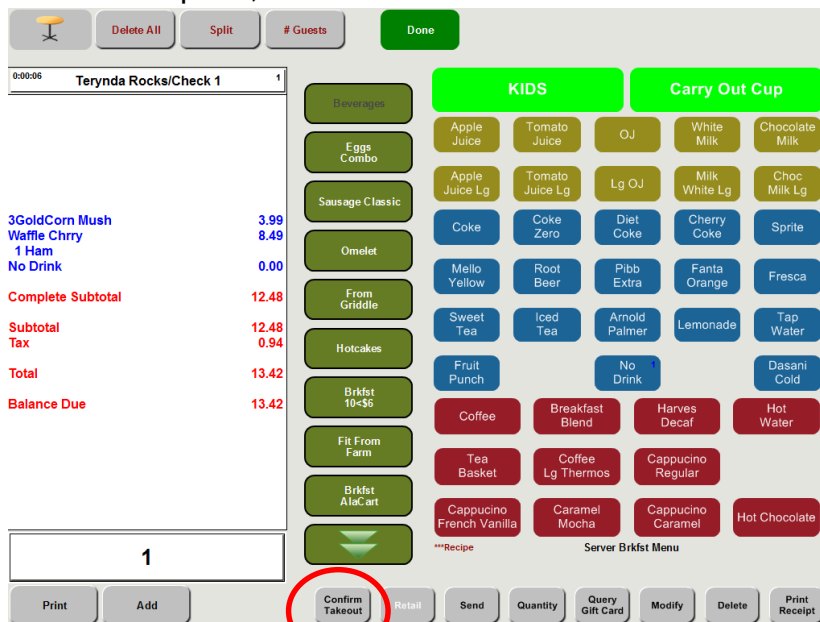
5. Once you have verified the guests name, select the **Repeat Order** button on the right side of the screen.
 - For walk-in guests' who would like to place a carry out order, use the **Look Up** function. Once their order history appears, complete the guests' order using the same steps previously outlined.



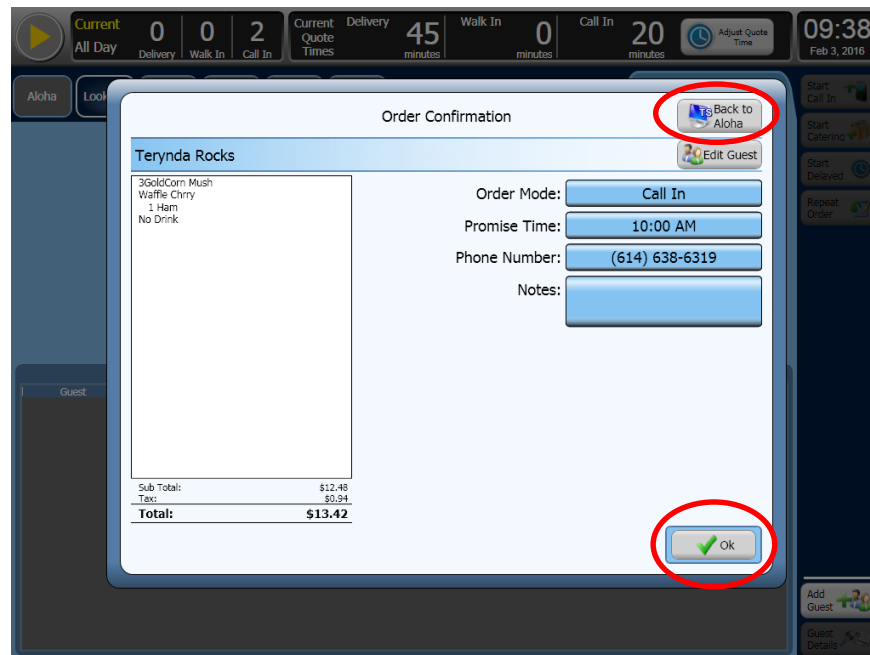
6. Once the **Repeat Order** has been selected, this will bring up the guest's most recent order at the top of the screen. If there are numerous orders, ask the guest if they'd like to order what they had last time:
 - Say to the guest: "I see that the last time you ordered the Golden Cornmeal Mush and Waffles; would you like that same order?"
7. If the guest would like the same order, touch the Start Call In button.



8. Once you select the order the guest would like to repeat, the order will appear in the **Order Entry** screen.
 - Suggest beverages, desserts and/or bakery items as add-ons
9. When the order is complete, select the **Confirm Take Out** button.



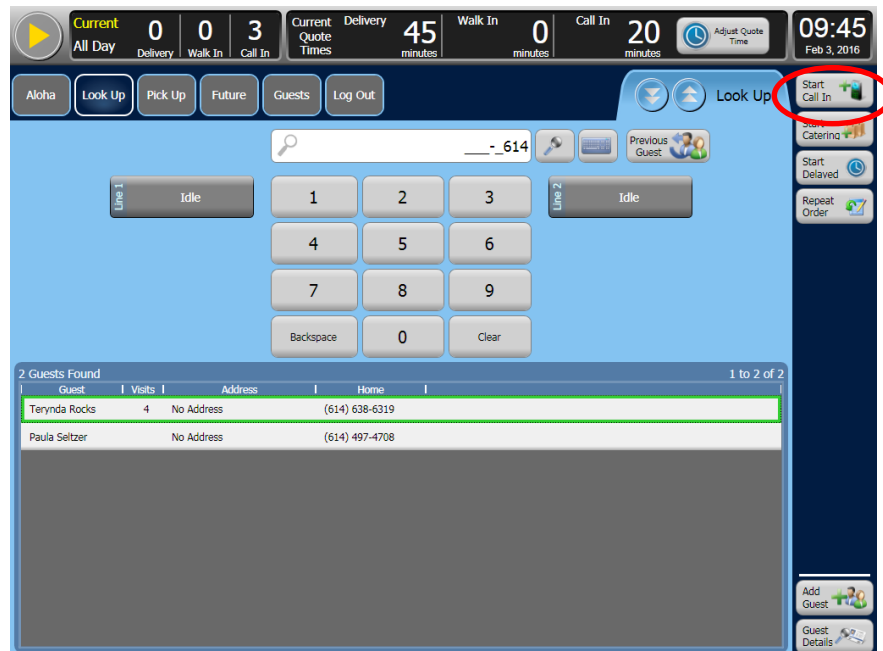
10. From the **Order Confirmation** screen, read the order back to the guest. On this screen, you will see the **Promise Time** box which will give the guests time for when their order will be ready.
11. After giving the guest the total for their order, let them know what time it will be ready for pick up. then select the **OK** button.
12. If the order needs to be changed, select the **Back to ALOHA** button then make the necessary changes.
 - Select **Confirm Take Out** button again and reconfirm the order with the guest, then select the **OK** button.



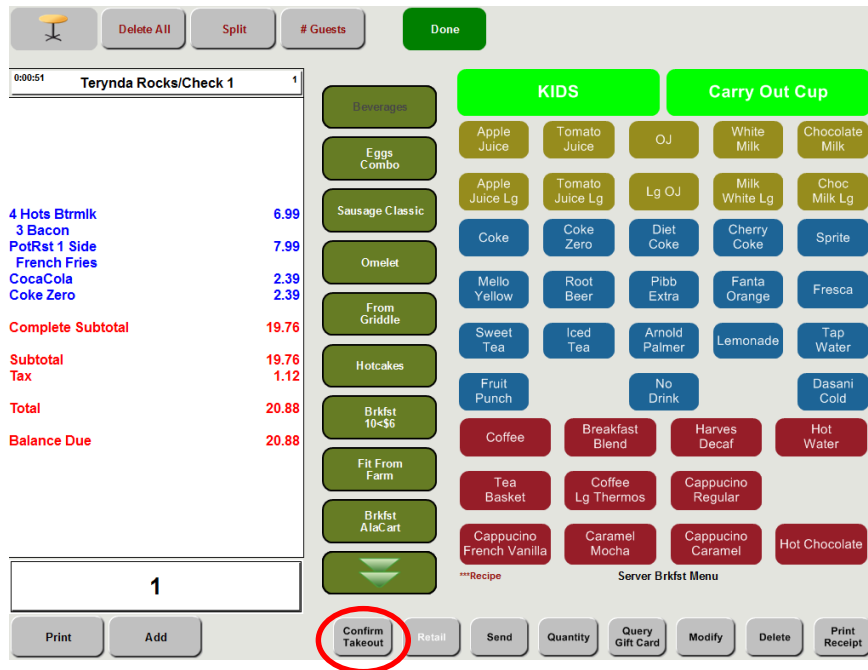
13. A guest may desire to place an order they haven't had before. When this happens, go to the **Previous Order** screen and choose **Cancel**.



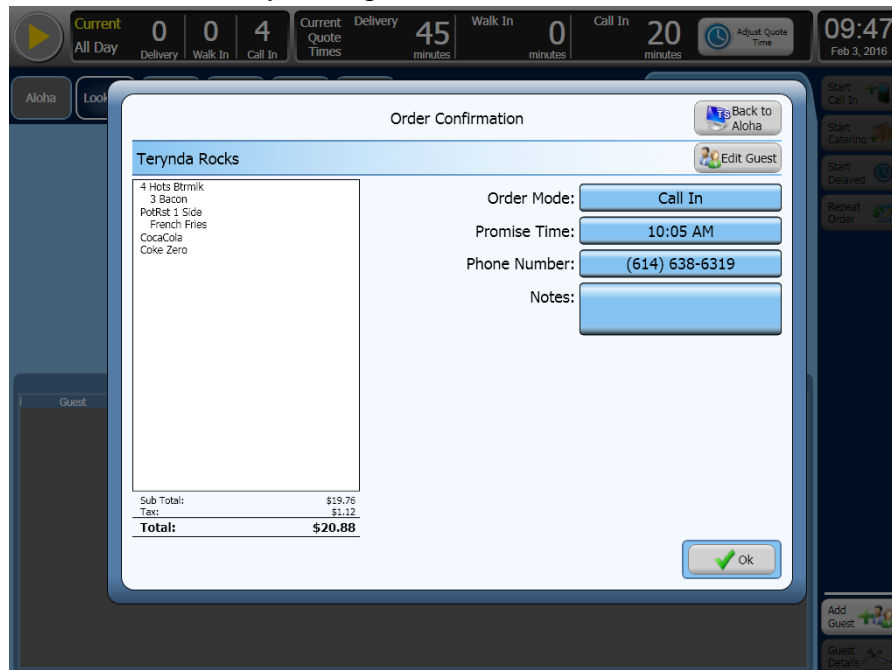
14. Next, select **Start Call In** button.



15. Enter the order: be sure to suggest beverages, bakery items, or dessert to enhance the guest's experience.
16. Then select the **Confirm Takeout** button.



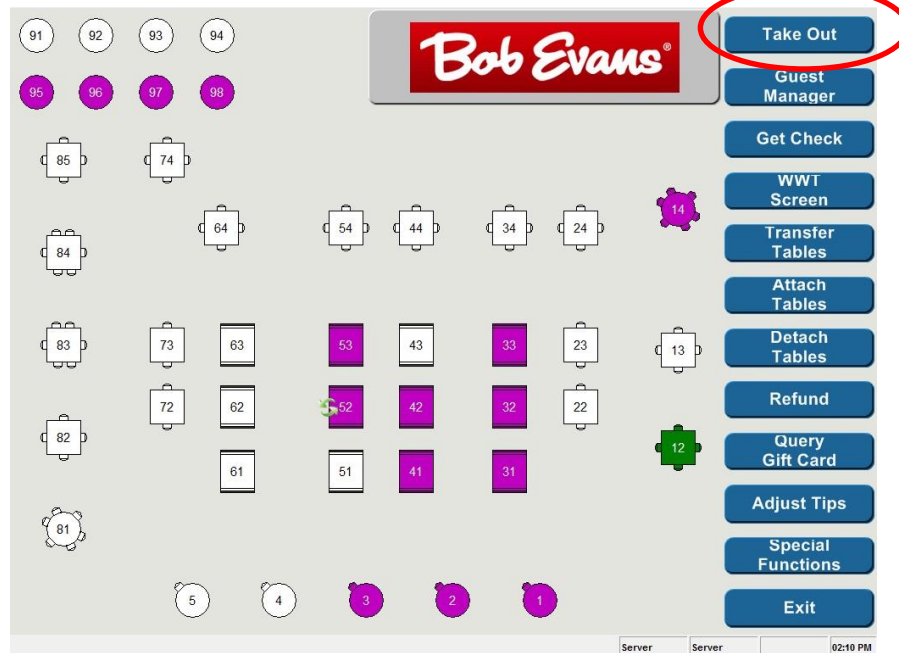
17. The **Order Confirmation** screen will appear next. Read the order back to the guest. You will see the **Promise Time** box. After giving the guest the total for their order, let them know what time it will be ready for pick up. Then select **OK** button.
 - If the order needs to be changed, select the **Back to ALOHA** button then make the necessary changes.



Carry Out Order: Walk-In or Call-In Guest who is not in our system

Entering carry out orders for guests who are not yet in the ALOHA Take Out system is easy!

1. Select **Take Out** button on **Floor Plan** screen.

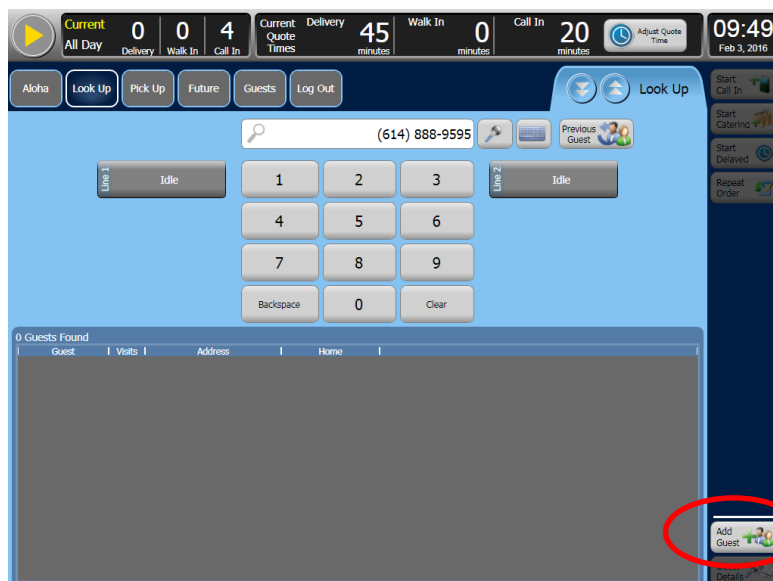


2. The **ALOHA Take Out** screen will appear. Ask the guest for the phone number first.

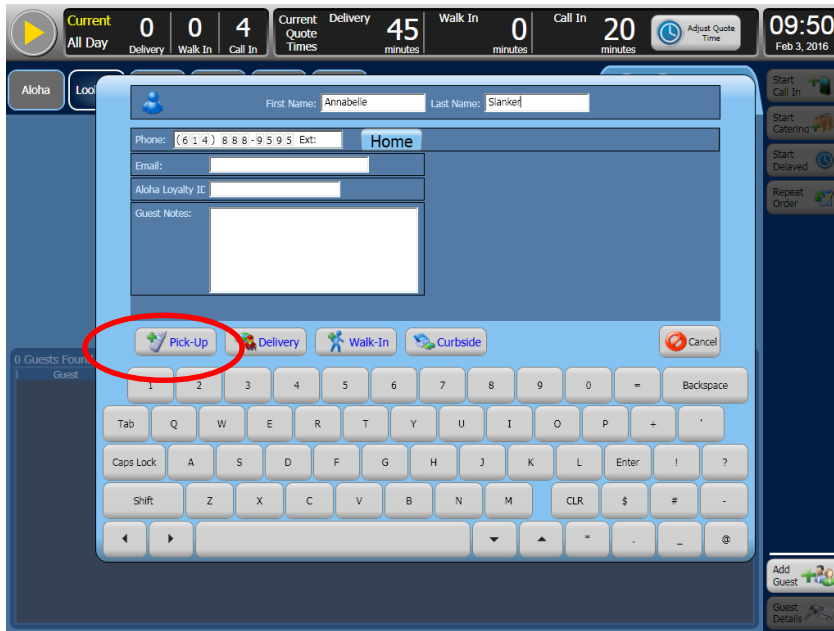
- For call-in guests, use the **Caller ID** box just like you did for a guest already in the system.

3. After entering the phone number, select the **Add Guest** button.

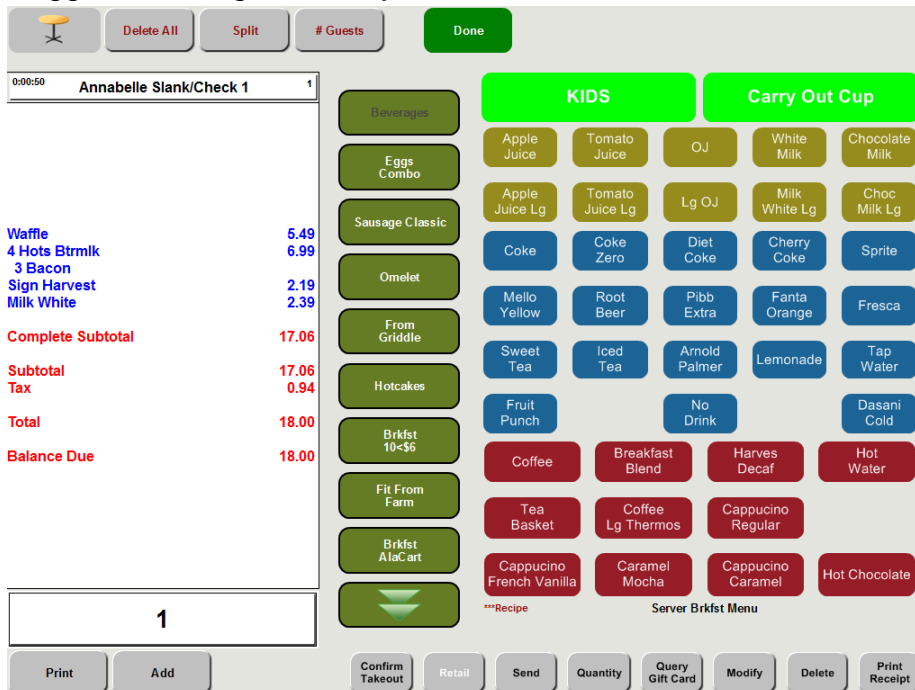
- **NOTE: If a guest does not want to give you their phone number, please enter all zeros.**



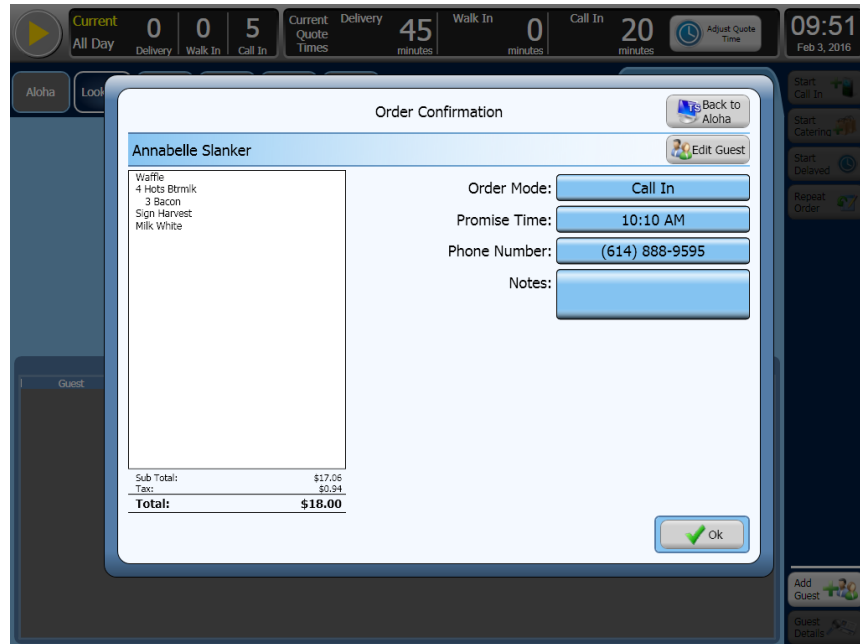
4. Enter the guest's first and last name.
 - Follow these steps every time to ensure that we can find guests when they order again.
 - NOTE: If a guest does not want to give their first and last name then you will enter **Carry** as the first name and **Out** as the last name. **DO NOT deviate from this or make up names for guests.**
5. Once the name has been entered, select the **Pick-Up** button.
 - **DO NOT** select Delivery, Curbside, or Catering



6. Enter the order next and then select the **Confirm Takeout** button.
 - Suggest beverages, bakery items, or dessert items as add-ons.



7. The **Order Confirmation** screen will appear next. Read the order back to the guest along with the **Promise Time**, then select the **OK** button.
- If the order needs to be changed, select the **Back to ALOHA** button. Then make the necessary changes.



Future Orders

Future ordering allows you to enter a carry out or catering order in the POS, choosing a future date or time for pick up.

Future orders are held in the POS and sent to the kitchen and carry out printers at least 20 minutes before the stated pick-up time. The send time may vary, based on the size of the order.

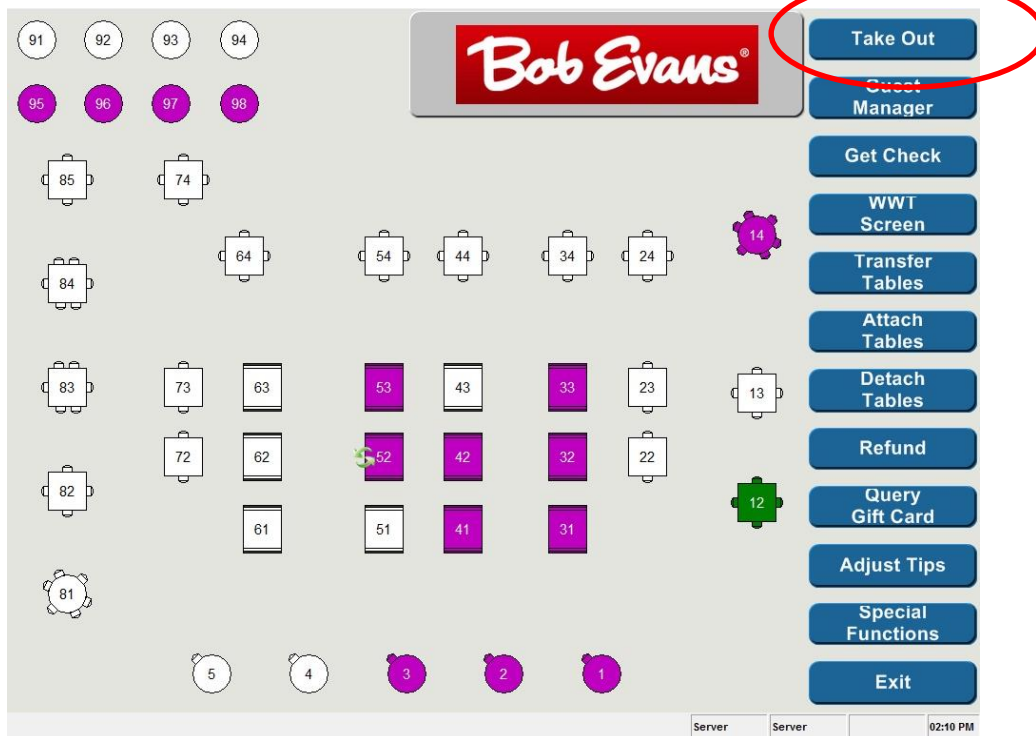
Team members working carry out will need to constantly monitor the printer for online and future orders, both of which print automatically.

Future ordering can be used for orders needed from 30 minutes in advance to one year from the current time/day.

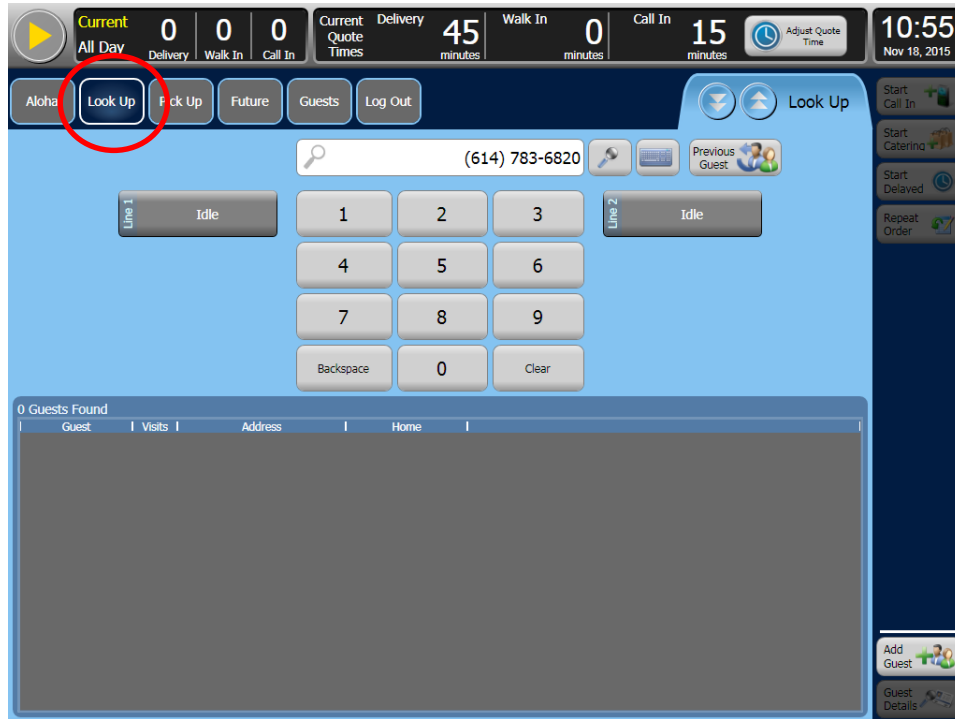
Entering a Future Order

You will enter a Future Order in the same manner as you do for a Walk-In/Call-In guest who is either already in the system or will need to be added.

1. Select **Take Out** button on **Floor Plan** screen.



2. Touch **Look Up** button and enter the phone number.



3. If the guest is already in the system, the name will be highlighted.

4. If guest is not in the system, get the guest's first and last name.

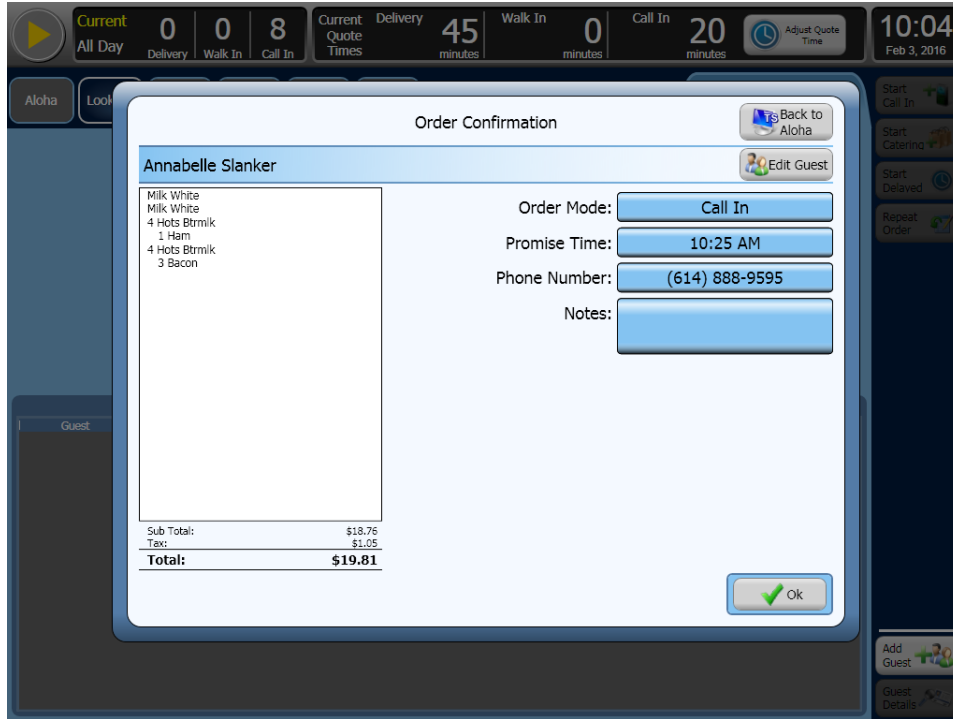
- NOTE: If a guest does not want to give you their phone number, please enter all zeros.
- NOTE: If a guest does not want to give their first and last name then you will enter **Carry** as the first name and **Out** as the last name. **DO NOT** **diviate from this or make up names for guests.**

5. Proceed with appropriate next steps for either guests with existing orders or starting a new order.

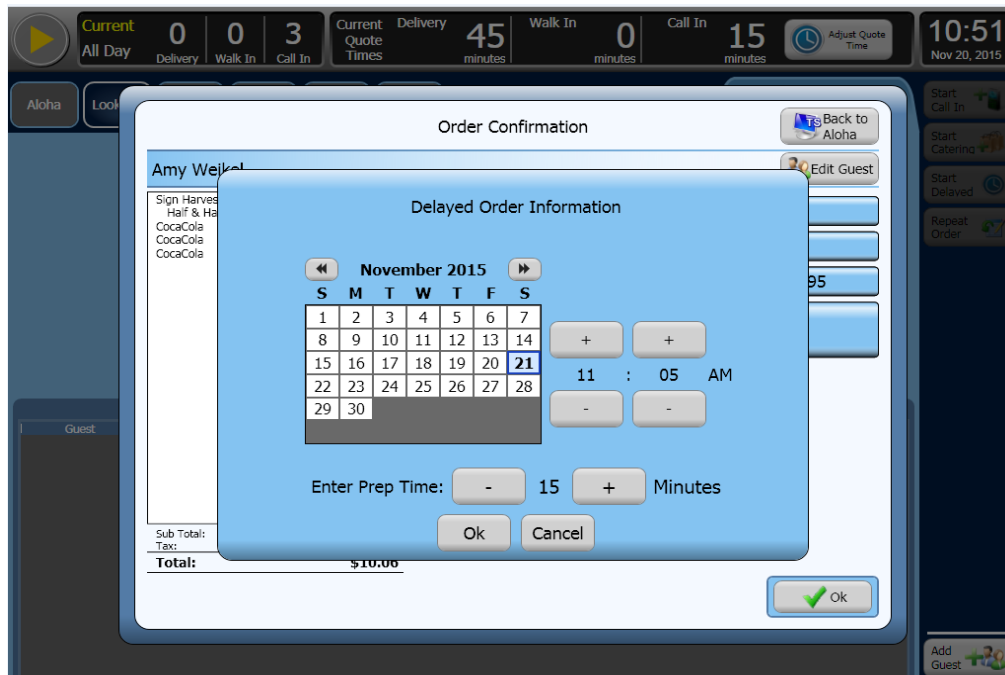
6. Once you have completed entering the order select the **CONFIRM TAKEOUT** button.

- You will do this step for a guest who is either ordering a previous order or placing a new order.

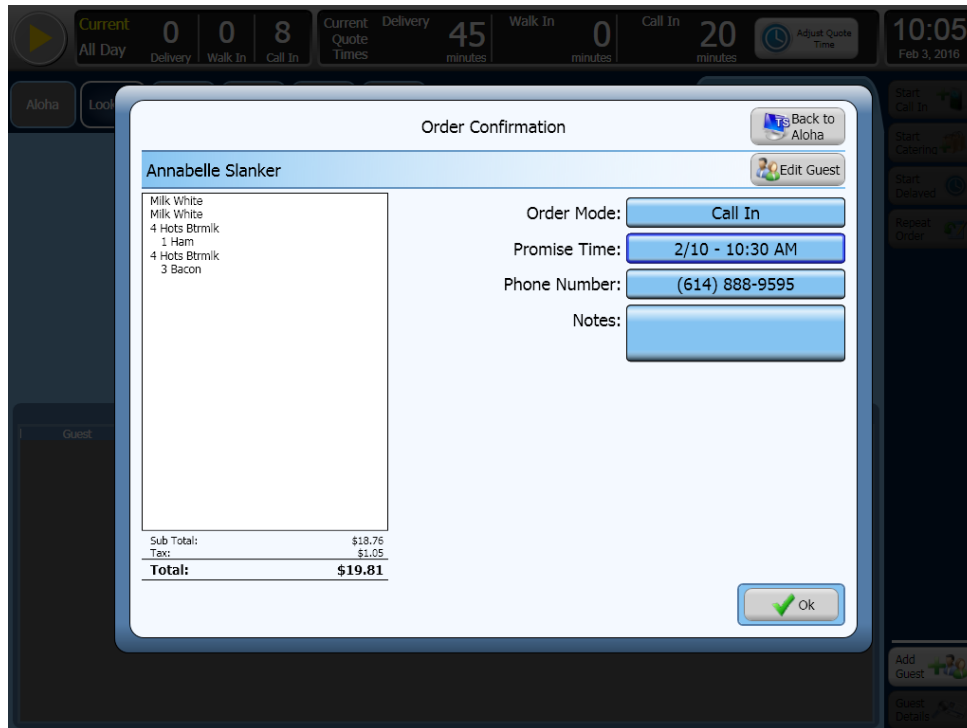
7. The **Confirmation** screen will appear. Select the **Promise Time** button.



8. A calendar will appear. Here you will select the pick-up date and time for the future carry out order. Touch the **OK** button when you are ready to proceed.



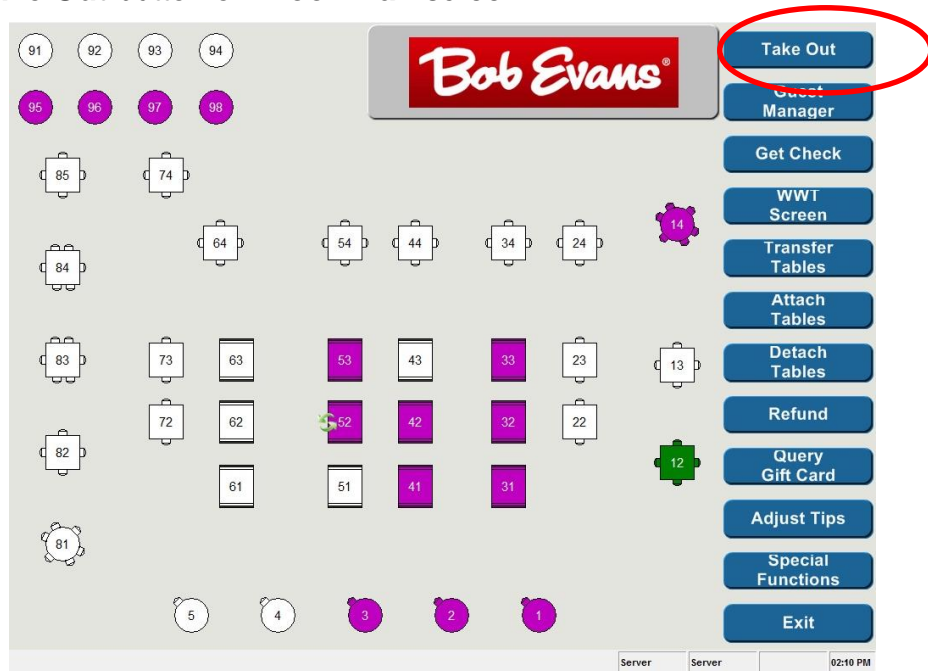
8. Read the order back to the guest. You will see the **Promise Time** box.
9. After giving the guest the total for their order, let them know what time it will be ready for pick-up.
 - If any changes need to be made to the order, simply select the **Back to ALOHA** button to make any adjustments.
10. Select the **OK** button to send the order.



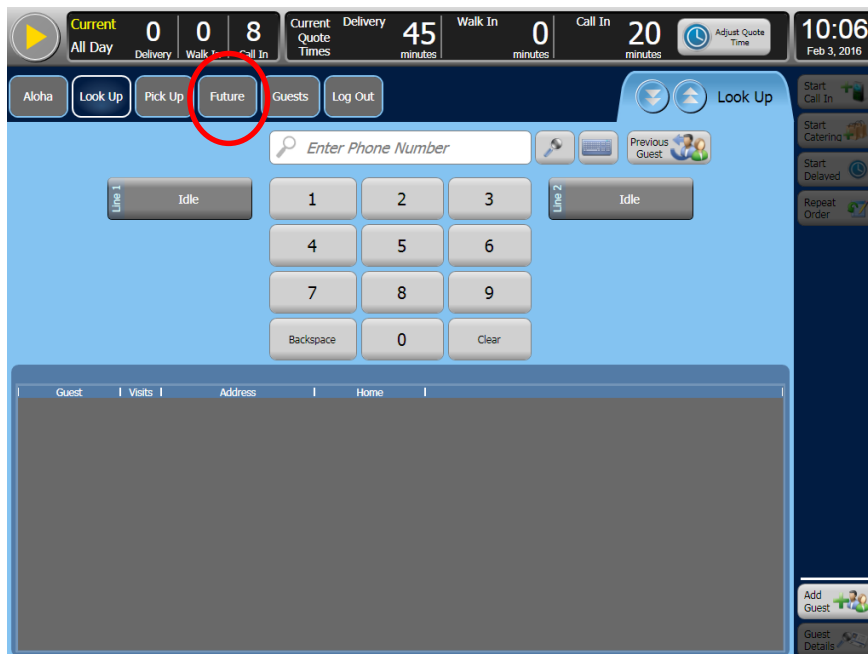
Adjusting a Future Order

There will be times you may need to make modifications, release the order earlier than the guest had requested, or delete a **Future Order**.

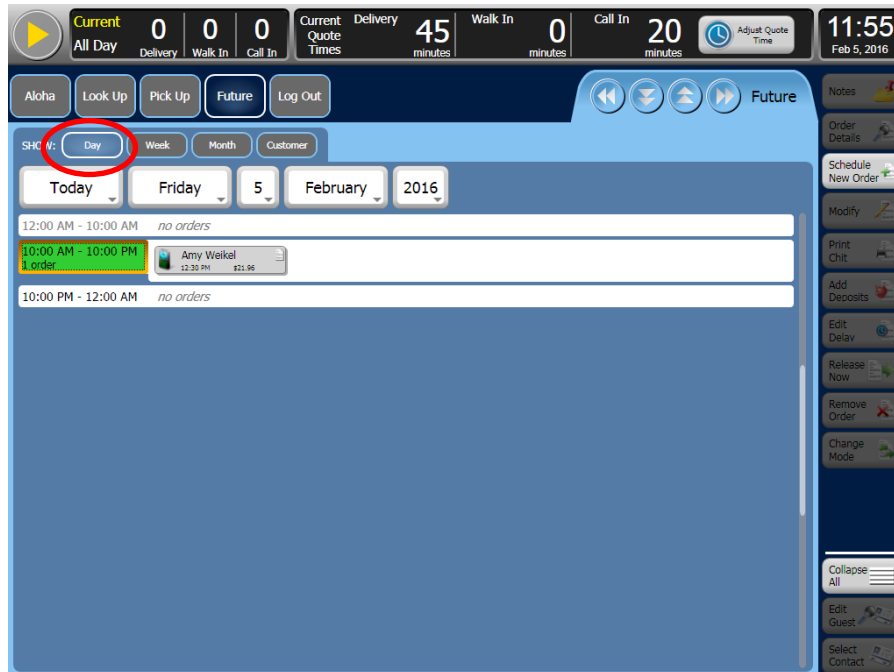
1. Select **Take Out** button on **Floor Plan** screen.



2. The screen will flow to the **Look Up** screen. Select the **Future** button.

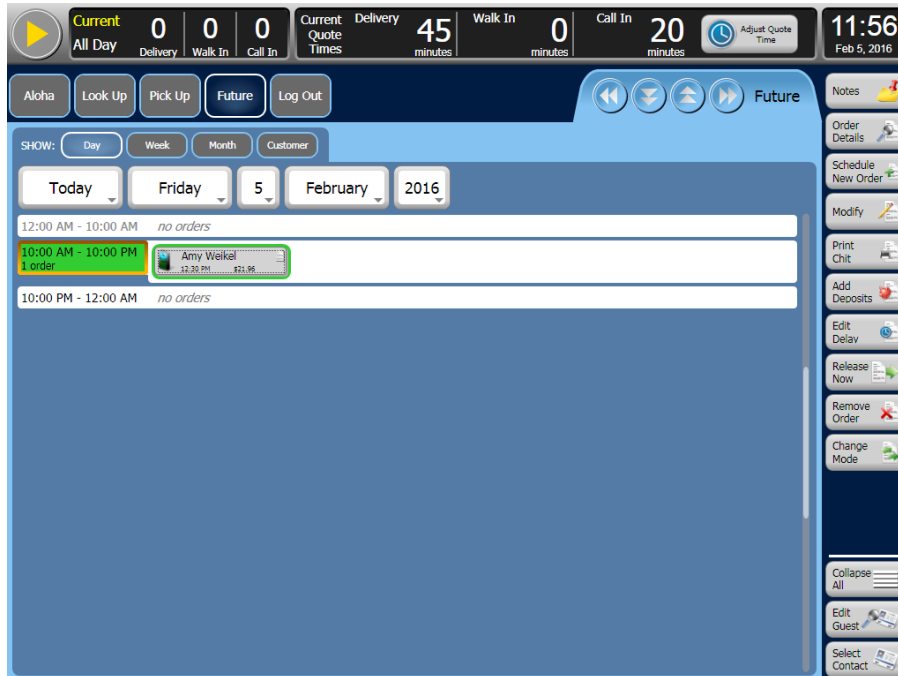


3. There are a few ways to look up a **Future Order** on this screen:
 - Day
 - Week
 - Month
 - Custom
4. For this example we have selected the **Day** button which will bring up all the future orders that are in the system for that day will be displayed.
5. Touch the order you would like to adjust. The guest's name will appear, and the time will light up in **green**.



6. The panel on the right side will light up showing available adjustment options.

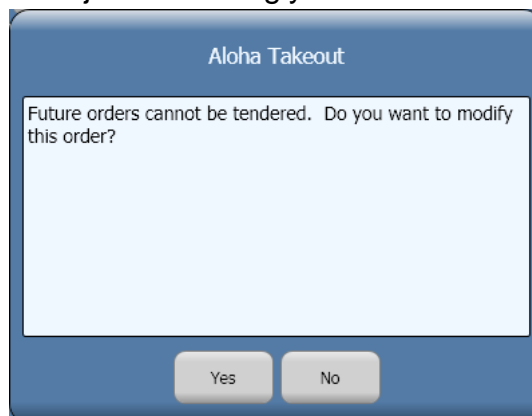
- Modify
- Release Now
- Notes
- Delete



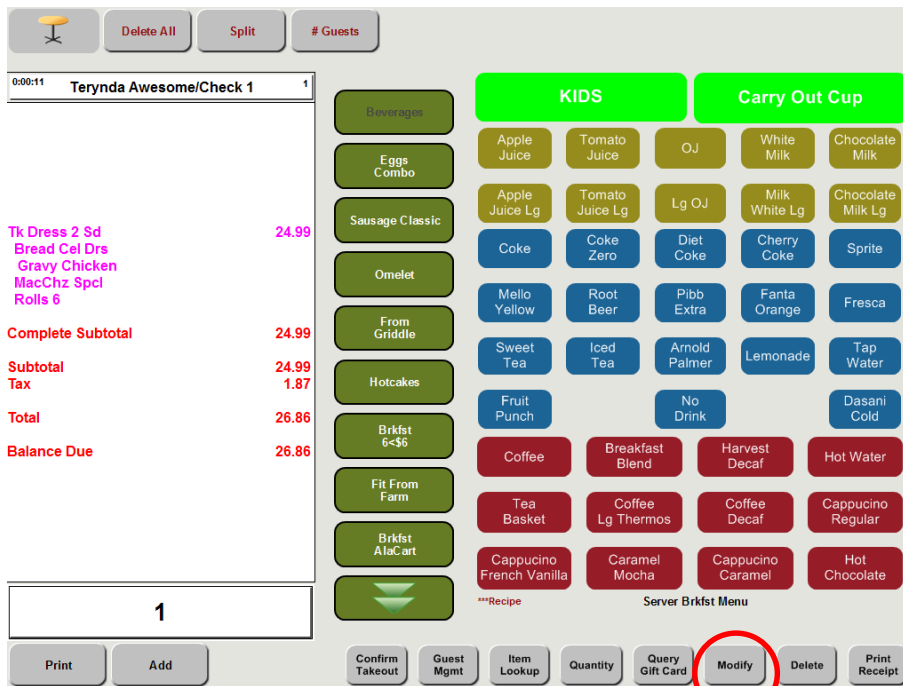
7. If you need to modify the order, select the **Modify** button.

8. A pop up message will appear asking you to confirm the modification. Select **Yes** or **No** button.

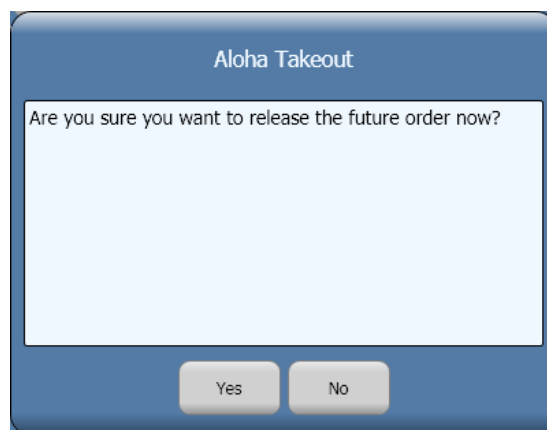
- If you select Yes, the order will appear on the next screen, and you will be able to adjust accordingly.



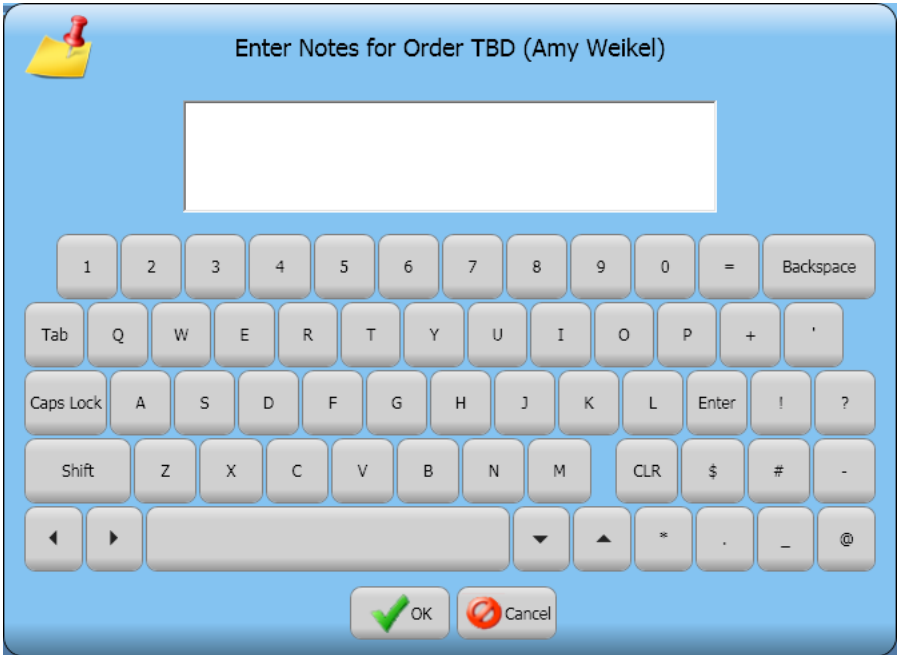
9. Touch the item you need to change and then select **Modify** button. Proceed with modifying the item.
10. Once the modification has been complete, reconfirm the pick-up time with the guest.



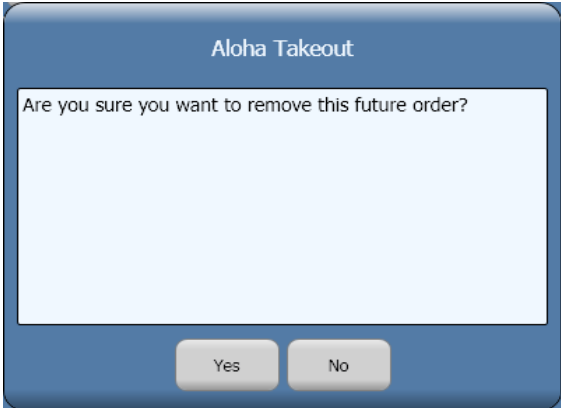
11. The **Release Now** button will be used when a guest with a future order may decide to pick up their order sooner than originally requested.
12. Once the **Release Now** button has been selected, a pop up message will appear asking you to confirm the modification, select **Yes or No** and then **OK** button.
 - Select the **Yes** button to have the order sent to the kitchen immediately.



- 13. The Notes button will be used when a guest would like to add a special request to their **Future Order**.
- 14. Once the **Notes** button is selected, a keyboard will appear, add any special instructions for the guest's request into the notes section and then select **OK** button.



- 15. Use the **Remove Order** button when a guest would like to cancel a **Future Order**.
- 16. Once selected, a pop up message will appear asking you to confirm the modification.
- 17. Select the **Yes** or **No** button.



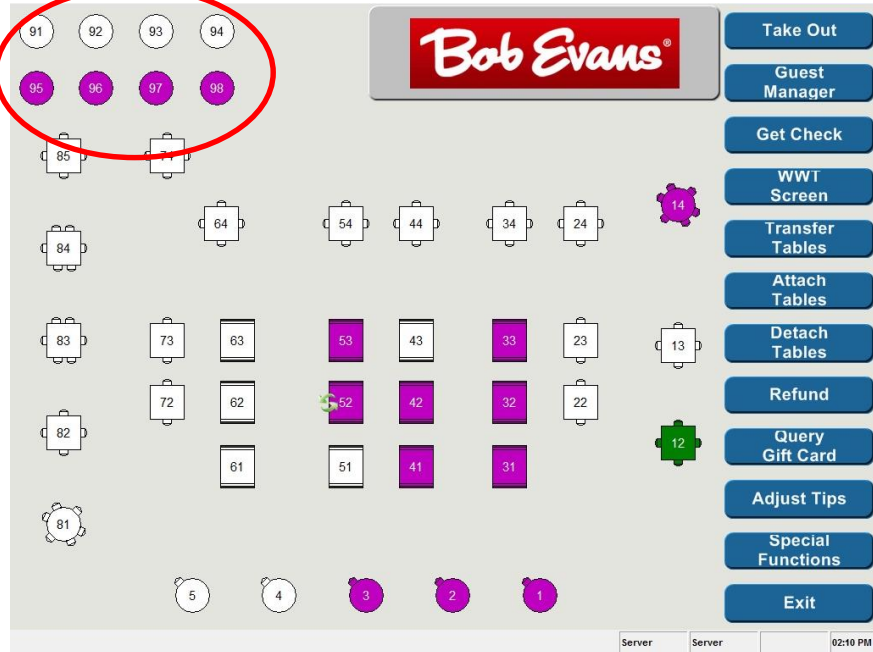
18. After confirming the cancellation, another pop up will appear asking for a manager's approval.



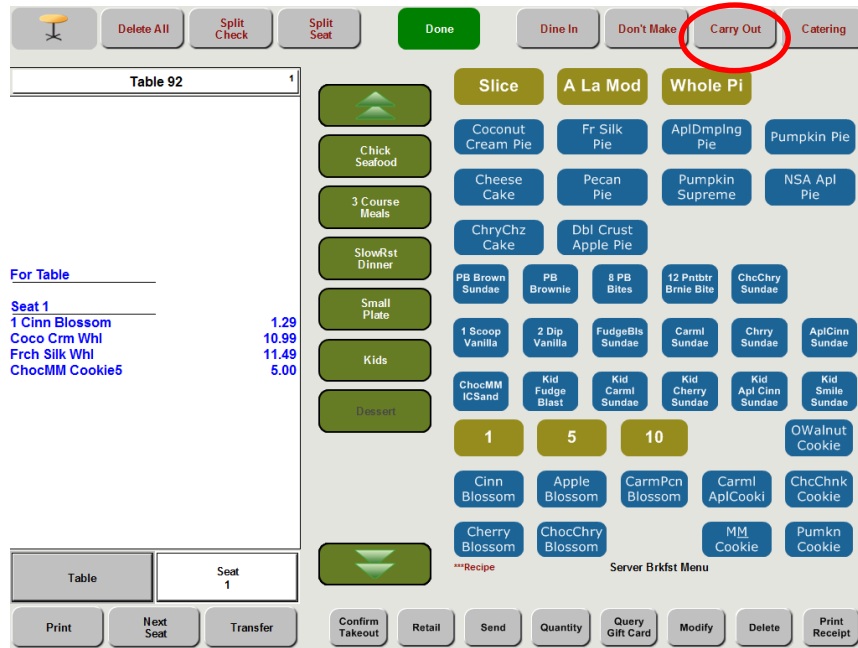
Entering Bakery, Employee Meals, Gift Cards, and Retail

Many guests love to take home our delicious desserts. Ringing in slices of pie, whole pies or any bakery item is easy! Tables 91- 98 have been designated as “Carry Out” tables.

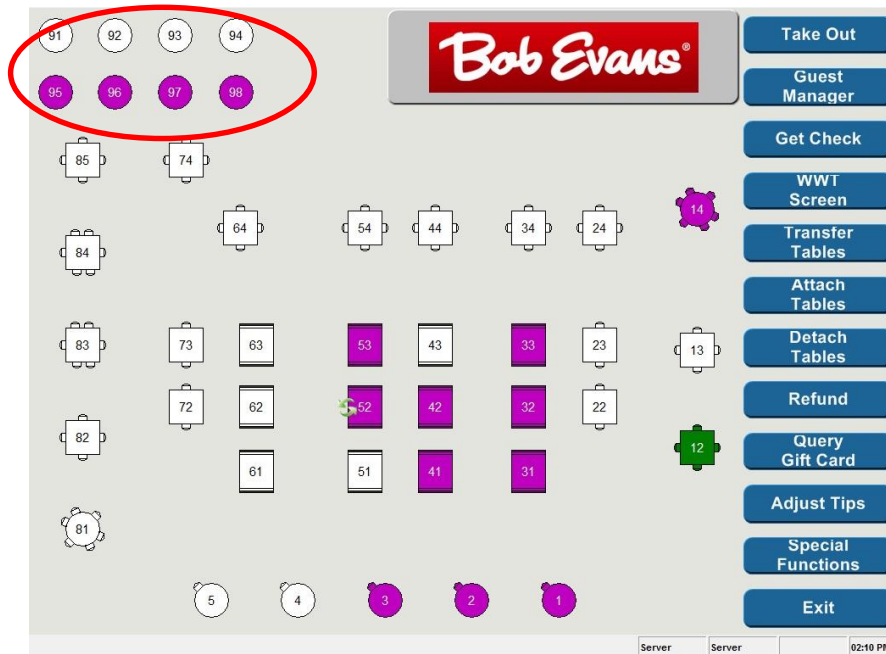
Use these table numbers when ringing bakery items, employee meals, gift cards or retail merchandise purchases.



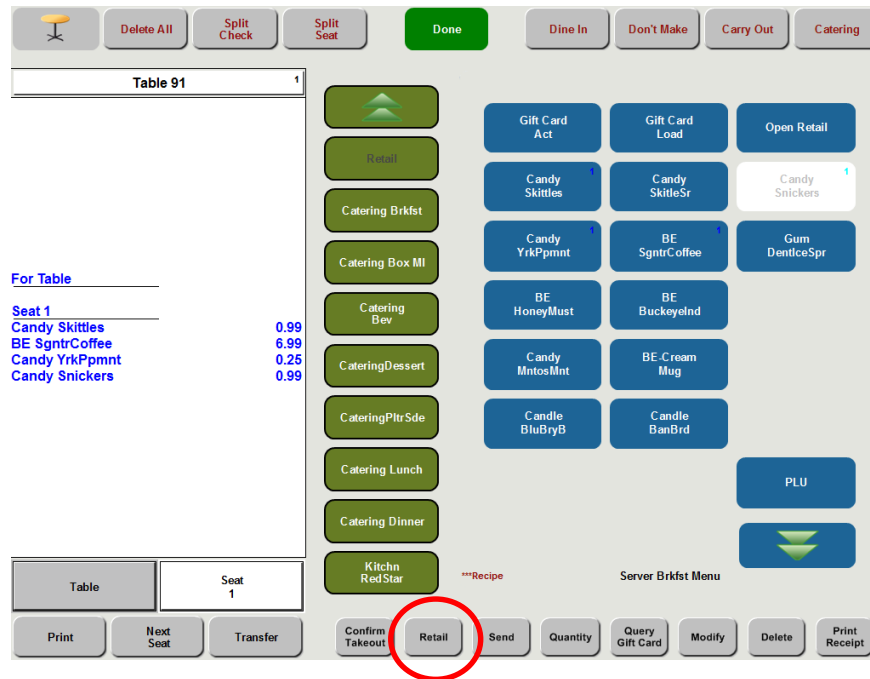
1. To ring in bakery items, select a carry out table and then the **Bakery** submenu.
2. Enter the items then select the **Carry Out** button to send the order.
 - Selecting the **Carry Out** button is important because it ensures that the order is sent to the kitchen as a carry out order and it will be packaged correctly. This also means, that tax will not be charged for carry out items that should not be taxed.



3. To ring in **Employee Meals**, select a carry out table and then enter the order. Select the **Dine In** button to send the order.

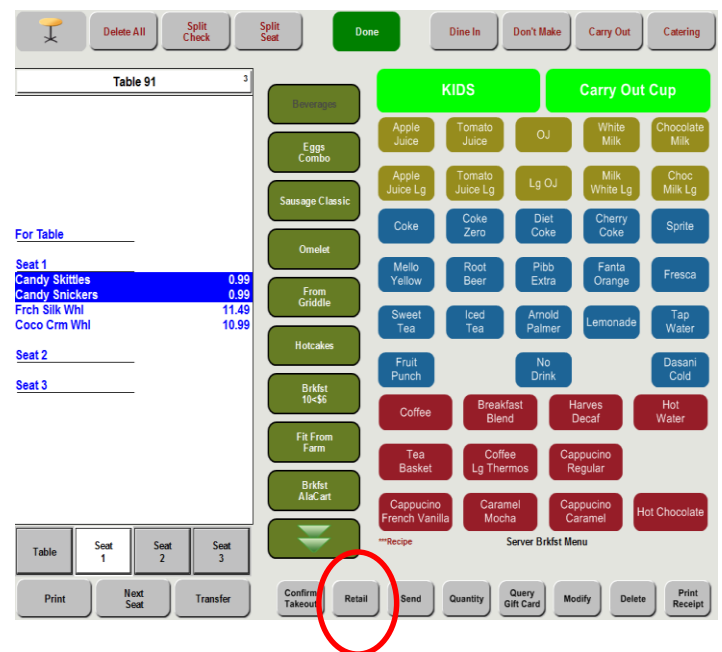
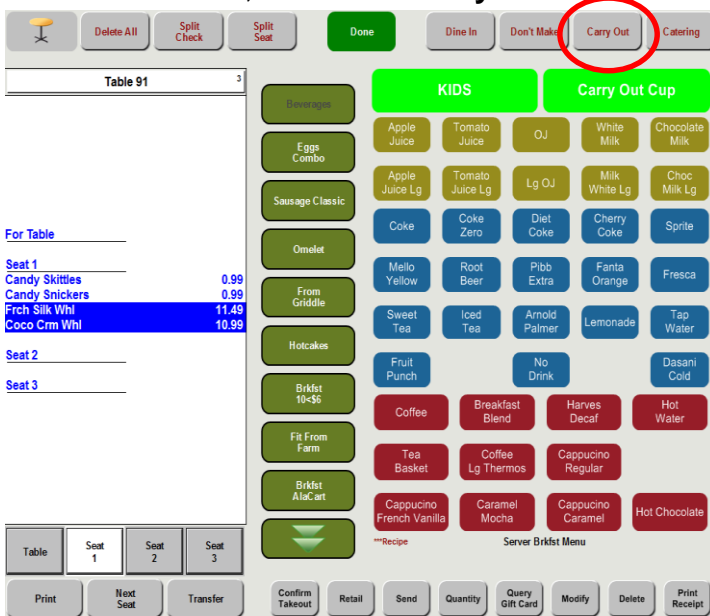


- For retail merchandise or gift cards, select one of the carry out tables and then go to the **Retail** submenu.
- Once the items have been added to the check, select the **Retail** button.



There will be times when a guest would like to purchase retail, bakery, or gift cards all on the same check.

- To ring in a check with bakery, retail, and/or gift card all on the same bill, you will need to select to different buttons when sending the order.
- First add the bakery items to the check, then, select the **Carry Out** button.
- Next select the **Retail** button.



ALOHA TAKE OUT – PICKING UP AN ORDER

1. Select TAKE OUT

2. Select Pick Up

3. Highlight order

4. Select Tender

5. Touch Tender type.

CASH

Touch or Enter the amount of cash the guest gave you. Drawer will open and system will display amount of change due.

Thank the guest and invite them to visit us again.

CREDIT/GIFT CARD

Swipe credit or gift card.

Touch OK. Two receipts will print, hand both to guest.

Guest will fill in/sign one receipt and hand back to you.

Enter tip amount and touch OK. Thank the guest and invite them to visit us again.

If a guest is only buying retail, bakery or gift cards, you can use the following shortcut:

- 1) Touch Aloha button and access the table screen
- 2) Choose any table in upper right corner, tables 91-98 (these are not actual tables)
- 3) Enter/scan item (s)
- 4) Touch Carry Out, then Close



EXERCISE #11 – Use the POS TERMINAL for this exercise.

EXERCISE: Family Meals

WHO: Server, Carry Out Specialist, and Cashier

This exercise will give you the opportunity to practice what you've learned entering a family meal.

#11 Carry Out order for 1 guest.

Guest 1
Water
Pot Roast Family Meal
Green Beans
Rolls

Take notes on the steps you used or questions you may have:

- _____

#12 Carry Out order for 1 guest.

Guest 1
Sprite
Wildberry Iced Tea
2 Turkey and Dressing
2 Mash Potato
2 Rolls

Take notes on the steps you used or questions you may have:

- _____



EXERCISE #12 – Use the POS TERMINAL for this exercise.

EXERCISE: Breakfast	WHO: Server, Carry Out Specialist, and Cashier												
<p>#13 Carry Out order for 4 guests</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #e0e0e0;"> <th style="width: 50%; padding: 5px;">Guest 1</th> <th style="width: 50%; padding: 5px;">Guest 2</th> </tr> <tr> <td style="padding: 5px;">Coffee Sunrise Eggs Scrambled Hash Brown Wheat</td> <td style="padding: 5px;">Large OJ Western Omelet Home Fries Biscuits</td> </tr> <tr style="background-color: #e0e0e0;"> <th style="padding: 5px;">Guest 3</th> <th style="padding: 5px;">Guest 4</th> </tr> <tr> <td style="padding: 5px;">Decaf Homestead Over Med Turkey Sausage Grits Biscuits</td> <td style="padding: 5px;">Coffee Double Chocolate Hotcakes Sausage Links</td> </tr> </table> <p>Take notes on the steps you used or questions you may have:</p> <ul style="list-style-type: none"> • _____ 		Guest 1	Guest 2	Coffee Sunrise Eggs Scrambled Hash Brown Wheat	Large OJ Western Omelet Home Fries Biscuits	Guest 3	Guest 4	Decaf Homestead Over Med Turkey Sausage Grits Biscuits	Coffee Double Chocolate Hotcakes Sausage Links				
Guest 1	Guest 2												
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Guest 3	Guest 4												
Decaf Homestead Over Med Turkey Sausage Grits Biscuits	Coffee Double Chocolate Hotcakes Sausage Links												
<p>#14 Carry Out order for 6 guests _____. Separate into two checks by seats (1-3), (4-6)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #e0e0e0;"> <th style="width: 50%; padding: 5px;">Guest 1</th> <th style="width: 50%; padding: 5px;">Guest 2</th> </tr> <tr> <td style="padding: 5px;">SM OJ Farmers Choice Breakfast Homefries Loaded Bacon Eggs Over Easy Wheat Toast</td> <td style="padding: 5px;">Coffee Classic Breakfast Brioche French Toast Turkey Links Scrambled Eggs</td> </tr> <tr style="background-color: #e0e0e0;"> <th style="padding: 5px;">Guest 3</th> <th style="padding: 5px;">Guest 4</th> </tr> <tr> <td style="padding: 5px;">Kids OJ Plenty-O-Pancakes Bacon</td> <td style="padding: 5px;">LG Milk Sauage Biscuit and Gravy</td> </tr> <tr style="background-color: #e0e0e0;"> <th style="padding: 5px;">Guest 5</th> <th style="padding: 5px;">Guest 6</th> </tr> <tr> <td style="padding: 5px;">Rise&Shine Bacon extra Crispy Hash Browns extra crispy Eggs Over Easy Wheat Toast</td> <td style="padding: 5px;">Kids Chocolate Milk Kids Little Piggy Hotcakes no bananas</td> </tr> </table> <p>Take notes on the steps you used or questions you may have:</p> <ul style="list-style-type: none"> • _____ 		Guest 1	Guest 2	SM OJ Farmers Choice Breakfast Homefries Loaded Bacon Eggs Over Easy Wheat Toast	Coffee Classic Breakfast Brioche French Toast Turkey Links Scrambled Eggs	Guest 3	Guest 4	Kids OJ Plenty-O-Pancakes Bacon	LG Milk Sauage Biscuit and Gravy	Guest 5	Guest 6	Rise&Shine Bacon extra Crispy Hash Browns extra crispy Eggs Over Easy Wheat Toast	Kids Chocolate Milk Kids Little Piggy Hotcakes no bananas
Guest 1	Guest 2												
SM OJ Farmers Choice Breakfast Homefries Loaded Bacon Eggs Over Easy Wheat Toast	Coffee Classic Breakfast Brioche French Toast Turkey Links Scrambled Eggs												
Guest 3	Guest 4												
Kids OJ Plenty-O-Pancakes Bacon	LG Milk Sauage Biscuit and Gravy												
Guest 5	Guest 6												
Rise&Shine Bacon extra Crispy Hash Browns extra crispy Eggs Over Easy Wheat Toast	Kids Chocolate Milk Kids Little Piggy Hotcakes no bananas												



EXERCISE #12A – Use the POS TERMINAL for this exercise.



EXERCISE: Breakfast

WHO: Server, Carry Out Specialist, and Cashier

#15

Carry Out for 3 guests

Guest 1	Guest 2
Sunrise Over Medium Grits Wheat	Hot Tea Crepes Bacon
Guest 3	
Coffee Bowl Oatmeal Fruit White Toast	

Take notes on the steps you used or questions you may have:

- _____



EXERCISE #13 – Use the POS TERMINAL for this exercise.

EXERCISE: Family Meals

WHO: Server, Carry Out Specialist, and Cashier

This exercise will give you the opportunity to practice what you've learned entering a family meal. Tender both checks to Cash

#16

Carry out order for one guest.

Guest 1
Turkey Dressing Mash Potato Carrots

Take notes on the steps you used or questions you may have:

- _____

#17

Carry out order for one guest.

Guest 1
Country Fried Steak Mashed potatoes Chx Gravy Green Beans Rolls

Take notes on the steps you used or questions you may have:

- _____





EXERCISE #14 – Use the POS TERMINAL for this exercise

EXERCISE: Guest Payment

WHO: Server, Carry Out Specialist, and Cashier

This exercise will give you the opportunity to practice what you've learned.

- Your trainer will provide guest check from the previous exercise #13, check #17. Apply an Employee Discount of 20% and process the payment as CASH.

Take notes on the steps you used or questions you may have:

- _____

- Your trainer will provide guest checks from the previous exercise #12A, Check #14. Add a quart of soup to go (Vegetable Beef) .Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____



EXERCISE #15 – Use the POS TERMINAL for this exercise

EXERCISE: Guest Payment

WHO: Server, Carry Out Specialist, and Cashier

This exercise will give you the opportunity to practice what you've learned.

- Your trainer will provide guest check from exercise #12. Add on a whole Coconut Cream to go. Process the payment as CASH.

Take notes on the steps you used or questions you may have:

- _____

- Guests want to also purchase a gift card for \$50. Process the payments as CASH.



EXERCISE #15A – Use the POS TERMINAL for this exercise

EXERCISE: Full Service	WHO: Server, Carry Out Specialist, and Cashier				
<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;"> #18 </div> <div> <p>2 guests at table ____.</p> </div> </div>					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="padding: 2px 5px;">Guest 1</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px 5px;"> Water Grilled Chicken Club Fries </td> </tr> </tbody> </table>	Guest 1	Water Grilled Chicken Club Fries	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="padding: 2px 5px;">Guest 2</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px 5px;"> Kids OJ Lil' Farmers Breakfast Sausage </td> </tr> </tbody> </table>	Guest 2	Kids OJ Lil' Farmers Breakfast Sausage
Guest 1					
Water Grilled Chicken Club Fries					
Guest 2					
Kids OJ Lil' Farmers Breakfast Sausage					
<p>Take notes on the steps you used or questions you may have:</p> <ul style="list-style-type: none"> • _____ 					
<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;"> #19 </div> <div> <p>6 guests at table ____ . Separate into two checks by seats (1, 2), (3-6).</p> </div> </div>					
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Guest 1					
Iced Tea Steak & Eggs Steak Medium and Eggs Over Medium Hash Browns White Toast					
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Guest 3					
Coke Oatml Fresh Fruit Dish Bacon French Silk pie slice to go					
Guest 4					
Water Kids Sprite Kids Cheeseburger with Fries					
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Guest 5					
Water Onion Petals Chicken Pot Pie					
Guest 6					
Hot Tea Grilled Chicken Club Fries					
<p>Take notes on the steps you used or questions you may have:</p> <ul style="list-style-type: none"> • _____ 					

ADDITIONAL EXERCISES

EXERCISE: Full Service 1

WHO: Server, Carry Out Specialist, and Cashier

This exercise will give you the opportunity to practice what you've learned.

#20 4 guests at table ____.

Guest 1	Guest 2:
Coffee Steak & Eggs Steak Medium and Eggs Over Medium Hash Brown (X Crisp) Wheat Dry	Water Twisted Cheese Sticks - Out 1 st Big Farm Cheese Burger Fries Slaw
Guest 3	Guest 4
Coke Chicken Pot Pie Bowl Cheddar Baked Potato Soup Farmhouse Garden Salad Colonial Dressing Rolls	Kids Lemonade Kids Grilled Cheese with French Fries

Take notes on the steps you used or questions you may have:

- _____

#21 6 guests at table ____.

Guest 1	Guest 2
Water Farmhouse Lunch Combo Farmhouse Garden Salad French Dressing Cup Vegetable Soup Rolls	Diet Coke Slow Roasted Turkey Melt Fries
Guest 3	Guest 4
Water Cup Cheddar Baked Potato Soup – Out 1 st Cranberry Pecan Chicken Salad Ranch Dressing Seasonal Bread	Lg OJ Sunrise Eggs Over Easy Hash Browns Seasonal Bread
Guest 5	Guest 6
Sweeten Iced Tea Wildfire Chicken Salad with grilled chicken and Ranch dressing Cup Broccoli Soup Biscuits	Large Milk Turkey Sausage Links Frsh Frt Dsh Oatmeal

Take notes on the steps you used or questions you may have:

- _____



EXERCISE: Full Service 1 Continued

WHO: Server, Carry Out Specialist, and Cashier

#22 8 guests at table _____. Separate into three Checks for (1, 2) (3-6) (7, 8)

<p>Guest 1</p> <p>Lemonade Cranberry Pecan Chicken Salad Italian Dressing On Side Rolls</p>	<p>Guest 2</p> <p>Decaf Classic Bkft Frch Tst Scrmbl'd eggs Turk Saus</p>
<p>Guest 3: Clark</p> <p>Small OJ Caramel Cappuccino Bacon Hotcakes</p>	<p>Guest 4</p> <p>Diet Coke Country Fried Steak MashPot Grn Bns</p>
<p>Guest 5</p> <p>Coke Crispy Chicken Tenders Fries Slaw</p>	<p>Guest 6</p> <p>Iced Tea Country Fried Steak Mashed Potato Green Beans Rolls</p>
<p>Guest 7</p> <p>Water Fried Chicken – if you are a Broaster Restaurant choose Two- Piece Dark Broasted Mash Potato Broccoli</p>	<p>Guest 8</p> <p>Small OJ Vegdie Omelet – no onions add mushrooms Wheat Toast</p>

Take notes on the steps you used or questions you may have:

- _____

EXERCISE: Guest Payment Check 4

WHO: Server, Carry Out Specialist, and Cashier

This exercise will give you the opportunity to practice what you've learned.

- Your trainer will provide guest check from exercise #20, process the payment as CASH.

Take notes on the steps you used or questions you may have:

- _____

- Your trainer will provide guest checks from exercise #21. Separate the checks into six individual checks and process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____

- Your trainer will provide guest checks from the previous exercises #22. Combine the checks into one and process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____



EXERCISE: Full Service 2

WHO: Server, Carry Out Specialist

This exercise will give you the opportunity to practice what you've learned.

#23 4 guests at table ____.

Guest 1	Guest 2
Water Farmhouse Lunch Combo Cup Bean Soup ½ Pot Roast Sandwich Rolls	Strawberry-Bannana Smoothie Three Cheese Burger – no tomato Fries Bowl Bean Soup Corn
Guest 3	Guest 4
Coke Chicken Pot Pie Bowl Broccoli Soup Farmhouse Garden Salad Colonial Dressing Rolls	Unsweetened Iced Tea Sunshine Skillet Wheat Toast - Dry Piece of French Silk Pie

Take notes on the steps you used or questions you may have:

- _____

#24 5 guests at table ____.

Guest 1	Guest 2
Kids Chocolate Milk Tic Tac Toast Bacon	Water Twisted Cheese Sticks - Out w/ Meal Pot Crstd Floun Brocc Carrots Rolls
Guest 3	Guest 4
Coffee Country Fried Steak & Eggs Eggs Over Easy Hsh Brwn (X Crisp) White Toast	Coke Blackened Sirloin Steak French Fries Green Beans Rolls
Guest 5	
Water Kids Sprite Kids Macaroni & Cheese with Carrots	

Take notes on the steps you used or questions you may have:

- _____



EXERCISE: Full Service 2 Continued

WHO: Server, Carry Out Specialist, and Cashier

#25 12 guests at table _____. Separate into two checks by seats (1, 2, 5, 8, 10, 11) and (3, 4, 6, 7, 9, 12).

<p>Guest 1</p> <p>Small OJ Fruit Dish – Out 1st Rise & Shine – eggs sunny side up Bacon White Toast Homefries loaded</p>	<p>Guest 2</p> <p>Decaf Turkey Sausage Breakfast Quart Vegetable Soup To Go</p>
<p>Guest 3</p> <p>Large OJ Kids OJ 1 Waffle Smiley Face Omelet</p>	<p>Guest 4</p> <p>Coke Three Eggs Scrambled, Sausage, and Biscuits</p>
<p>Guest 5</p> <p>Savor Size Cobb Salad with fried chicken and no Tomatoes Raspberry Vinaigrette Dressing Seasonal Bread Quart Chicken-N-Noodle To Go</p>	<p>Guest 6</p> <p>Wildberry Lemonade Potato Crusted Flounder side of tartar sauce French Fries Slaw Rolls</p>
<p>Guest 7</p> <p>Water Cup Broccoli Cheddar– Out 1st 3-Course Country Fried Steak French Fries Rolls</p>	<p>Guest 8</p> <p>Small OJ Bacon, Swiss, Onions, and Red & Green Pepper Omlet Home Fries loaded Biscuits</p>
<p>Guest 9</p> <p>Water Cup Chicken-N-Noodle – Out 1st 3-Course Blackened White Fish no onions Seasonal Bread Whole Pie To Go</p>	<p>Guest 10</p> <p>Kids Milk Plenty-O-Pancakes with bacon</p>
<p>Guest 11</p> <p>Kids Sprite Kids Grilled Cheese</p>	<p>Guest 12</p> <p>Water Diet Coke Pot Roast Sandwich with French Fries Turkey Knife & Fork Sandwich</p>

Take notes on the steps you used or questions you may have:

- _____



EXERCISE: Full Service 2 Continued

WHO: Server, Carry Out Specialist, and Cashier

#26

6 guests at table ____.

Guest 1	Guest 2
Decaf Mini Sample Sausage Patties Grits Eggs Over Easy Biscuits	Breakfast Blend Coffee Two Eggs Over Medium Eggs Bacon – Extra Crispy Homefries Loaded Biscuits
Guest 3	Guest 4
Decaf Bowl Grits Bacon Homefries White Toast	Large Milk Kids OJ Kids Sunny Scramble with Bacon
Guest 5	Guest 6
Kids Chocolate Milk Little Piggy Hotckes	Small OJ Griddle Combo Hotcakes Sausage

Take notes on the steps you used or questions you may have:

- _____



This exercise will give you the opportunity to practice what you've learned.

- Your trainer will provide guest check from the previous exercise #23. Separate the checks by seats (1, 3) & (2, 4). Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____

- Your trainer will provide guest checks from the previous exercise #24. Separate the checks into two checks by seats (1, 2, 5) & (3, 4). Sell a \$50 Gift Card. Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____

- Your trainer will provide guest checks from the previous exercises #23. Combine the two checks into one; sell two quarts of soup (Chkn Noodle & Veg). Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____

- Your trainer will provide guest checks from the previous exercises #22. Combine the two checks into one; sell three Gift Cards for \$25 each. Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____

EXERCISE: Full Service

WHO: Server, Carry Out Specialist, and Cashier

#27 1 guest at table ____.

Guest 1
Large OJ Two Eggs Over Well Turkey Links Hash Browns White Toast

Take notes on the steps you used or questions you may have:

- _____

#28 4 guests at table ____.

Guest 1	Guest 2
Coke Grilled Salmon Broccoli Carrots Rolls	Farmhouse Lunch Combo Farmhouse Garden Salad with Ranch Dressing Cup Baked Cheddar Potato No bread Water
Guest 3	Guest 4
Pot Crusted Flounder Broccoli Green Beans Coke	Kids Root Beer Kids Macaroni & Cheese with French Fries

Take notes on the steps you used or questions you may have:

- _____

#29 5 guests at table ____ . Separate into three checks by seats (1, 2), (3, 5), (4).

Guest 1	Guest 2
Water Farmhouse Lunch Combo Farmhouse Garden Salad with Ranch Dressing ½ Five Cheese Griddle Cheese	3-Course Black Angus Steak Cup Bean Mash Potato Beef Gravy Green Beans Rolls Caramel Sundae
Guest 3	Guest 4
Breakfast Blend Coffee Crispy Chicken Club no Onions or Pickles French Fries	Kids Sprite Kids Cheeseburger with Mashed Potatoes no Gravy
Guest 3	
SM Milk Kid Chicken Tenders French Fries	

Take notes on the steps you used or questions you may have:

- _____



EXERCISE: Full Service

WHO: Server, Carry Out Specialist, and Cashier

#30

6 guests at table ____.

<p>Guest 1</p> <p>Iced Tea Cobb Salad Colonial Dressing Cup Vegetable Soup Rolls</p>	<p>Guest 2</p> <p>Kids Hi C Kids Grilled Cheese Broccoli</p>
<p>Guest 3</p> <p>Big Farm Cheese Burger French Fries Slaw Diet Coke</p>	<p>Guest 4</p> <p>Lemonade Onion Petals - Out 1st Pot Roast Sandwich French Fries Slaw</p>
<p>Guest 5</p> <p>Cranberry Pecan Chicken Salad no Tomatoes and Ranch Dressing on the side Rolls Wildberry Lemonade</p>	<p>Guest 6</p> <p>Coke Crispy Chicken Sandwich Side of Ranch Slaw</p>

Take notes on the steps you used or questions you may have:

- _____

EXERCISE: Guest Payment Check 6

WHO: Server, Carry Out Specialist, and Cashier

This exercise will give you the opportunity to practice what you've learned.

- Your trainer will provide guest check from the previous exercise #28, process the payment as CASH.

Take notes on the steps you used or questions you may have:

- _____

- Your trainer will provide guest checks from the previous exercise #29. Sell a gift card for \$50. Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____

- Your trainer will provide guest checks from the previous exercises #30. Separate into three separate checks by seats (1, 2), (3-5). Process the payments as CASH.

Take notes on the steps you used or questions you may have:

- _____



TIME TRIALS

Order Entry – Time Trials I –



The following exercises are designed to help you build your proficiency while improving your Speed of Service. Take turns in your group entering orders and timing each other. Make sure to pay attention while entering the order for accuracy. When you are ready, let the time keeper know. When you think you're finished, say "Time!" Don't panic -- have fun! Record your time with each entry in the space provided and have a trainer/manager initial showing they checked your order for accuracy.

READY.... SET.... GO!!!

EXERCISE: Time Trial 1		WHO: Server, Carry Out Specialist	
4 guests have been seated at table _____. Create the ticket based on the orders below:			
Guest 1: Roger		Guest 2: Carolyn	
<ul style="list-style-type: none"> • Lemonade • Cranberry Pecan Chicken Salad Sweet Italian dressing on the side No Bleu Cheese • Rolls • Slice of Apple Dumpling Pie 		<ul style="list-style-type: none"> • Sunrise • Eggs OE • Biscuits • Home Fries with shredded cheddar cheese • Fruit Cup • Large Apple Juice 	
Guest 3: Natalie		Guest 4: Kathy	
<ul style="list-style-type: none"> • Coke • Chicken Club French Fries Cole Slaw • Side of Seasonal Bread 		<ul style="list-style-type: none"> • Wildberry Lemonade • Farm Grilled Chicken Club • French Fries • Cole Slaw 	
Time: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>		Checked for Accuracy: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>	

EXERCISE: Time Trial 2

WHO: Server, Carry Out Specialist

4 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Kelley	Guest 2: Jen
<ul style="list-style-type: none"> • Pot Roast Sandwich Platter • French Fries • Cole Slaw • Lemonade 	<ul style="list-style-type: none"> • Country Fried Steak • Mashed Potatoes • Green Beans • Rolls • Iced Tea
Guest 3: Amy	Guest 4: Terri
<ul style="list-style-type: none"> • Diet Coke • P2 Combo • Chicken-N-Noodles • Salad Cheese & Bacon Balsamic Dressing 	<ul style="list-style-type: none"> • Iced Tea • Sunshine Skillet • Wheat Toast • Piece of French Silk Pie



Time: _____
 1 2



Checked for Accuracy: _____
 1 2

EXERCISE: Time Trial 3

WHO: Server, Carry Out Specialist

4 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Amy	Guest 2: Nathan
<ul style="list-style-type: none"> • Sprite • Wildfire Chicken salad Ranch dressing • Side of Banana Nut Bread 	<ul style="list-style-type: none"> • Large Apple Juice • Slow Roasted Chicken Pot Pie • Salad Colonial dressing • Banana Nut Bread
Guest 3: Annabelle	Guest 4: Ted
<ul style="list-style-type: none"> • Kids Milk • Kids Hamburger Burger • French Fries • 	<ul style="list-style-type: none"> • Iced Tea • Savor Size Cobb Salad No Cheese Lite Ranch dressing • Rolls



Time: _____
 1 2



Checked for Accuracy: _____
 1 2



EXERCISE: Time Trial Finish Line 1

WHO: Server, Carry Out Specialist

Your trainer will provide guest checks for your Time Trials. Process all payments as CASH.

Check 1: Normal



Time: _____
1 2



Checked for Accuracy: _____
1 2

Check 2: Normal



Time: _____
1 2



Checked for Accuracy: _____
1 2

Check 3: Split the Check by Seat



Time: _____
1 2



Checked for Accuracy: _____
1 2

Check 4: Apply an Employee 20% Discount



Time: _____
1 2



Checked for Accuracy: _____
1 2

Check 5: Normal



Time: _____
1 2



Checked for Accuracy: _____
1 2

Check 6: Split the Check by Seat



Time: _____
1 2



Checked for Accuracy: _____
1 2

Check 7: Apply a CPR Variable Dollar discount of \$5.



Time: _____
1 2



Checked for Accuracy: _____
1 2

Check 8: Normal



Time: _____
1 2



Checked for Accuracy: _____
1 2



Order Entry – Time Trials II



Here are some more Time Trials to test your proficiency. Complete and record your times and accuracy checks like the previous day.

Let's see if you can improve your times!

READY.... SET.... GO!!!

EXERCISE: Time Trial 5		WHO: Server, Carry Out Specialist	
4 guests have been seated at table _____. Create the ticket based on the orders below:			
Guest 1: Randy <ul style="list-style-type: none"> • Root Beer • 3-Course Potato Crusted Flounder • Salad – 1000 island • Carrots • Broccoli • Rolls • Carm Sund 		Guest 2: Jackie <ul style="list-style-type: none"> • Large Orange Juice • Ham, Bac, Chd, On Omelet • Homefries • Biscuits • Fruit Cup 	
Guest 3: Mike <ul style="list-style-type: none"> • Fried Chicken Club • French Fries • Cole Slaw • Side of Seasonal Bread • Diet Coke 		Guest 4: Molly <ul style="list-style-type: none"> • Cinnamon Supreme Hotcakes • Regular Coffee • Strawberry Smoothie 	
 Time: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>		 Checked for Accuracy: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>	

EXERCISE: Time Trial 6**WHO: Server, Carry Out Specialist**

4 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Brenda	Guest 2: Karen
<ul style="list-style-type: none"> • Cranberry Pecan Chicken salad Raspberry Vinaigrette • Rolls • Diet Coke 	<ul style="list-style-type: none"> • Large Milk • Veggie Omelet • Fruit Dish • Wheat Toast dry
Guest 3: Beth	Guest 4: Lauren
<ul style="list-style-type: none"> • SS Cranberry Chic Salad Raspberry vinaigrette • Seasonal Bread • Water 	<ul style="list-style-type: none"> • Large Milk • Pick Two Combo – Garden Salad and Half Turkey Bacon Melt

Time: _____
1 2Checked for Accuracy: _____
1 2**EXERCISE: Time Trial 7****WHO: Server, Carry Out Specialist**

3 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Mike	Guest 2: Joel
<ul style="list-style-type: none"> • Wildfire Chicken salad Wildfire Ranch dressing • Side of Rolls • Iced Tea 	<ul style="list-style-type: none"> • Three Cheese Burger • French Fries • Cole Slaw • Large Tomato Juice
Guest 3: Paul	Guest 4: Carry Out
<ul style="list-style-type: none"> • Big Farm Bacon Cheeseburger No Lettuce No Tomato • Crispy Onion Petals • Side Salad Ranch Dressing 	<ul style="list-style-type: none"> • Quart of Chicken-N-Noodle Soup • Quart of Hearty Beef Vegetable Soup • Whole Seasonal Pie

Time: _____
1 2Checked for Accuracy: _____
1 2**EXERCISE: Time Trial 8****WHO: Server, Carry Out Specialist**

2 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Matt	Guest 2: Kevin
<ul style="list-style-type: none"> • Turkey & Dressing • Mashed Potatoes • Green Beans • Iced Tea 	<ul style="list-style-type: none"> • Lemonade • Potato Crusted Flounder • Broccoli • Carrots • Rolls

Time: _____
1 2Checked for Accuracy: _____
1 2



Order Entry – Time Trials III



Here are some more Time Trials to test your proficiency. Complete and record your times and accuracy checks like the previous day.

Let's see if you can improve your times!

READY.... SET.... GO!!!

EXERCISE: Time Trial 9		WHO: Server, Carry Out Specialist	
4 guests have been seated at table _____. Create the ticket based on the orders below:			
Guest 1: Sam		Guest 2: Rachel	
<ul style="list-style-type: none"> • Sweet Tea • Grilled Chicken • Mashed Potatoes • Broccoli • Rolls 		<ul style="list-style-type: none"> • Coke • 3-Course Potato Crusted Flounder • Cup Bean Soup • Green Beans • Rolls • Chocolate Chunk Cookie 	
Guest 3: Ruth		Guest 4: Jennifer	
<ul style="list-style-type: none"> • Diet Coke • Crispy Chicken Tenders • French Fries • Cole Slaw 		<ul style="list-style-type: none"> • Wildfire Chicken Salad No Tomatoes • Seasonal Bread • Water 	
 Time: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>		 Checked for Accuracy: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>	

EXERCISE: Time Trial 10**WHO: Server, Carry Out Specialist**

4 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Katie	Guest 2: Emily
<ul style="list-style-type: none"> • Turkey Bacon Melt Platter • Fries • Coleslaw • Diet Coke 	<ul style="list-style-type: none"> • Farm Favorite Burger • French Fries • Iced Tea
Guest 3: John	Guest 4: Steve
<ul style="list-style-type: none"> • Cobb Salad Bleu Cheese • Cup of Tomato Basil Soup • Rolls • Water 	<ul style="list-style-type: none"> • Bowl of Beef Vegetable • Garden Salad Ranch No Tomatoes • Root Beer

Time: _____
1 2Checked for Accuracy: _____
1 2**EXERCISE: Time Trial 11****WHO: Server, Carry Out Specialist**

3 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Justin	Guest 2: Taylor
<ul style="list-style-type: none"> • Wildfire Chicken Salad Wildfire Ranch Dressing • Seasonal Bread • Sweet Tea 	<ul style="list-style-type: none"> • Chicken Club Sandwich • Coke
Guest 3: Paul	Guest 4: Carry Out Order
<ul style="list-style-type: none"> • Loaded Farmhouse Fries • 5 Cheese Griddled Sandwich • Sprite 	<ul style="list-style-type: none"> • Quart of Chicken-N-Noodles • Whole Apple Pie

Time: _____
1 2Checked for Accuracy: _____
1 2**EXERCISE: Time Trial 12****WHO: Server, Carry Out Specialist**

2 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Ranae	Guest 2: Annie
<ul style="list-style-type: none"> • Loaded Baked Potato • Cup of Beef Vegetable • Regular Coffee 	<ul style="list-style-type: none"> • Country Fried Steak • Mashed Potatoes • Green Beans • Iced Tea


Time: _____
1 2Checked for Accuracy: _____
1 2


EXERCISE: Time Trial Finish Line 3

WHO: Server


Your trainer will provide guest checks for your Time Trials. Process all payments as CASH.


Check 1: Normal

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 2: Split the Check by Seat

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 3: Apply an Employee 50% Discount

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 4: Normal

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 5: Normal

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 6: Split the Check by Manually.

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 7: Normal.

 Time:
 1 2

 Checked for Accuracy:
 1 2

Check 8: Normal

 Time:
 1 2

 Checked for Accuracy:
 1 2

Order Entry – Time Trials IV







Here are some more Time Trials to test your proficiency. Complete and record your times and accuracy checks like the previous day.



Let's see if you can improve your times!

READY.... SET.... GO!!!

EXERCISE: Time Trial 13	WHO: Server, Carry Out Specialist
3 guests have been seated at table _____. Create the ticket based on the orders below:	
Guest 1: Sarah <ul style="list-style-type: none"> • Griddle Combo • French Toast • Bacon • Decaf Coffee 	Guest 2: Kim <ul style="list-style-type: none"> • Western Omelet • Cup Oatmeal • Large Milk
Guest 3: Melissa <ul style="list-style-type: none"> • Kids Plenty-O-Pancakes • Bacon • Kids Milk 	
Time: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>	Checked for Accuracy: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>

EXERCISE: Time Trial 14	WHO: Server, Carry Out Specialist
4 guests have been seated at table _____. Create the ticket based on the orders below:	
Guest 1: Lee	Guest 2: Dale
<ul style="list-style-type: none"> • Country Biscuit Breakfast • Over easy • Home Fries • Orange juice 	<ul style="list-style-type: none"> • Veggie Omelet • Fruit Dish • White Toast dry • Large Milk
Guest 3: Jim	Guest 4: Fred
<ul style="list-style-type: none"> • Mini Sampler • Over Medium • Sausage Links • Homefries • Biscuits • Coffee 	<ul style="list-style-type: none"> • Golden Cornmeal Mush Breakfast • Over Medium • Bacon • Iced Tea
 Time: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>	 Checked for Accuracy: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>

EXERCISE: Time Trial 15	WHO: Server, Carry Out Specialist
3 guests have been seated at table _____. Create the ticket based on the orders below:	
Guest 1: Lauren	Guest 2: Jill
<ul style="list-style-type: none"> • Bowl of Oatmeal Raisins • Fruit and Yogurt Parfait • Water 	<ul style="list-style-type: none"> • Grilled Ham and Cheese • Fries • Cole Slaw • Coke
Guest 3: Paul	Guest 4: Carry Out
<ul style="list-style-type: none"> • Crepes • Sausage Patties • Decaf 	<ul style="list-style-type: none"> • Loaf of Banana Nut Bread • Quart of Chicken-n-Noodles
 Time: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>	 Checked for Accuracy: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>


EXERCISE: Time Trial 16	WHO: Server, Carry Out Specialist
2 guests have been seated at table _____. Create the ticket based on the orders below:	
Guest 1: Dan	Guest 2: Ben
<ul style="list-style-type: none"> • Salmon Fillet • Broccoli • Carrots • Rolls • Iced Tea 	<ul style="list-style-type: none"> • Chicken Pot Pie • Garden Salad Italian • Biscuit
 Time: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>	 Checked for Accuracy: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>


EXERCISE: Time Trial Finish Line 4

WHO: Server, Carry Out Specialist


Your trainer will provide guest checks for your Time Trials. Process all payments as CASH.


Check 1: Normal

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 2: Split the Check by Seat

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 3: Normal

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 4: Normal

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 5: Normal

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 6: Split the Check by Manually.

 Time:
 1 2


 Checked for Accuracy:
 1 2


Check 7: Normal

 Time:
 1 2

 Checked for Accuracy:
 1 2

Check 8: Normal

 Time:
 1 2

 Checked for Accuracy:
 1 2

Order Entry – Time Trials V



Here are some more Time Trials to test your proficiency. Complete and record your times and accuracy checks like the previous day.

Let's see if you can improve your times!

READY.... SET.... GO!!!

EXERCISE: Time Trial 17		WHO: Server, Carry Out Specialist	
4 guests have been seated at table _____. Create the ticket based on the orders below:			
Guest 1: Sammy <ul style="list-style-type: none"> Country Fried Steak Mashed Potatoes Green Beans Biscuits Sprite 	Guest 2: Savanna <ul style="list-style-type: none"> Grilled Chicken Tenders with Barbeque Sauce Macaroni-n-Cheese Coleslaw Rolls Root Beer 		
Guest 3: Bill <ul style="list-style-type: none"> Crispy Chicken Club Sandwich Fries Cole Slaw Sweet Tea 	Guest 4: Krista <ul style="list-style-type: none"> Turkey Knife & Fork Sandwich Garden Salad with Colonial Dressing Water 		
Time: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>	Checked for Accuracy: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> 1 2 </div>		

EXERCISE: Time Trial 18

WHO: Server, Carry Out Specialist

4 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: John	Guest 2: Mickey
<ul style="list-style-type: none"> Savor Size Cranberry Pecan Chicken salad Bleu Cheese Rolls Diet Coke 	<ul style="list-style-type: none"> Veggie Omelet Loaded Hash Browns Wheat Toast dry Small Milk
Guest 3: Saed	Guest 4: Mark
<ul style="list-style-type: none"> Cobb Salad with Raspberry Vinaigrette Seasonal Bread Coffee 	<ul style="list-style-type: none"> Fresh Fruit Plate Oatmeal Large Milk



Time: _____
1 2



Checked for Accuracy: _____
1 2

EXERCISE: Time Trial 19

WHO: Server, Carry Out Specialist

3 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Shantelle	Guest 2: Joel
<ul style="list-style-type: none"> Wildfire Chicken Salad with Wildfire Ranch Dressing Side of Rolls Iced Tea 	<ul style="list-style-type: none"> Three Cheese Burger French Fries Cole Slaw Diet Coke
Guest 3: Justin	
<ul style="list-style-type: none"> Big Farm Bacon Cheeseburger No Lettuce No Tomato French Fries Cole slaw 	



Time: _____
1 2



Checked for Accuracy: _____
1 2

EXERCISE: Time Trial 20

WHO: Server, Carry Out Specialist

2 guests have been seated at table _____. Create the ticket based on the orders below:

Guest 1: Clint	Guest 2: John
<ul style="list-style-type: none"> Big Farm Burger French Fries Cole Slaw Root Beer 	<ul style="list-style-type: none"> Cranberry Pecan Chicken Salad with Italian dressing Iced tea



Time: _____
1 2



Checked for Accuracy: _____
1 2

