BAR

OPERATING THE TILL

1. To unlock the till, use the on-screen keyboard to hit '1' then 'Clerk ID'.
    - This will unlock the till as 'Staff 1'.
    - To lock the till, repeat this process.
    - This can be done with other numbers, i.e. hitting '4' then 'Clerk ID' will unlock the till as 'Staff 4'
    - The till will lock after sitting idle or after every transaction; you may need to unlock it before using it.

2. To place a drink order you will need to click the 'Bar' button on the till; this will take you to the bar screen where the drinks are categorised under spirits, bottles etc,
    - Example - if the customer orders a vodka and coke, you would select the spirits then 'Smirnoff Vodka' then select the mixer from the correct area (cans/bottles/misc.). It is very important that the correct items are selected for stock purposes.

3. To place a food order, you must first input a table number. To do this you should unlock your till then:
    - Ask the customer for their table number
    - Hit the corresponding numbers on the screen, i.e. '623'
    - Hit the 'Table#' button on the till – this will allocate any order placed to 'Table 623'

4. On the till screen you will see a 'food' button, hit this to move onto the food section of the till. The categories on here correspond with the categories of food on the menu
    - When placing an order for 'fish and chips', on the menu this comes under the 'Traditional Favourites' so to place this order on the till you would need to look under the 'Traditional Favourites' section.

5. When the customer has ordered the items they require, tell them the amount and ask whether they are paying cash or card;
    - For cash payments, you have the option to automatically select £5, £10 or £20 on the screen. This will process the amount; the till will open and any change required will be displayed on the till.
    - If the customer gives an odd amount, i.e. £12, you can type in £12 and then select 'cash'. This will open the till and again, any change to be given will be displayed on the screen. You must shut the cash drawer after each transaction.

- If paying by card, type the amount required to be paid then select ‘card’ payment. You then need to pass the card terminal to the customer for payment; the first receipt to print will be the merchant copy - this must be attached to the sales receipt and kept in the till for cashing up. You should ask the customer if they would like a copy of their receipt.

6. The bar float is usually £100 – this may differ in your club (ask your Team Leader for clarification)
    - When cashing up at the end of a session you are looking for your float to be the same amount as you started with; the money in addition to this will be your cash takings.
    - The denomination of the floats differs from club to club (again, ask your Team Leader for a breakdown of this)

7. To cash up you need to open your till and count the money inside. To open the till, type in ‘9999’ then ‘Clerk ID’.
    - Count all cash in the till then minus £100 from the total; this will give you an overall cash total.
    - Throughout the session, keep all card payment receipts in your till, at the end of the session you should total the sales on these receipts; this will give you your card total.

8. Hit ‘Cash Declare’ – this will generate a ‘pop-up’ with tabs for cash and card totals.
    - Type in your cash amount
    - Type in your card amount
    - Hit ‘accept’ to declare your totals

9. Once you have declared your totals, you should hit the ‘End of Session’ button.
    - This will print a long receipt showing you the sales from the session and both the cash and card total for your till.
    - The total on this should match the total sum of your cash and card totals.
    - If these numbers do not match, re-count your money and card receipts to find any errors. You can then re-declare the correct amounts and print another ‘End of Session’ receipt
    - Once the totals match, hit the ‘End of Day’ button then the ‘Clear’ button; this resets the till for the following session.