

The Aloha® Table Service Front-of-House (FOH) Bartender Guide is intended to assist managers and bartenders with tasks they perform on a daily basis.

## Starting a shift

### Clocking in

1. Touch the **floating logo**. The login screen appears.
2. Type your **employee number** and touch **OK**.
3. Touch the appropriate **job code**.
4. Touch **Clock In**. The WWT (Working with Tables) screen appears.

All bartender functions, such as starting a new table, adding to an existing table, running a checkout, clocking out, and more, begin from this screen.

## Order entry

### Entering items on an existing tab

1. From the WWT (Working with Tables) screen, touch the **icon** next to the tab on which to add items to open the tab.
2. Add **items** to the tab, as needed.
3. Touch an **order mode** to order the items.

### Entering items on an existing table

1. Use the **floor plan** to select the desired table.
2. Touch **Dining Room** to see more tables. The selected table appears.
3. Add required **items** to the table.
4. Touch an **order mode** to order the items. The text turns from blue to black in the guest check window.

### Entering items on an existing tab using the Add to Tab function

1. Enter **items** on the tab, as normal.
2. Instead of touching an order mode, touch **Add to Tab**.

3. Select the **tab** on which to add the items.
4. Touch **OK**. The items are added to the existing tab.

### Entering an order

1. Log in to the **FOH**. The order entry screen appears.
2. Enter the **needed items**.
3. Touch **Add to Tab** to add the items to an existing tab or touch **New Order** to create a new tab.

### To add items to an existing table:

1. Touch the **Table** icon in the upper left corner and select the **needed** table.
2. Log in to the **FOH** to access the WWT screen.
3. Touch **New**.
4. Type the **table number** and touch **OK????**
5. Add **items** to the check using the menu buttons located to the right of the guest check to navigate to and select the items. If using pivot seating, add **items** based on Seat 1, Seat 2, and so on.
6. Touch an **order mode** or touch **Send** to send the items to the kitchen.
7. Type a **name** for the tab (bar stool number followed by the name of the guest). The text turns from blue to black to indicate the items are ordered.

### Deleting items

1. Select the **item(s)** to delete in the guest check window.
2. Touch **Delete**.

**Note:** You are not required to select the items if you are deleting the last item in the guest check window. Locate the panel containing Employee functions.


### Modifying items

1. With the **item to modify** selected in the guest check window, touch **Modify**. It is not necessary to select the item first if it is the last item you entered.
2. Make your **modification** selections.

3. Touch **OK** to complete the modifications.
4. Touch an **order mode** to send the items to the kitchen. The text turns from blue to black in the guest check window.

### Using Quantity and Repeat buttons

1. Add the **item** for which you need a large quantity to the guest check.
2. Select the **item** in the guest check window.
3. Touch **Quantity** to display the Enter Quantity dialog box.
4. Use the keypad to enter the **quantity** you need and touch **OK**. The items appear in the guest check window.
5. To repeat an item, select the **item** in the guest check window and touch **Repeat**.

 If the item you are repeating is the last item you added, it is not necessary to select the item first. You can use the Repeat function for both new items and previously sent items.

## Tendering an order

### Closing a check to cash

1. With the **order** active in the guest check window, touch **Close**. The tender screen appears.
2. Touch the **button** for the appropriate dollar amount (i.e. \$1, \$5, \$10, \$20). The check must be fully tendered before it can close. The systems adds tender amounts together automatically. For example, if the guest check is \$60.00, you can touch \$20 three times and the check closes once the balance is zero.

## Closing a check to a credit card

1. With the **order** active in the guest check window, touch **Close**. The tender screen appears.
2. Touch the **button** for the appropriate card. The amount automatically defaults to the amount shown on the guest check.
3. Slide or dip the card and touch **OK**. The guest check closes automatically once the credit card is approved for the full amount of the check and two credit card vouchers print for signature.

## Closing a check to a gift card

1. With the **order** active order in the guest check window, touch **Close**. The tender screen appears.
2. Touch **Gift Card**. The amount automatically defaults to the amount shown on the guest check.
3. Modify the **amount**, if needed.
4. Slide or dip the **card** and touch **OK**. The guest check does not close automatically. Two vouchers print for signature. Once the check is fully tendered, a new Close button appears on the tender screen.

**To add a tip, do not close the check, instead do the following:**

1. Touch **Gift Card Tip**.
2. Enter the **amount** of the tip.
3. Touch **OK**.
4. Touch **Close**.

**Note:** You cannot enter tips on a gift card from the Credit Card Tips screen.

## Closing a check using Fast Cash

1. With the **order** active in the guest check window, touch **Fast Cash**.
2. Type the **amount of cash** given.

3. Touch **OK**. The change due appears in a large gray box on the screen.
4. Touch **within the box** to dismiss it and continue with a new order.

## Applying comps and promos

1. Add **items** to the check, as normal.
2. Touch an **Order Mode** to send items to the kitchen.
3. Touch **Close** to access the tender screen.
4. Touch **Promo** or **Comp**.
5. Touch the appropriate promo or comp type.

Some comps like Shift Meal require the entry of the employee name and a validation code.

Some coupons, like Buy One Get One, require the selection of specific items to apply the discount.

Remember to drop the check with a zero balance to ensure the guest is aware of the discount. This is the only way to ensure the correct verbiage regarding the proper tip is presented to the guest. ???

## Splitting checks

### Splitting a check

1. After adding a few items to the guest check, touch an **Order Mode**. The text turns from blue to black in the guest check window.
2. Touch **Split Checks**.
3. Touch **Add** to create another check.
4. Select the **items** to move in the guest check window and then touch the **check** to receive the items. The text turns from black to red in the new check.
5. Once you move all desired items to the new check, touch **OK**.
6. Touch **Done** to return to the order entry screen.

## Splitting seats

You must be using pivot seating to use the Split Seat feature.

1. After adding a few items to the guest check, touch an **Order Mode**. The text turns from blue to black in the guest check window.
2. Touch **Split Seat**.
3. Touch **Add** to create another seat.
4. Select the **items** to move and then touch the seat to receive the items. The text turns from black to red.
5. Once you move all desired items, touch **OK**.
6. Proceed to the "Splitting a check" function.???

## Applying equal payment across split checks

1. With the **order** as the active check in the guest check window, touch **Close** to access the tender screen.
2. Touch **Equal Pay**.
3. Type the **number of payments** on the keypad. The divided totals appears on the bottom of the guest check.
4. To tender each portion, touch the **individual total**, and then **apply** the tender.
5. Repeat until you apply payment to all portions. The check will not close until all portions are fully tendered.


## Ending a shift

### Entering credit card tips

1. Log in to the **FOH**.
2. Touch the **Tips** button.
3. Select the **card type**.
4. Select the **card** requiring a tip adjustment.
5. Enter the **appropriate tip amount**.
6. Touch **OK**.
7. Repeat **steps #2 through #6** for any other checks requiring a tip adjustment.
8. Touch **Done**.

## Checking out

1. Log in to the **FOH**.
2. Touch **Check Out**.
3. Touch **OK** at the “Are you sure...” prompt. You can only check out once per shift. Once you touch OK, a manager is required to allow you to take another table, or to make adjustments to credit card tips.

 A checkout report prints for you to give to the manager on duty.

- If the printer has a ready (online) light, ensure it is on. If not, press the Ready button.
- Check for a paper jam by pressing the Feed button.
- Check the data cables for connectivity. Make sure they have snug connections into the back of the printer, wall plug, and com port.
- Check for kinks, breakage, or scarring on all power cabling.

## Clocking out

1. Log in to the **FOH**.
2. Touch **Clock Out**.
3. Touch **Yes** at the prompt, if you are ready to clock out.
4. Enter your **total declared tips** for your shift. This includes ALL TIPS (cash and credit cards.)

Keep the clock out chit for your records as it contains the number of hours worked for the day and week.

## Troubleshooting hardware

### Terminals are without power

- Verify the power is off by checking for illumination of any lights, and listening for any humming or vibration.
- Verify the power switch is in the ON position.
- Verify the power cord is snug in the rear of the terminal, both sides of the terminal’s power supply, and in the wall outlet.
- Check for kinks, breakage, or scarring on all power cabling.

### Printers are not printing

- Verify the printer is receiving power.
- Ensure receipt paper is in the printer.