

Professionals Hospitality Suite

Manual – Version 7.1

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Professionals Hospitality suite - overview

The Professional Hospitality suite is designed for the small and medium-sized restaurant, takeaway/cafe, and bar. Or a combination of all three. That means, unlike other similar software, you can run a full restaurant service as well as sell items (takeaways, etc) through a tried and tested POS system. The interface design is common across all POS forms which means training can be simplified and front counter staff can be up and running in a short time from installing the software.

To learn how to use Front Counter full service and quick service open the Retail Business manual (BARetManual.pdf in the [C:\PSL](#) folder).

The key to making the best use of the software is set the system up to run as you want it to. It is fairly flexible and you need to take some time to familiarise yourself with what is involved in both running and installing the software.

As an introduction the restaurant POS is described here with links to the various components you need to set up to start using it. You should expect to take several hours, at least, to carry out a basic setup. To make full use of the software requires that you have configured the stock management system to work with the POS. This may involve you entering a complete inventory.

The POS form below includes labels of the section of the POS.

Professionals Hospitality: operator: Mary Stewart

Table #: 12 **Selected party/table** **Due : 157.46** **Cash out : 0.00**

Qty.	Description	
1	Esk Valley Sauvignon Blanc	21.95
1	Chicken liver pate	13.95
1	Onion soup with gratins	10.95
1	Roast beef	45.00
1	## Scoop of chips	1.95
1	## Side salad	4.95
1	Hungarian goulash	42.86
1	## Antipasto vegetables	10.95
1	## Plain salad - lettuce, tom, cucumber	4.90

Docket list

Menu buttons

- Wine - bottles
- Bottled beer
- Entrees
- Salads
- Sandwiches
- Takeaways
- Menu mains
- Wraps
- Desserts
- Softdrinks
- Pizzas
- Cakes and sweets
- Grills
- Coffee and tea

Operations buttons

- Print Order
- To Manual F3
- Void F6
- Other tenders
- EFTPOS
- Change F7
- Open drawer
- Review F8
- Cash
- Cash / EFTPOS
- Tax exempt
- Cash out

Quantity buttons

- 7
- 8
- 9
- Clr.
- 4
- 5
- 6
- +1
- 1
- 2
- 3
- 1
- 0

Lookup buttons

- Allocate Table(s)
- Customer name
- Stock lookup
- Customer lookup
- Reservations
- Tabs lookup

Hospitality buttons

- Hold
- Release
- Bar item sales
- New tab
- Add to tab
- Close tab
- Assign party
- Close party
- Kitchen printer
- Happy hour
- Split docket
- Regular customer

Lock F12 **Change menu** **Close**

The above shows the major divisions on the Hospitality POS. These will be explained in the rest of this documentation.

Selected party/table : This displays the name of the party, and/or table, assigned to the docket currently displaying on the POS. If the docket is for a regular customer their name displays. When you make a docket for a regular customer you may convert that docket into an invoice if the customer is a credit customer. The field is only visible if the docket is being assigned to a customer, party or table.

Docket list: This displays all the items on a single docket. If the docket isn't complete you may put it on hold and release it when you wish to add more items or change the quantity of any items. For example if a party has been assigned to service that has its own menu..

Current cashier: This is the name of the cashier currently logged on. If you need to change cashiers (for example you are running a turnover/commission payments scheme) put the current docket on hold and Lock the POS. Another cashier needs to logon to reactivate it. See user profiles.

Operations buttons: These buttons allow you to operate the POS by changing, voiding or otherwise carrying out operations to complete the docket quickly and accurately.

Menu buttons : These are the user defined stock line buttons. The top row must be allocated to items that aren't processed through the kitchen. Kitchen processing is assumed for the other buttons. That is, items selected using those buttons, and added to the sales list, can be printed on the kitchen printer when you press **Kitchen Printer**. on the Hospitality buttons.

Quantity keypad: This keypad is active whenever the POS is in manual mode. If pressed the quantity amount is changed. The keys add the value pressed to the letter already in the field. As in "5" then "1" results in 51, not 6. If you want to change the value by adding to it in the manner of a calculator press the "+1" key. To add the item to the sales list press **Ok**. If entering a cash out amount, or invoice payment, these keys work in the amount field.

Lookup buttons : These buttons allow you to view, and optionally select, from the stock, customer and current tabs lists. The reservation button allows you to maintain reservations. Or to add to reservations if you wish to make sure all restaurant patrons are entered into the reservations. Doing this allows you to report on who has served which party.

Hospitality buttons : These buttons allow you to activate the additional hospitality functions.

- The **Bar** button. This activates the bar menu and allows you to select drinks. See **Bar sales**.
- **New tab, Add to tab, and Close tab**. Allow you to operate on customer bar tabs. You need to identify the customer – either as a walking or regular.. See **managing bar tabs**.
- **Server on** and **Server off**. Allow you to "clock" the server in and out. If a server hasn't been clocked in you will be warned if you wish to allocate them to a party. You can still do so. See **servers and wait staff** for how to set up staff profiles and **Server status** for how to clock staff on and off.
- **Assign party** and **Close party**. Allow you to assign a party to a sales docket. Once they have left you can close the party. When that has been done nothing more can be added to their docket. So don't close them down until you are sure they've left and paid everything. See **handling reservations**.
- **Split ticket**. Allows you to split a docket between multiple members of a party. Click this immediately prior to clicking Process. The split ticket payments form is activated. See **processing a split docket**.
- **Hold** - put a sales docket on hold. This allows you to set aside a party's docket and add items to it by releasing it. See **holding and releasing dockets**.
- **Release** - add to, or process an existing docket you previously put on hold. If the docket has been assigned to a party the party's name appears in the **Selected party** field.
- **Regular Customer** This allows you to select, and allocate, a regular customer to the active docket. See **regular customers**.
- **Kitchen Pr**. Use this to send items on the active docket to the kitchen printer. You need to set up that printer in the POS settings form . If an item has already been sent it won't be sent again.
- **Happy hour**. This allows you to manually activate a happy hour set up for the current day. If a happy hour is active the button caption changes to "**Happy hour on**".

Setting up the Hospitality suite

Once you have set up the company record, at a minimum, set up stock so you can define menus, run the restaurant, bar and sell other things.

Professionals Hospitality comes with four front counter interfaces:

1. Quick sales - use this if you have a lane set up to just sell regular retail items.
2. Full service - use this to sell general retail, and non-menu items. You may also deal with customer debt and stock orders using this.
3. Hospitality - use this when dealing with restaurant service, bar and cafe sales. To use this interface you need to do two things: set up your restaurant/cafe (tables, staff), and set up your menu and bar items.
4. Mobile waiter – this POS interface allows staff to carry a tablet when working the tables. You need to install wireless connectivity in your business

Before you start setting things up look at the form below. The set of buttons to look at most closely is the one with "Wine - bottles" and "Bottled beer" in the top row. You need to define a stock line/menu definition for each button. Each Button can have up to 36 items (individual or options) assigned from the inventory.

Professionals Hospitality: operator: Mary Stewart

Jones family

Qty.	Description	Amount
1	Esk Valley Sauvignon Blanc	21.95
1	Gisborne - chardonnay special reserve	34.95
1	Roquefort flan	12.95
1	Cajun-spiced shrimp with remoulade	10.95

Scan/enter Code: CAJSHRIMP Qty: 1

Discount (%): 0.00

Item desc: Cajun-spiced shrimp with remoulade - easy on the peppers

Due : 80.80

Cash out : 0.00

Print Order

To Auto F3 Void F6 Other tenders EFTPOS

Change F7 Open drawer Review F8

Up Cancel F5 Ref/Cr F9

Down Tax exempt Cash out Cash / EFTPOS

Accept F4

Wine - bottles Bottled beer

Entrees Salads Sandwiches

Takeaways Menu mains Wraps

Desserts Softdrinks Pizzas

Cakes and sweets Grills

Coffee and tea

Allocate Table(s) Customer name

7 8 9 Clr.

4 5 6 +1

1 2 3 -1

0 . Ok

Hold Release

Bar item sales New tab

Add to tab Close tab

Server on Server off

Assign party Close party

Stock lookup Customer lookup

Reservations Tabs lookup

Kitchen printer Happy hour

Split docket Regular customer

Lock F12 Change menu Close

You can set up stock lines/menu definitions to change the descriptions that print on the menu buttons

From "Bottled Wine" all items can be printed to the kitchen printer. If you have one. The kitchen printer needs to be an 80 column, continuous roll, receipt printer. To print to the kitchen printer

make sure the docket list displays the correct items. Then click/press the "Kitchen Pr." button. You need to have defined which printer is the kitchen printer in **POS settings**.

To set up the restaurant and bar select **System Settings** from the main form. The following form opens:

Professionals Hospitality suite - evaluation.

Back

Company control

Divisions and ledger

Bank settings

Invoice and statements format

Staff profiles and access

Unlock Hospitality

International (Non-NZ only)

Front Counter/POS

POS settings

Menu buttons

Docket settings

Table settings

Service times

Happy hours

Set menus

Bar sales buttons

To set up cashier profiles select **Staff profiles and access** .

Setting up the restaurant/cafe.

When setting up the restaurant consider the following:

1. Do you intend to take reservations? If yes you may need to set up the tables. Tables aren't required but setting them up may be useful if you table bookings.
2. Do you intend to have different menus, and bookings, for different services? In that case set up Services.
3. Do you intend to pay staff by the value of their sales? Or have some other type of performance criteria in place? In that case set up each staff member.

The following describes setting up tables.

You can activate the table settings form from the System settings menu, or from the Maitre'd operations menu from the Front Counter selection menu.

When setting up tables allocate the maximum number of settings to them. This allows you to combine tables when parties overflow more than one table. Doing so also enables you to keep a check on how many tables, and settings, you still have free when reservations are being entered.

Maintain table settings for : The Conversation Corner

Table No.:

Description :

No. of settings :

Location :

Add F2 Back

Edit F3

Save F4

Cancel F5 Delete F6

Table No.	Description	No. of settings	Location
6	Medium	8	Main restaurant
7	Medium	8	Main restaurant
8	Medium	8	Main restaurant
9	Banquet	20	Private room 1
▶ 10	Banquet	20	Private room 2
11	Large	12	BBQ patio
12	Large	12	BBQ patio

◀ ▶ ▶▶ ▶▶▶

Total settings : **112**

- Enter a unique identifier for each table. The example above uses numbers. You can then make cards with those identifiers on them and put them on the tables to assist servers and customers.
- Enter a description. The example has a limited range of descriptions as a set range of sizes are used.
- Enter the number of settings. Make this the maximum number. Even if one or two are lost when the table is combined with others.
- Enter the location of the table. This helps you identify it's position for when regular customers wish to reserve a favourite table. The example above has different rooms. You can also identify the location within the restaurant if you only have one room. For example "Beside front window".

Setting up staff

Setting up staff is a two-step process. The software sets up a system administrator's profile when it first starts. Don't remove this profile.

1. Set up the staff member's access number, password and access level.
2. Set up additional staff details. This is optional. If you employ wait staff and intend to pay

by performance and allocate staff to parties in a restaurant then add the detail.

Setting up access:

POS Maintain staff access profiles

Staff id no : 100

First Name [*] System

Last Name [*] Administrator

Exit

New staff

Save

Cancel

Delete

<< < > >>

Staff details F1 - Help Security Log

New Password [*]

Repeat [*]

Change

Confirm

☒ Active Password [*]

Set Access Level [*]

☒ System Administrator - access to all facilities. Including set up.

☐ Transaction data entry. No set up forms.

☐ Periodic user - Front counter operations and reports

☐ Reports and enquiries only

- To create a new staff profile click **New staff**. A new staff number is allocated. The staff member needs to know this number. As well as their password.
- Enter their first and last names. Set their access level. Most people will need level 2 - **Transaction data entry**. Click **Save**.
- To create a new password click **Change**. Enter the new password, and repeat it. Then click **Confirm**. Even if you have turned password access off when starting up Front Counter the staff member still needs a password to use the POS because of limitations on who can authorise discounts, who has made which sales and who the float is allocated to.
- If the staff member has to be allocated to parties and tables click **Staff details**. The following form activates.

PS! Maintain staff details for: George McHenry

Position :

Address :

Postal zone :

Phone : Email :

Mobile :



Birthday : Start :

Employment type :

Hours between : and : (24hr clock - 1.00 pm is 1300)

Days on :

☐ Active

 Save  Cancel

You can enter details for all staff here as you can use this information to check staff availability. For example when staff call in sick and need to be replaced.

- Position is compulsory.
- Address and other contact details are optional.
- Employment type, Hours of work and days on should be entered to make sure you have the staff available to operate the restaurant. Of course, if your restaurant is very small, and you don't allocate staff to tables or parties then this information is not required.

If you enter staff details, and use the Concierge function, it is possible to allocate staff to parties as you seat them.

Setting up menus

To connect menu items to the POS carry out the following sequence:

1. Create stock lines with descriptions as you want them to show on the buttons. Try and keep them to less than 20 characters if you can.
2. Create the stock items (you can set them up as options if you wish to track inventory levels in detail) and link each relevant item to the required stock line.
3. Link all the items of the selected stock line/menu definition to the stock line selection

buttons.

4. Create the menu definitions if you intend to operate more than one – for example; Breakfast menu, morning tea, lunch/brunch, etc. You can then switch menus with one press of the menu list.

The following describes linking stock lines to the relevant POS menu keypad button.

On the Systems Settings form select **Menu buttons**. The following form activates:

Menu	Discount
▶ Dinner menu - weeknights	0.00
Dinner menu - Friday and Saturday	0.00
Breakfast menu - vegetarian option	0.00
Lunch menu - week days	0.00
Lunch menu - weekends	0.00
Breakfast menu	0.00
Kids menu - birthdays	0.00
Kids menu - normal	0.00
Grills menu	0.00
Vegetarian menu	0.00
Takeaways	0.00
Fish menu	0.00

Enter the menu definitions you wish to create. Stock lines and their linked items can be applied to multiple menus.

Each menu can have a special discount applied to it. To edit or add click the relevant button. The form then appears as follows:

Maintain menu definitions.

Menu maintenance

Menu description :

Apply discount/special : ☒ Menu is active

Lunch menu - weekends	0.00
Breakfast menu	0.00
Kids menu - birthdays	0.00
Kids menu - normal	0.00
Grills menu	0.00
Vegetarian menu	0.00
Takeaways	0.00
Fish menu	0.00

You can create the menu as inactive and then activate it when ready. If you apply a discount/special it is applied until you remove it.

From Menu definitions click Menu buttons. The following form activates:

Select menu buttons for: Dinner menu - weeknights

Select line to attach to selected button

Line code	Description
Whiskey	Whiskey
Meat	Fresh meat
desserts	Desserts

Exit F1 - Help

Create link Remove link

Click the button you want the stock line to use

Wine - bottles *** non kitch ***	Cocktails *** non kitch ***	Bottled beer *** non kitch ***
Entrees	Salads	Sandwiches
Takeaways	Menu mains	Wraps
Desserts	Softdrinks	Pizzas
Cakes and sweets	Nibbles	Not assigned to stock line
Not assigned to stock line	Not assigned to stock line	Not assigned to stock line

Linked lines and menu buttons

Stock line to	Button caption
takeaway	Takeaways
Mains	Menu mains
wraps	Wraps
desserts	Desserts
softdrinks	Softdrinks
pizza	Pizzas
sweets	Cakes and sweets
nibbles	Nibbles
Wine	Wine - bottles
cocktails	Cocktails

New Table

Item buttons Line definitions

Stock items

Warning - allocate non-kitchen items to the first row. That row should be allocated to drinks. Or something like that. Only items selected using the second, or below, row of buttons are printed on the kitchen printer. However, if you are running a takeaway and the receipt is always sent to the kitchen to fulfill the order you can use the top row as well.

Note that the **wine - bottles** button is highlighted. As is the **Wine** line in the **Linked lines and buttons** list. If a button is linked to a stock line you may remove the link. You cannot create a new one unless the button highlighted has no stock line connected.

The example above displays an incomplete set of button captions for the menu buttons panel. The buttons with "Not assigned to stock line" on them will not show on the POS. Neither will any buttons with a stock line attached that has no stock items linked to it.

The stock descriptions are used as captions on the relevant buttons. To make sure everything fits there should be no more than 40 characters in each description.

From this form you can create new stock lines and link stock items to selection buttons. It is these buttons that are activated when you press the relevant button on the POS. To link stock items to POS buttons click **Item buttons**.

The following form activates:

To link stock items to the POS buttons you must create the item (in Stock Management) and make sure it is linked to the relevant stock line/menu. In the example above the menu is Cocktails. All stock items linked to the selected stock line show in the list to the right.

If an item is not, currently, connected to a button you can highlight an unassigned button and then select the item in the list. The unassigned button will change to bright green to indicate it is available and the **Accept** button will activate.

You can link up to 36 items to the buttons. This means you can have more stock items for the stock line than the number of buttons available to link them to. This allows you to add new items in stock without them being attached to a button and replace discontinued items when ready to do so. Each item can also have a set of options. When options are set selecting the item triggers the options buttons.

When linking the menu items you must select them individually. Each link enables a simple click of the relevant button to bring over the item price and add the item to the docket.

In the example above stock items for cocktails have been linked to the POS button. Additional items can be created for the stock line, and linked when ready. As below when Daiquiri is added to an empty button. Once the description displays on the button click the Accept button.

Setting up buttons for stock line: cocktails-Cocktails

20th century	Four Score	Alcoholic Dr Pepper	Alexander
Bijou	The Blenheim	Bloodhound	Blue Hawaii
Boiler maker	Brandy Alexander	Brandy Manhattan	Bronx
Chicago Cocktail	Cuba Libre	Curacao Punch	Daiquiri
French 75	Gin fizz	Green vesper	Hanky Panky
Irish car bomb	Jack Rose	Lime Rickey	Mai tai
Mickey Slim	The Monkey Gland	Pail Mall	Paradise
Pisco Sour	Porch crawler	Porto Flip	Singapore Sling
Tom Collins	Zombie		

F1 - Help Back

Button settings

Item Code : DAIGUC

Short Description/Caption : Daiquiri

Accept Clear

Click to select the item to attach to the highlighted button.

Code	Description
20CENT	20th century
4SCORE	Four Score
ALDRPEP	Alcoholic Dr Pepper
ALEX	Alexander
BUOU	Bjou
BLENHEIM	The Blenheim
BLOODH	Bloodhound
BLUEHAI	Blue Hawaii
BOILMAK	Boiler maker
BRALX	Brandy Alexander
BRMAN	Brandy Manhattan
BRONX	Bronx
CHICCOCK	Chicago Cocktail
CUBALIB	Cuba Libre
CURPUNCH	Curacao Punch
DAIGUC	Daiquiri
FR75	French 75
GINFIZZ	Gin fizz
GRVESP	Green vesper
HANKPANK	Hanky Panky
IRCAROMB	Irish car bomb
JACKROSE	Jack Rose

Refresh Stock items

To replace an existing item, select the item, click the Clear button, select the replacement item, and click Accept. Make sure the correct button is highlighted. You can also move items around this way. For example it is a good idea to have the most popular items on the first rows.

Adding items to the buttons:

1. Select a blank button.
2. Select an unallocated item from the list. The **Accept** button remains disabled until an unused item is selected.
3. Click **Accept**.
4. If populating the buttons for the first time proceed down the list rather than jumping around.

Once you have finished exit. Then return to this form to check that you clicked **Accept** for each button. If any buttons are blank that should not be reselect the correct item and click **Accept**.

Menu options

Menu options allow you to include additional "Sides" with orders. For example you can set a range of options for meat menus - rare, medium rare, well cooked. As well as side salad options and such things as additional condiments. You can include additional options for any item that is attached to a menu button.

Setting up options requires a bit more work when setting up the system but saves a lot of time for counter staff. And decreases the chances of missing out options when customers request them. Or staff prompt for them. This is because the options form activates as soon as the menu button is pressed.

When options are on the POS does not switch to manual mode when you click the relevant button. Instead the options buttons appear. As follows:

Select option for: Roast beef

Scoop of chips

Tomato chutney

Side salad

Avocado, pancetta and pine nut

Cancel

To set up options create the options in Stock Management (options are not drawn down when they are included).

1. Create the options required.
2. Select the item the options are for.
3. Click the **"Set options"** button. The following form activates:

Option items for: Side salad

Item option (buttons)

Code :

1000ISDR

Button caption

1000 island dressing

Price :

0.45

Add to options

Exit

Edit

Cancel

Save

Delete

Code	Button caption
VINEGARRETTE	Vinegarrette
BALSMVIN	Balsamic vinegar
NOMAYO	No mayonnaise
▶ 1000ISDR	1000 island dressing

If the option has a sale price that price is added to the total due.

Once you have done so you can then attach them to the relevant item. Each item needs to have its own options list. This allows you to "fine-tune" options so they are specific to each item.

When options are added to the docket list the POS appears as follows:

Professionals Hospitality: operator: Steven Miles

Jones family

Qty.	Description	Amount
1	Fish of the day - with fresh vegetables and mornay	55.00
1	## Scoop of chips	1.95
1	## Avocado and eggs with crab mousse	15.95
1	Flank steak	18.95
0	## Medium rare	0.00
1	## Side salad	4.95
1	## Scoop of chips	1.95
1	## Smoky tomato salsa	7.95

Due : 106.70

Cash out : 0.00

Print Order

To Manual F3 Void F6 Other tenders EFTPOS

Change F7 Open drawer Review F8

Up Clear F5 Ref/Cr F9

Down Tax exempt Cash out Cash / EFTPOS

Wine - bottles Bottled beer

Entrees Salads Sandwiches

Takeaways Menu mains Wraps

Desserts Softdrinks Pizzas

Cakes and sweets Grills

Coffee and tea

Allocate Table(s) Customer name

7 8 9 Clr.

4 5 6 +1

1 2 3 -1

0 . Ok

Stock lookup Customer lookup

Reservations Tabs lookup

Hold Release

Bar item sales New tab

Add to tab Close tab

Server on Server off

Assign party Close party

Kitchen printer Happy hour

Split docket Regular customer

Lock F12 Change menu Close

Each option can have its own set of options. If the options has options, and you select them, the description on the docket starts with ">>>" so kitchen staff know the option belongs to the option above it that starts with "##"

Setting up bar items

Bar item settings are different from selecting drinks from the main menu keypad. The menu buttons allow you to select drinks items such as bottles of wine and beer. That is, in selecting items using that those buttons stock levels are decreased by a specific unit (namely a bottle). Bar items can be drawn down as single units (bottles) or as quantities (millilitres/litres).

In the case of quantities that means the stock level is drawn down by the number of units in a measure (eg 25ml per shot) and not by the delivery unit - glass or shot. The receipt will show something like "2 shots of whiskey". If a shot is 25ml the stock level will be drawn down by 50ml.

This means you need to set up some bar items in the inventory based on their total levels in litres or millilitres. The easiest is in millilitres. Because you can then set up the bar settings in rounded units per serve. If you use litres you need to enter the decimal fractions of each unit in a serving.

To set up the bar settings, therefore, you need to know the size of each serving - glass (whether beer, wine, whisky, shot, stein, martini, etc). This allows an accurate drawdown of stock levels and timely reordering if you set up auto replenishment.

Entering bar items into the inventory:

When you enter bar items into the inventory enter the volume. For example enter bottles of whiskey, wine, etc as the volume of each bottle- eg 750ml, or .75litre times the number of bottles. Kegs as the volume of each keg - eg 50 litres, or 5000 millilitres - times the number of kegs. Doing so ensures the stock control system can keep track of both the number of bottles and the contents of those bottles. So, for example, if you have 10 kegs of beer enter the stock level as 500 litres or 50,000 millilitres. Not 10. If you have 20 bottles of a wine enter the stock level as 15 (litres), or 15,000 millilitres, not 20. If those bottles are to be served in glasses. If not enter the number of bottles.

It is a good idea to have two entries for most alcohol - one for sales by the bottle (use the barcode), and the other for sales by the glass.

If the item is a cocktail, or other mixer, create it with options. First make sure you have entered the ingredients as separate items so they can be added to the item's options. The package itself can have a stock level of 0, or minus. It is the stock level of the ingredients that count.

Options are treated as components when the item with them is selected using the bar sales button on the POS.

You also need to create stock lines that match the labels on the Bar selection keypad. As shown below:

To set up bar sales items first set up the required stock lines. You should have a stock line description that matches each of the 18 shown below.

Whiskey	Liquers
Margaritas	Martinis
Cocktails	Shots
Mixers	Other spirits
Bottled beer	Tap beer
Wine - glass	Wine - bottle
Sherries	Fruit punch
Fruit juice	Soft drinks
Vodka mixers	Other mixers

For example set up a stock line of "Tap beer". This enables you to create menu buttons for tap beer. Then create the tap beer "items". That is for each brand/type of beer you sell on tap. In the case of tap beer the stock level should be by volume. You can enter the level as either millilitres or litres. When you set up the bar buttons for tap beer you need to define a glass as a certain volume. For example as fractions of a litre (eg .500 per glass) if the stock level is defined in litres. Or in rounded figures if the level is in millilitres (eg 500 per glass).

If you set up mixers with options (that is with all their components) each item that makes up those components needs to be measured in the same way. Select **"Set Options"** in Stock Management. This enables you to track levels more accurately as the sale of a mixer also draws down the relevant levels of the components. Those component items, then, need to draw down stock levels based on the stock settings you use for them - litres or millilitres.

If the item is sold by volume, for example by the glass, you need to set up the inventory listing as the total volume of that item. For example, in the case of wine, calculate the total volume of the bottles you intend to use to serve by the glass. Put those in their own stock line and group. For example - stock line "Wine by the glass", group "Wine". If you decide to sell bottles from that set enter the total volume of the bottle - eg .750 litres. It would be a good idea to set aside bottles that will be opened and sold by the glass from the bottles sold by the bottle.

To set up stock in this way:

1. Set up the required stock line(s) to match the bar sales menu buttons. Something like

the following:

Stock line maintenance for : James and Jude

Current Stock Line Configuration

Line Code : Margaritas

Description : Margaritas

Stock Groups

Code : Sales tax enabled

Description : Sale on

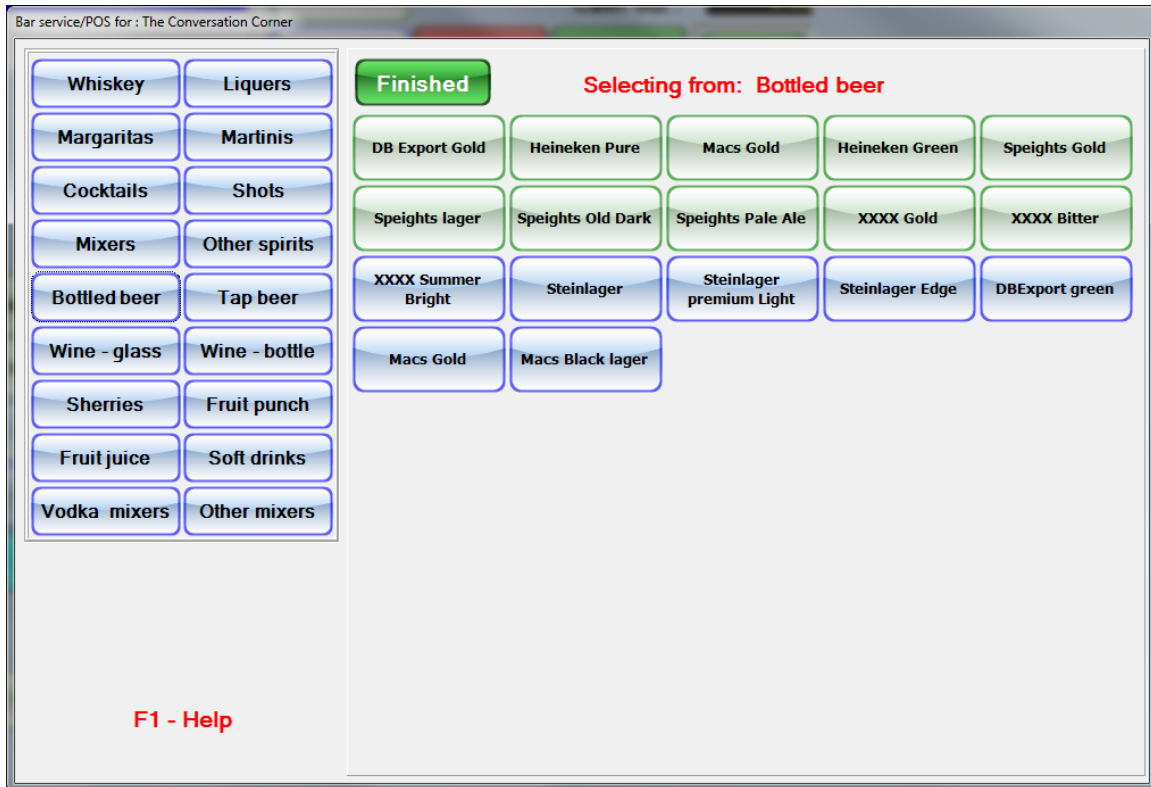
Group Code	Description

StkCntrl.pas

The above example defines a stock line for margaritas. It also makes it easier to carry out the stock take as all those items can be done together.

The example results in all stock items under that line being able to be linked to one button on the bar sales menu.

The bar sales buttons are as follows:



Create one stock line for each button. Because of the large number of mixers available there are multiple mixer buttons. Each button can sell through up to 45 individual items.

The stock management example below shows one way of setting these items up.

Stock management for : The Conversation Corner

Stock config Stock lines Suppliers Process orders Client orders Supplier orders Requisitions Stock take Replenish stock Stock card

Utilities: Image Export Load from file Update from file Update prices

Lists: List/Select Full list By supplier Suppliers - details No buy price Specials Packages Level below 2 Items on layby

Adding stock.

Bar Code : Code/PLU : GLSAUVBLANC Supplier's stock code :

Line : wineglass Wine by the glass

Group :

Description : Sauvignon blanc - Cloudy Bay

Supplier :

In stock : 2500 Buy Price : 0.00 Trade : 0.00 Retail : 4.95 Distributor price : 0.00

Unit : On Order : 0.00 Has been discontinued. Has options set

Size : Alternate search code :

Brand name : Colour :

PORKMUSH	Grilled stuffed portobello mushrooms	19.95	0
TERIKKEBAB	Grilled teriyaki shrimp kebabs	21.95	0
GRVEGEANDT	Grilled vegetable, arugula, and yellow tomato salad	12.95	0
TOMCHUT	Tomato chutney	5.95	0
INDSPCHICK	Indian spiced chicken	14.95	0
PORKGRVEGE	Pork and grilled vegetable salad	6.95	0
ROADSTK	Roadhouse steak	15.95	0
TOMSALSA	Smoky tomato salsa	7.95	0
CHICKTACO	Soft chicken tacos	9.95	0
TENDERLSTK	Tenderloin steak	16.95	-1
ANTIVEGE	Antipasto vegetables	10.95	0
GRFARMMARKE	Grilled farmers' market sandwiches	11.95	0
CAJSHRIMP	Cajun-spiced shrimp with remoulade	10.95	0
FLSTKTACO	Flank steak tacos	8.95	0

Set up price labels (A4) A4 sheet A4 sheet no bar codes Bar codes (prices) Bar codes (no prices) No bar code Quantity labels Weight labels Refresh totals

Total items: 210.00 Total value: 219.50 Total retail value: 688.55

Adding stock item 2 September 2014 Inventory management.

The example shows the stock level at 2500. This is in litres, not bottles. And the drawdown is in litres. Or fractions of a litre. So the per unit draw down is in fractions of a litre - that is .10 for a tenth of a litre, etc. If there are 100 millilitres per glass then that is .10 of a litre

The retail price is per litre. Not per serve.

If you entered the total stock level in millilitres drawdown also needs to be in millilitres. This requires more calculation when changing stock levels. But is easier to remember when setting up bar sales buttons as the figures are rounded as whole numbers. Not decimal fractions.

For sales you don't have to worry about fractions as the details for each button sets the drawdown rates. And the receipt shows the detail you have entered for the button. Not the description of the stock item.

If the stock level is based on litres enter the **Measure (in ml)** as a decimal fraction. Eg as .35 rather than 350 as above.

Once you have created the stock lines and have linked the stock items to those lines you can create the required bar sales buttons. To do go to **System settings** and select **Bar settings**.

The following form activates. This one already has buttons set up for wine by the glass.

Maintaining bar button links for : The Conversation Corner

Select a stock line to attach to the selected line button.

wineglass Wine by the glass

Bar sales lines F1 - help

Whiskey	Liquers
Margaritas	Martinis
Cocktails	Shots
Mixers	Other spirits
Bottled beer	Tap beer
Wine - glass	Wine - bottle
Sherries	Fruit punch
Fruit juice	Soft drinks
Vodka mixers	Other mixers

Items

Sauvignan blanc - Cloudy	Sauvignan blanc - Marlbor	Esk Valley sauvignan blan	House white - sauvignan b	Cabernet Sauvignan - Esk

Details

Cabernet Sauvignan - Esk

Measure (in ml.) : 0

Serve unit :

To link a stock line to the line button on the left enter the stock line code

1. Select the button - make sure it is green.
2. Enter the stock line code in the field at the top left.
3. When you do so the **Connect** button is activated. Click that button.

If that stock line has any items linked in they are immediately attached to the buttons on the left. Once they are on the buttons you can enter the details that are to be printed out on the sales receipt.

To disconnect the items press the **Disconnect** button. If you add any items to the line you need to disconnect and connect again to bring in those new items. Any deleted or inactive items are also removed. Stock items cannot be deleted after a sales item, or invoice, includes them in it. Therefore make items inactive to remove them from the buttons.

Once the bar items buttons have been set up select them by clicking **Bar sales** on the hospitality buttons on the right side of the POS.

The following form activates. Select the drink type and then the specific drink from the buttons on the right.



When the item has been accepted the POS appears as follows:

Professionals Hospitality: operator: Steven Miles

Qty.	Description	Amount
2	glass of Sauvignon blanc - Cloudy	9.90
2	glass of Esk Valley sauvignon blan	11.90

Due : **21.80**

Cash out : **0.00**

Print Order

To Manual F3 Void F6 Other tenders EFTPOS

Change F7 Open drawer Review F8

Up Clear F5 Ref/Cr F9

Down Tax exempt Cash out Cash / EFTPOS

Wine - bottles Bottled beer

Entrees Salads Sandwiches

Takeaways Menu mains Wraps

Desserts Softdrinks Pizzas

Cakes and sweets Grills

Coffee and tea

Allocate Table(s) Customer name

7 8 9 Clr.

4 5 6 +1

1 2 3 -1

0 . Ok

Stock lookup Customer lookup

Reservations Tabs lookup

Hold Release

Bar item sales New tab

Add to tab Close tab

Server on Server off

Assign party Close party

Kitchen printer Happy hour

Split docket Regular customer

Lock F12 Change menu Close

Notice that the description begins with "glass of" and that the quantity of each is two.

POS settings.

Open POS settings from the System Settings form. Select "POS settings".

POS settings define how the POS behaves, in certain respects (printers, security, clothing options), and also allows you to define how the POS operates. That is, whether loyalty points can be applied to sales, specials and discounts. Whether the default payment type is cash or EFTPOS and whether the default mode in Front Counter is auto or manual.

Front Counter - global settings

Apply loyalty points to sales/specials/discounts No store sale set up.

☒ Yes ☐ No

☐ Activate password access. ☐ Set cash as default POS payment type.

☒ POS defaults to auto mode ☒ Enable multi-item sales selection - bucket prices, clothing styles, secondhand items

☒ Enable touchscreen POS functions. ☒ Enable stock line sales buttons on POS.

☒ Disable receipt default message ☒ Blank "You were served by..." on receipts

☒ Activate free sales/gifts/exchanges ☒ Activate second monitor

☐ Use 60mm receipt printer (default is 80mm)

☒ Enable cashier switching on POS. Float amount : 200

☒ Turn on integrated EFTPOS

Integration option : SmartPay - Smartlink PIPC

Your merchant id.: 22000 Find

Location of the EFTPOS driver/configuration file

C:\Smartlink\Clients\DEVELOPMENT5\Syncro3 PIP-C Agent on Port#22000

Printers

Select a printer and check the operation:

Microsoft XPS Document Writer

Operation

☐ Receipts ☐ Kitchen

☐ Reports, Invoices, Quotes, etc ☐ Labels

1. Default receipt printer

EPSON TM-T88V Receipt

2. Default reports, invoices, quotes, etc (A4) printer

\\DEVELOPADMIN\Brother HL-2040 series

3. Default kitchen printer

EPSON TM-T88V Receipt

4. Default labels printer

DYMO LabelWriter 450

Exit

Edit

Save

Cancel

Activate store sales

F1 - Help

The above sets up Front Counter to operate in the following manner:

- Loyalty points will be allocated to item sales when those items are on sale, special, or a discount has been applied.
- Password access is not required when starting the Hospitality Suite. It is required when

opening any one of the POS interfaces. This is because of the need to track cashier sales volumes and float allocations.

- The default payment type will be EFTPOS.
- Front Counter POS opens in auto mode. This means each time you swipe an item's bar code it is added to the sold items list. To change quantities you need to go to manual mode, or click the **Quantity** button to use the keypad. Selections from the menu buttons override this setting as you may need to add some instructions to the description to print on the kitchen printer.
- Multi-item sales functions are enabled. To enter clothing-related information in the inventory check the **Enable clothing functions** box.
- Touchscreen interfaces will be used for payments tendering.
- The stock line sales buttons have been enabled. You can set up the stock line buttons prior to enabling them on the POS screens. Leave this box unchecked until you have set them up. They must be enabled for Hospitality as items **MUST** be selected from the menu buttons.
- A second monitor will be used for each cashier lane if one has been set up.
- The default 80mm receipt printer width will be used. If you have a 60mm wide receipt printer check the "Use 60mm receipt printer" box.
- Cashier switching has been enabled. That means, when a docket has been tendered for the POS is disabled and the next docket requires a cashier to logon to start the order. Only check this box if you have multiple staff using the same lanes.
- The default float is 200.00.
- Four printers have been set for the functions they are used for. The default reports, etc printer will only work on the main server because the description is unique for that PC. To share printers, or use one connected directly to a cashier workstation, make sure the description is the same on all PCs. Use Printers and Faxes to change the name if required.

Warning. If you have multiple cashier lanes make sure you run the Lane settings function for each lane. The name in the global settings record is the same as that of the PC you were running the software from. That may not be the same as the PCs the cashier workstations are on.

If you don't set the printers in POS settings reports will always use the default printer. You will need to select the report preview option so you can change to the correct printer there.

For Cashier workstations make the default printer a receipt printer. If you wish to print to a kitchen printer select it here. When printing to the kitchen printer it will then be used. Other wise the receipt printer will be used. The kitchen printer must be an 80 character wide printer. This is to make sure the menu items can be read clearly.

The local POS settings form is as follows:

Professionals Hospitality Lane settings

☒ Enable clothing (styles)/ second hand items functions and multi-item selection
 ☐ Set cash as default POS payment type.

☒ Use touch screen payments form
 ☒ Open Front Counter in auto mode.

☐ Use 60mm receipt printer (80mm is default).
 ☒ Enable stock line sales buttons on POS

☒ Clear logon message on receipts

Store sale has either expired or is yet to activate.

☒ Turn on integrated EFTPOS
 Float amount :

Integration option :

Your merchant id :

Location of EFTPOS driver/configuration file.

Printers

Select a printer and check the operation:

Operation

☐ Receipts
 ☐ Kitchen

☐ Reports, Invoices, Quotes, etc
 ☐ Labels

1. Default receipt printer

2. Default reports, invoices, quotes, etc (A4) printer











3. Default kitchen printer

4. Default labels printer

Notice that certain settings cannot be changed on this. For instance the loyalty points allocation and store sales. Those settings are global not lane-based.

To activate lane settings you need to have a multi-lane license. Open the lane settings from the POS functions form of the lane license once it is installed. Install, and run, the setup for the base system first. The lane functions form is as follows:

Select Front Counter interface or function.

 Hospitality / POS	 Seat parties	 End of day	 Back
 POS Full service	Reservations and bookings	 Staff rosters	 POS reports
 POS Quick sales	EFTPOS balances	Settlement cutover	EFTPOS Logon
Mobile waiter	DPS - Payment Express logon successful.		
 Receipt formats	POS lane settings	 Housekeeping	

Select **POS lane settings**.

Services

In System Settings select **Service times**. The following form displays:

Maintain meal services for : The Conversation Corner

Code:

Description:

Start time: 07:00am Stop time: 10:00am

24 hour clock - eg 1:00pm is 1300

Service code	Description	Start time	Stop time
break	Breakfast service	0700	1000
mt	Morning tea service	1000	1130
lunch	Lunch service	1200	1400
at	Afternoon tea service	1400	1600
dinner	Dinner service	1830	2230

Navigation: << < > >>

You can set up services for all menus you use. The services are linked to each reservation. That is, when making a reservation, you need to select the service the reservation is for. The times

enable you to check that staff are available for those times and that the reservation times also match.

To add a service:

- Click Add.
- Enter a unique code for the service.
- Enter a description for the service.
- Enter a start time. Use the 24 hour clock.
- Enter a stop time for the service.
- If the service has a set menu "**This service has a set menu**" displays. A set menu can still be ignored if the customer wants to select specific menu items. If there is a set menu service allocated the items on that menu will be applied to the reservation when they are assigned to a setting. That is, assigning the party to a docket will add all items from the set menu to the sales list.

Set (standard) menus

You can set up standard menus for events (weddings, birthdays, anniversaries, bar mitzvahs, etc) or normal services (breakfast, morning and afternoon tea for example). You set up a kid's menu as a stock line if you wish to select it from the main POS. You can set up other kid's menus as standard menus that differ from that menu.

To create standard menus select "Standard menus" from the **Systems settings** form. First create the service the menu is for. To create a new service click the button to the right of the **Service** field. Then click **New Service** at the bottom left of the pick list.


If creating a reservation select a standard menu service if you want that to be created in the POS if a party has been assigned to the service. The docket list is created when the party is assigned. You need to specify how many of each item are ordered.

Items in set menus can come from any stock line. This means such items can also be provided individually.


Before setting up the menu make sure you have already set up the items you intend to include. If you need to create a new item click **New Item** and then the search button to the right of the **Item code** field. Then click the **New** button at the bottom left of the pick list.





To set up set menus for services select Set Menus from the System settings form. The following form activates:

Maintain set menus for: The Conversation Corner

Service : 

Description :





 Back

New service Edit service Save Cancel Delete service


Service items

Description
► Quiche Lorraine
Avocado and eggs with crab mousse
Sinful cocoa fudge - liquor cream, carameled brazil nuts, va
Treacle tart - with milk chocolate ice cream and lime sauce
Long black
Short black
Long Island Iced Tea











New item Edit item Save Cancel changes Delete item

Maintain set menus for: The Conversation Corner

Service :  Lunch service

Description :

 Back

New service Edit service Save Cancel Delete service

New item Edit item Save Cancel changes Delete item

The services must be set up first. To create a set menu for a service click . The form will appear as follows:

- Select the service the menu is to be for.
- Click Save.
- The item buttons are now activated.
- Click New Item. The form will appear as follows:

Maintain set menus for: The Conversation Corner

Service :

Description :

Item code :

Description :

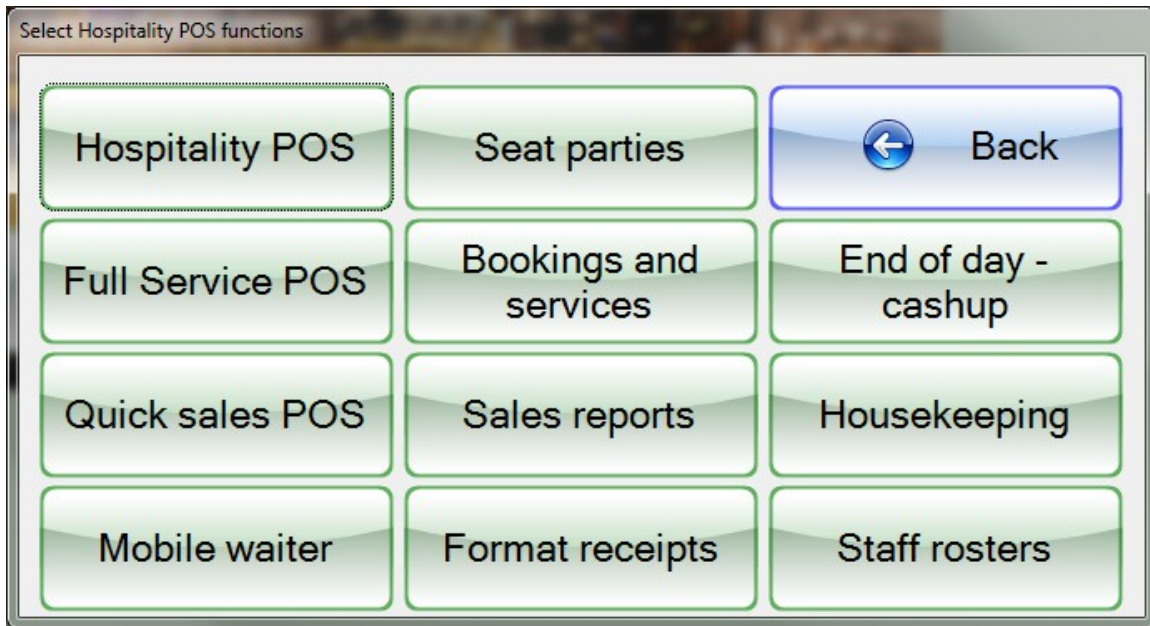
☒ Send to kitchen printer

In the above example the item is to be sent to the kitchen printer when it is ordered. Warning – selecting menu items in this manner means that any options for the menu items are ignored. If you want to make sure options are included select them as part of the set menu.

A set menu can have as many menu items as you like. The one above, for example, has more than one mains and dessert course. It is a good idea to enter the items in the order in which they are served. This makes it easier to select them in the POS and change the quantities to match actual orders.

Operating the suite

Almost all operations can be carried out from the Front Counter selection form. To activate it click Hospitality/POS on the main form. The following form activates.



You can select one of four sales interfaces and Bookings and services, Seat parties, run reports, carry out end of day cashup, format receipts, carry out housekeeping (that is clear old transactions) or operate on staff rosters..

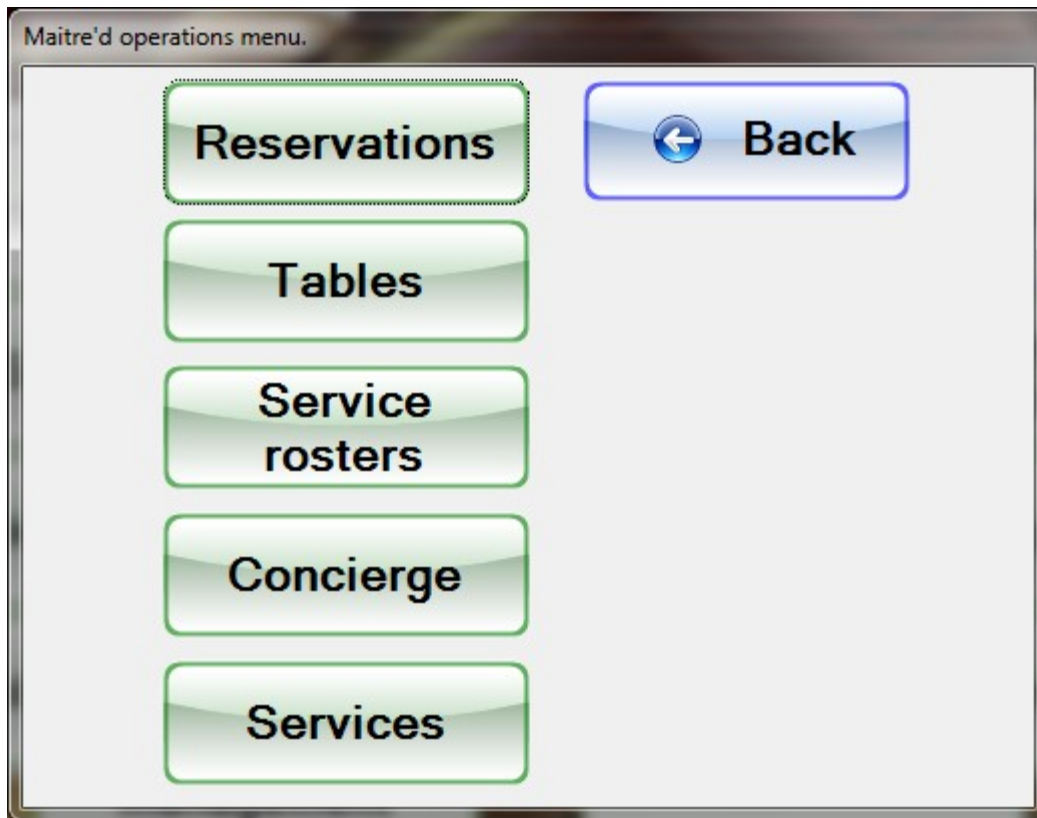
Seating parties allows you to record the arrival, and seating of a party. And then allocate a staff member to them

Bookings and services allows you to record reservations, set up staff rosters, and maintain tables and services. If staff security is turned on you need administrator's rights to access these operations.

Bookings and Services

These operations allow you to carry out all back office activities in relation to the restaurant.

The form is as follows:



You can activate the concierge operations from this form as well. To enter any reservations you must have first created the required services.

Note that Service rosters are different from staff rosters. Staff rosters are set up for each day. Service roster for each service.

The reservations form is as follows:

To view reservations on any date change the date of the **For reservations on** field. You can also view reservations for a selected service by entering the service into the **List by service** field.

To create a new reservation click **New reserve**. The form then looks like the following. Note the date is the same as the **For reservations on** date.

Maintain table reservations.

For reservations on: 22/08/2014

List by service :

Search for party :

Service :
 Service is between 1200 and 1400

Date : 22/08/2014
 Arrival time (24hr): 1200 eg 1.00pm is 1300.

Reg. Customer :
 12 : 00noon

Party name : Jones family
 Party size : 10

Notes :

Party	Date	Arrival time
▶ Jones family	22/08/2014	1200
HP staff	22/08/2014	1215
Jane Smith	22/08/2014	1900
Henry James	22/08/2014	1930

Table(s) for selected reservation

Table #	Settings
▶ 11	10

Total settings : 10

Available tables - for current service

Total tables : 12
 Tables currently reserved : 1
 Tables still available : 11

1. Select a service the reservation is for. You can select services from a picklist by clicking the magnifying glass to the right of the **Service** field. The times the service is available for displays. Use this to confirm you have the right time for the reservation.
2. Enter the date. This defaults to the same date as the **For reservations on** field. You can change it.
3. Enter their arrival time. This is important if you wish to make more than one reservation for a table during the same service.
4. If the patron is a regular you may have them in the customer file. In that case you can select them from a pick list of customers. Their name is placed in the **Party Name** field.
5. Enter, or modify, the contents of the **Party name** field. You can use this to more fully describe the party.
6. Enter the party size. This is used to check that you have allocated sufficient table places.
7. Enter any notes. For example if any member of the party is a vegetarian or is allergic to anything. Or any other special issue - for example birthday boy/girl.
8. Click **Save**. If this is a reservation for a day different from the current one the entry will "disappear". You can get it back by changing the **For reservations on** date.

Note that there is a running total of tables currently reserved at the bottom right of the form. This total is for the all services, on the day, for the time of those services. This means you can check for overbooking. Of course, if you intend to book a table multiple times for any one service this total is indicative only. And may, in that case, be a negative (red).

Maintain table reservations.

For reservations on: 22/08/2014

List by service :

Search for party :

Service :
 Service is between 1200 and 1400

Date : 22/08/2014
 Arrival time (24hr): 1215 eg 1.00pm is 1300.

Reg. Customer :

Party name :
 Party size :

Notes :

Available tables - for current service


Total tables :	12
Tables currently reserved :	0
Tables still available :	0

- Because the hospitality suite uses touchscreens the touch keyboard is visible.
- Now select the tables the reservation is for. A **Table(s) for selected reservation** group becomes visible when you click **Save**. Click **Select table(s)**. The following form is activated.

Maintain table settings reservations.

Table # : 



Settings :

←	/	*	-
7	8	9	+
4	5	6	
1	2	3	↵
0		.	

When selecting a table for the party you are warned if the table has less than the number in the party. Or if the table has already been booked. You can also select the table from the tables list. This list shows which tables have already been booked for the service.

Select table for booking.

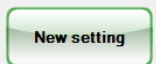

 

Free tables - for this service

Table	Description	No. settings	Location
1	Small	4	Main restaurant
2	Small	4	Main restaurant
3	Small	4	Main restaurant
4	Small	4	Main restaurant
5	Medium	8	Main Restaurant
6	Medium	8	Main restaurant
7	Medium	8	Main restaurant
8	Medium	8	Main restaurant
9	Banquet	20	Private room 1
10	Banquet	20	Private room 2
11	Large	12	BBQ patio
12	Large	12	BBQ patio

Tables allocated

Table #
▶ 11

To allocate the number of settings for a service select a service in the **List by service** field and click **Print Reservations**. You can use the report to put out the required number of places per table.

If the service has a set menu the reservations form appears as follows. Note the "Service has a set menu" to the right of the **Service** field description.

Maintain table reservations.

Clear bookings Tables Settings For reservations on: 22/08/2014 Lookup services F1 - help Back

List by service : Go Search for party

Service : dinner Service is between 1830 and 2230. Service has a set menu. New reservation

Date : 22/08/2014 Arrival time (24hr): 1900 eg 1.00pm is 1300. Edit reservation Cancel changes

Reg. Customer : 7 : 00pm Save Delete reservation

Party name : Jane Smith Party size : 1

Notes :

Party	Date	Arrival time
Jones family	22/08/2014	1200
HP staff	22/08/2014	1215
Jane Smith	22/08/2014	1900
Henry James	22/08/2014	1930

Table(s) for selected reservation

Table #	Settings

Select table(s) Change setting Delete table

Total settings : 0

Available tables - for current service

Total tables : 12

Tables currently reserved : 0

Tables still available : 12

Print reservations

Standard menu items are immediately inserted into the current docket as soon as the party is assigned to a docket.

Once some tables have been selected the reservations form appears as above.

If an error is made and a table with less settings than the size of the party is selected you can change the setting. Click **Delete table** and reselect another, properly-sized, table. If the party has been allocated to a table with more settings than their party size, and they advise the party is going to be larger you can change the settings allocated by clicking **Change setting**. These changes enable you to specify how many settings to make available at any one time.

To allocate the number of settings for a service select a service in the **List by service** field and click **Print Reservations**. You can use the report to put out the required number of places per table.

Handling reservations

This form allows you to seat a party and assign wait staff to them.

Access this from the Hospitality functions form. Click **Seat party**. This is useful if you have set up a dedicated Concierge/maitre'd workstation.

The form always defaults to display reservations for the current day and selected service. To check future reservations change the **Date** field.

When a party arrives that has made a reservation you need to obtain the service they're expecting. Especially if you have special services that overlap normal services in terms of timing. In that case, if welcoming people for the dinner service, but the party in front of you is there for a birthday, you need to switch the service to birthday. Leave the date as it is.

The form is as follows:

Professionals Hospitality Suite: Concierge operations.

Service and date

Service : Lunch service

Date :

[Back](#)

[F1 - Help](#)

Party's table(s)

Total settings : [Seated](#)

Allocate wait staff

Staff id : [Allocate](#)

Reservations

Party	Arrival time	Size	Notes
▶ Jones family	12 : 00noon	10	
HP staff	12 : 15pm	15	
Mr and Mrs Peters	12 : 30pm	4	
Takapuna High School staff	12 : 45pm	25	
Harcourts Takapuna staff	1 : 00pm	15	

Parties seated

Party	Res. Time	Server
▶		

In the above example five parties are booked for the Lunch service. Arrival time and size of the party are included. The reserved table (if any) for each party shows above under **Party's table(s)**.

To seat the party click **Seated**. You can then allocate wait staff.

To allocate wait staff select the staff member from the picklist by clicking the magnifying glass to the right of **Staff id**. Or enter their id number. This is the same code created when setting up the staff profile.

List/select staff.

Search for last name :

Staff id	Name	Position	On from	to
100	System	Administrator		
101	Steven	Miles		
102	Mary	Stewart		
103	Peter	Jones		
104	Jenny	Porter		
105	Ken	Smithfield		

With two parties seated the form appears as follows:

Professionals Hospitality Suite: Concierge operations.

Service and date

Service : Lunch service

Date :

Back

F1 - Help

Party's table(s)

Total settings : 0

Allocate wait staff

Staff id :

Reservations

Party	Arrival time	Size	Notes
▶			

Parties seated

Party	Res. Time	Server
▶ Jones family	12 : 00noon	
HP staff	12 : 15pm	

You can now allocate wait staff should you wish to. It isn't compulsory. If you don't, and wish to pay staff on the basis of turnover then they need to logon to the POS to record payments. That means your staff must remember to lock the POS once they have finished with a sale. Or turn cashier switchin on in the global POS setting form.

Processing reservations

To allocate menu items to a reservation first assign it to a docket number. You can assign reservations to an empty docket or one with items already on it. One of the reasons for assigning a docket to a reservation is to allow the docket to be split. Whether the docket is to be split or not, the reservation's name is included on the docket when it is printed.

Once a docket has been assigned the name of the reservation it has been assigned to displays at the upper left of the POS.

To assign a reservation to a docket click **Assign party**. The following form appears:

Professionals Front Counter: Assign 1324 to selected party.

Service and date

Service : lunch Lunch service

Date : 22/08/2014

Party's table(s)

11

Total settings : 10

Assign party to docket 1324

Reservations

Party	Docket	Arrival time	Size	Notes
Jones family		12 : 00noon	10	
HP staff		12 : 15pm	1	

Assigned dockets can be split between the members of the party.

Warning. The party will be assigned to the docket that is currently active in the POS. If that docket is already assigned to another party you will be warned. You can still reassign it as it is possible it was incorrectly assigned in the first place.

To assign to the selected party click **Assign docket**. The docket number shows on the caption bar at the top and on the **Assign party..** button.

With a party assigned to a docket the POS includes the name of the party at the top left. As follows:

Professionals Hospitality: operator: Steven Miles

Jones family

Qty.

Description

Amount

Due :

0.00

Print Order

To Manual F3

Change F7

Up

Down

Void F6

Open drawer

Clear F5

Tax exempt

Other tenders

Review F8

Ref/Cr F9

Cash

Cash / EFTPOS

Cash out :

0.00

EFTPOS

Wine - bottles

Entrees

Takeaways

Desserts

Cakes and sweets

Coffee and tea

Bottled beer

Salads

Menu mains

Softdrinks

Sandwiches

Wraps

Pizzas

Grills

Allocate Table(s)

Customer name

7

8

9

Clr.

4

5

6

+1

1

2

3

-1

0

.

Ok

Hold

Release

Bar item sales

New tab

Add to tab

Close tab

Server on

Server off

Assign party

Close party

Kitchen printer

Happy hour

Split docket

Regular customer

Stock lookup

Customer lookup

Reservations

Tabs lookup

Lock F12

Change menu

Close

Once the party has been assigned you need to add at least one item to the sale list. Once you have done that the docket can be put on hold. That is one of the reasons it's not a good idea to assign the party to a docket until you have some items in the docket. It also makes it easier to identify the docket when releasing it from hold. The name of the party displays in the Release docket form's list.

You can keep adding items to an assigned docket and place it on hold until the party is ready to pay. To add items click **Release**. There must be no active receipt or you may not release the docket for additional items to be added. Or quantities to be changed. Therefore process any existing docket, or place it on hold.

You don't need to set up a party to process menu sales. However if you have a large number of tables it is still a good idea to enter a customer name for any walkins. That means you can more easily identify the docket as items are added. In that case it may be a good idea to identify the party by the table(s) they are seated at.

Processing orders

Only items selected from the second line of the menu buttons, and below, can be sent to the kitchen printer. The top three buttons should be for items like drinks. The links on these buttons are shared with the other POS forms. So once these buttons are set up the captions are identical in all POS forms.

You may record orders as they are made. This makes it simpler to send orders to the kitchen as you only send those that have not been sent already. As items are printed on the kitchen printer they are flagged as sent. This means don't change an item order from whatever quantity was originally ordered. If the kitchen has been advised by printing to the kitchen printer. You need to enter the item again.

You can also print order from the counter's receipt printer. To do so press **Print order**. If the customer is identified by name their name prints on the order. Use this option when making up orders for barristas and bar staff.

To avoid duplication it is a good idea for wait staff to get into the habit of checking off orders on their pads as they are entered into the POS.

As you select menu items the POS changes to manual mode if the item doesn't have any options set for it. This allows you to change the quantity and description. As below:

Professionals Hospitality: operator: Mary Stewart

Jones family

Qty.	Description	Amount
1	Esk Valley Sauvignon Blanc	21.95
1	Gisborne - chardonnay special reserve	34.95
1	Roquefort flan	12.95
1	Cajun-spiced shrimp with remoulade	10.95

Scan/enter Code: CAJSHRIMP Qty: 1

Discount (%): 0.00

Item desc: Cajun-spiced shrimp with remoulade - easy on the peppers

Due : 80.80

Cash out : 0.00

Print Order

To Auto F3 Void F6 Other tenders EFTPOS

Change F7 Open drawer Review F8 Cash

Up Cancel F5 Ref/Cr F9 Cash / EFTPOS

Down Tax exempt Cash out

Wine - bottles Bottled beer

Entrees Salads Sandwiches

Takeaways Menu mains Wraps

Desserts Softdrinks Pizzas

Cakes and sweets Grills

Coffee and tea

Lock F12 Change menu Close

Allocate Table(s) Customer name

7 8 9 Clr.

4 5 6 +1

1 2 3 -1

0 . Ok

Stock lookup Customer lookup

Reservations Tabs lookup

Hold Release

Bar item sales New tab

Add to tab Close tab

Server on Server off

Assign party Close party

Kitchen printer Happy hour

Split docket Regular customer

The **item desc** field is activated. If touchscreen processing is activated so is the touch keyboard.

Alternatively you may allocate a walkin customer to the docket by entering their name. This also allows you to identify the docket "owner" on tabs and short orders - coffee, etc. To enter a walkin customer's name click the **"Customer name"** button. The following form activates:

Enter customer name.

Customer name:

fred hollows

Accept Cancel

Esc ` 1 2 3 4 5 6 7 8 9 0 - = ←

→ ← q w e r t y u i o p [] \ Del

Caps a s d f g h j k l ; ' ←

↑ z x c v b n m , . / ↑ Fn

Ctrl Alt Alt Ctrl ← ↓ →

If the menu item has no options set, and is defined (in Stock Management) as going to the kitchen printer, the POS changes to manual mode, the items buttons close and the item edit panel displays. You can now add instructions to the description. As follows:

Professionals Hospitality: operator: Steven Miles

Jones family

Qty.	Description	Amount
1	Fish of the day - with fresh vegetables and mornay	55.00
1	## Scoop of chips	1.95
1	## Avocado and eggs with crab mousse	15.95
1	Flank steak	18.95
0	## Medium rare	0.00
1	## Side salad	4.95
1	## Scoop of chips	1.95
1	## Smoky tomato salsa	7.95

Due : 106.70

Cash out : 0.00

Print Order

To Manual F3 Void F6 Other tenders EFTPOS

Change F7 Open drawer Review F8

Up Clear F5 Ref/Cr F9

Down Tax exempt Cash out Cash / EFTPOS

Wine - bottles Bottled beer

Entrees Salads Sandwiches

Takeaways Menu mains Wraps

Desserts Softdrinks Pizzas

Cakes and sweets Grills

Coffee and tea

Lock F12 Change menu Close

Allocate Table(s) Customer name

7 8 9 Clr.

4 5 6 +1

1 2 3 -1

0 . Ok

Stock lookup Customer lookup

Reservations Tabs lookup

Hold Release

Bar item sales New tab

Add to tab Close tab

Server on Server off

Assign party Close party

Kitchen printer Happy hour

Split docket Regular customer

Options can include instructions to kitchen staff such as "Rare", "Medium rare", etc. They can also have their own set of options set up. When the first level of options are selected the description starts with "##". The second level starts with '>>>'. This is to make sure the kitchen staff know which options/items the options belong with.

As new items are added you can place the order on hold until all orders have been placed. Or, to avoid overloading the kitchen, you can print the items as they come in, or in small batches for a large party. Once an item has been printed it won't be printed again. So make sure you have the description, and any options, correct.

Assigning a party to the docket, or the name of a walkin customer, makes it easier to identify the docket when you need to select it from the holds list.

In the above example options have been selected for "Fish of the day" and "Flank steak". Notice that one of the options (Medium rare) has 0.00 in the amount column. This is because it is an instruction only. The options print out on the kitchen printer.

If a party has made a reservation for a service with a standard menu the POS would appear as follows immediately after the party has been assigned to the docket. Note that the quantity is zero for all items.

Professionals Hospitality operator: Mary Stewart

James group

Qty.	Description	Amount
0	Quiche Lorraine	0.00
0	Avocado and eggs with crab mousse	0.00
0	Sinful cocoa fudge - liquor cream, caramelized braz	0.00
0	Treacle tart - with milk chocolate ice cream and lin	0.00
0	Long black	0.00
0	Short black	0.00
0	Long Island Iced Tea	0.00

Due : 0.00

Cash out : 0.00

Print Order

To Manual F3

Void F6

Other tenders

EFTPOS

Change F7

Open drawer

Review F8

Cash

Up

Clear F5

Ref/Cr F9

Cash / EFTPOS

Down

Tax exempt

Cash out

Wine - bottles

Bottled beer

Entrees

Salads

Sandwiches

Takeaways

Menu mains

Wraps

Desserts

Softdrinks

Pizzas

Cakes and sweets

Grills

Coffee and tea

Lock F12

Change menu

Close

Allocate Table(s)

Customer name

Hold

Release

Bar item sales

New tab

Add to tab

Close tab

Server on

Server off

Assign party

Close party

Kitchen printer

Happy hour

Split docket

Regular customer

Stock lookup

Customer lookup

Reservations

Tab lookup

7 8 9 Clr.

4 5 6 +1

1 2 3 -1

0 . Ok

7:17 p.m.
1/20/2014

Items may be added. The sale may not be tendered until quantities have been included. However it can be put on hold.

Selecting menu items.

When you set up the menu buttons make sure the first row is reserved for items that don't need to be fulfilled from the kitchen.

When you set up the menu buttons make sure the first row is reserved for items that don't need to be sent through to the kitchen. However you can also set up items that are to be sent. In that case make sure you have checked the **"To kitchen printer"** on the **Sales settings** form in **Stock management**.

These buttons are shared with the Full Service and Quick Sales POS forms. In those cases the buttons are set out in three rows along the bottom of the form. And the top row buttons are treated like any other button.



When a menu button is pressed the following (or similar) form is activated. This can have up to 36 buttons on it. There is no need to have an item connected to every button. As below:

Professionals Hospitality: operator: Mary Stewart

Qty.	Description	Amount
1	Hungarian goulash	42.86
1	## Antipasto vegetables	10.95
1	## Plain salad - lettuce, tom, cucumber	4.90

Due : **58.71**

Cash out : **0.00**

Print Order

To Manual F3

Void F6

Other tenders

EFTPOS

Quantity : 1.00

Finished

Fish of the day - with fresh vegetables and mornay	Hungarian goulash	Roast beef	Roast pork - with fresh vegetables and apple sauce
Spaghetti bolognese	Sirloin Steak - with mushroom sauce, onion rings a	Beef stroganoff	Weiner schnitzel

This set is for mains. The description can be up to 50 characters. Although it is a good idea to make it shorter than that as it makes it easier to be read.

If the item has options set when you press the button the options form is activated. Select from the options available. If options aren't set the POS is reactivated with the description field active for you to enter instructions if required. Click **Accept** once finished. At this point you can change the description to provide for any special instructions to the kitchen staff.

As below:

Professionals Hospitality; operator: Mary Stewart

Qty.	Description	Amount
1	Hungarian goulash	42.86
1	## Antipasto vegetables	10.95
1	## Plain salad - lettuce, tom, cucumber	4.90
1	Weiner schnitzel	16.88

Due : **75.59**

Cash out : **0.00**

Scan/enter Code Qty :

Discount (%) : **Accept F4**

Item desc:

Print Order **To Auto F3** **Void F6** **Other tenders** **EFTPOS**

Change F7 **Open drawer** **Review F8** **Cash**

Up **Cancel F5** **Ref/Cr F9** **Cash / EFTPOS**

Down **Tax exempt** **Cash out**

Wine - bottles **Bottled beer** **Allocate Table(s)** **Customer name** **Hold** **Release**

Entrees **Salads** **Sandwiches** **7** **8** **9** **Clr.** **Bar item sales** **New tab**

Takeaways **Menu mains** **Wraps** **4** **5** **6** **+1** **Add to tab** **Close tab**

Desserts **Softdrinks** **Pizzas** **1** **2** **3** **-1** **Server on** **Server off**

Cakes and sweets **Grills** **0** **.** **Ok** **Assign party** **Close party**

Coffee and tea **Stock lookup** **Customer lookup** **Kitchen printer** **Happy hour**

Decorations **Take lookup** **Split docket** **Regular**

Notice that the description field ends in "rare". If customers request the same item, but want different handling, you need to include an item for each. This ensures the kitchen staff get the correct instructions.

Also notice that this description includes the full description of the dish. Doing it this way means you don't have to specify side dishes. However you can if you wish to provide them as additional items.

Professionals Hospitality; operator: Steven Miles

Henry Fielding

Qty.	Description	Amount
2	glass of Sauvignan blanc - Cloudy	9.90
2	glass of Esk Valley sauvignan blan	11.90

Due : 21.80

Cash out : 0.00

Print Order

To Manual F3

Void F6

Other tenders

EFTPOS

Cash

Cash / EFTPOS

Release

New tab

Close tab

Server off

Close party

Happy hour

Regular customer

Split docket

Reservations

Lock F12

Change menu

Close

Wine - bottles

Entrees

Salads

Takeaways

Menu mai

Desserts

Softdrink

Cakes and sweets

Coffee and tea

Adding to existing tab: Henry Fielding

Search for customer:

Customer name

Henry Fielding

Totals

Tab is for: Henry Fielding

So far : 0.00

Tab maximum : 100.00

To add : 21.80

New total : 21.80

Add

Cancel

Print details to receipt

Notice in this case the customer's purchase will not result in them going over their set limit. When you click **Add to tab** you are prompted to print the receipt. Doing so may be a good idea as the customer then has a record of what has been put on their tab.

When you select **Close tab** the tendering payments form activates.

Select the payment method and print the receipt if you wish. The receipt has a code of TAB and a description of "Payment of tab". This is another reason why it is a good idea to print the other receipts as items are added to the tab. You may wish to print out your own copies of those receipts so they can be clipped to the final receipt.

Note - you don't have to use the tabs facility. You can create a normal docket, add items to it and put it on hold between doing so. But you can't print it out until it is completed. If you have a large number of dockets on hold it could become difficult to find the correct ones to release.

To carry out tabs-related tasks (including invoicing unpaid tabs) click the **Tabs lookup** button. The following form activates:

Bar tabs list.

Search by customer name :

Display: ☒ All tabs ☐ Open only ☐ Closed only

Order by: ☐ Customer ☒ Date opened

Name	Date opened	Date closed	Total	Tab max.	Amount paid
Julie Christian	31/07/2014		47.25	100.00	0.00
candy	31/07/2014		9.90	50.00	0.00
▶ graham brown	31/07/2014		21.80	100.00	0.00
david francis	2/08/2014		28.90	100.00	0.00
david jones	2/08/2014		136.70	100.00	0.00
Henry Fielding	2/09/2014		21.80	100.00	0.00

You can display all tabs, open only, or closed tabs. If the open tabs list is getting long then you need to rethink your tabs policy. Most tabs should be closed on the day they were opened. Exceptions would be tabs for regular customers. If the customer is not a regular customer then the **"New Customer"** button is visible at the lower left.

The list's order can be by customer (name) or date opened.

Server status



If you have set up their user profiles servers can be clocked in and out. This facility provides a warning if you attempt to allocate a server to a party and the server hasn't been clocked in. Rather than make clocking in compulsory you can ignore that warning. If you have a small staff, and always know when staff are on, then it probably pays to clock everyone on. And then leave them on. That gets rid of the warning if you allocate staff to parties.

When you click **Server on** the following form activates:





Clock in selected staff member.

Search for last name :

1435

Staff id	Name	Position	From	To
101	Steven Miles	Waiter	0800	1500
Monday, Tuesday, Wednesday, Thursday, Friday				
102	Mary Stewart	Manager	0700	1800
103	Peter Jones	Waiter	1200	2200
104	Jenny Porter	Office	0800	1700
105	Ken Smithfield	Cook	1200	2200
106	Yvonne McCaskill	waiter	0700	1400
107	Charles MacManuss	Chef	1000	2200








The form displays the time the servers are usually on from and to. As well as their normal days of work. If they have been entered. This is entered in the details when you create the staff member in staff profiles. The number to the left of the **Clock in** button is the current time as a 24 hour clock. That is the time used to clock them in.





Highlight the required staff member and click **Clock in**.

To clock a server out click the **Server off** button. The following form activates:

Clock out selected staff member.

Search for last name : **1440**  

Staff id Days on	Name	Position	From	To
101 Monday, Tuesday, Wednesday, Thursday, Friday	Steven Miles	Waiter	0800	1500
102	Mary Stewart	Manager	0700	1800
103	Peter Jones	Waiter	1200	2200
104	Jenny Porter	Office	0800	1700

This form only displays staff currently clocked in. Again the number to the left of the **Clock out** button is the current time in 24 hour format. Click **Clock out**. When you do so the staff member's name is removed from the list.

You can also set up staff rosters. Doing so allows you to print off the roster and give it to all staff so they know when they will be on. To maintain staff rosters click the **Staff Rosters** button on the **POS functions** form.

Rosters

There are two types of rosters - service rosters and staff rosters.

Activate the service roster from the Reservations and Bookings form. Click **Hospitality**, then **Reservations and Bookings**, then **Service Rosters**.

The following form activates:

Service roster maintenance for: The Conversation Corner

Staff
 New roster
 Edit
 Save
 Cancel
 Delete
 Back

Setting roster for service and date

Service : Breakfast service
 Date : Wednesday
 Service is between 07 : 00am and 10 : 00am

Notes :

Clear old rosters
 First
 Prev.
 Next
 Last
 Print

Staff member : Ken Smithfield
 Add
 Edit
 Save

On from (24hr) : 06 : 00am
 Cancel
 Delete

To : 11 : 00am








Staff id	Name	From	To
101	Miles	0600	1100
105	Smithfield	0600	1100

F1 - Help
 First
 Prev.
 Next
 Last
 Review


The times the service is for displays in the top panel. As well as the day of the week the roster is for. Those are there to make it easier to select staff based on the days and times they are available for. Their times are included on the staff selection list. As long as you entered them when setting up the staff profiles.


To create a new roster click **New Roster**. The form will look like the following:

Service roster maintenance for: The Conversation Corner

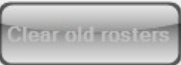
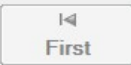
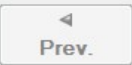
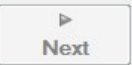
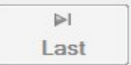

 Staff  New roster  Edit  Save  Cancel changes  Delete  Back

Setting roster for service and date

Service : 

Date : 

Notes :

 Clear old rosters  First  Prev.  Next  Last  Print

Select the service from the selection list,

Select a service.

Code	Description	Start time	Finish time
break	Breakfast service	0700	1000
mt	Morning tea service	1000	1130
lunch	Lunch service	1200	1400
at	Afternoon tea service	1400	1600
dinner	Dinner service	1830	2230

or enter the code of the service.

The date defaults to the current day. You can create rosters as far in the future as you like. If you wish to provide specific instructions you can include notes. Those print with the roster. When editing a roster the only field active is **Notes**.

Click **Save**.

The details section will appear. This section allows you to select staff to be included on the relevant roster. The form will now look like the following:

Service roster maintenance for: The Conversation Corner

Staff
 New roster
 Edit
 Save
 Cancel changes
 Delete
 Back

Setting roster for service and date

Service : Dinner service
 Date : Wednesday
 Service is between 6 : 30pm and 10 : 30pm

Notes :

Clear old rosters
 First
 Prev.
 Next
 Last
 Print

Staff member : Peter Jones
 On from (24hr) :
 To :

Add
 Edit
 Save
 Cancel changes
 Delete

Staff id	Name	From	To

F1 - Help
 First
 Prev.
 Next
 Last
 Review

When adding details you must enter the staff member's id and then their start and finish times. The times must be in the 24 hour clock format.



Once a number of staff have been added to the roster you may print the roster.

You can edit staff details from the rosters form - click **Staff**.

To clear old rosters click **Clear old rosters**. Select the date to clear to.

Clear staff rosters prior to selected date.

Clear rosters up to (and including) :

To check a staff member hasn't been over committed, or for that matter, under committed, click the Review button.

A form activates that allows you to check for days and times the staff member selected in the details list has been rostered on.



The form appears as follows:

Rosters review for: Steven Miles



Rostered on dates

Between :

and :

Service	Date on	From	To
▶ break	10/09/2014	06 : 00am	11 : 00am
dinner	10/09/2014	3 : 30pm	11 : 00pm
break	11/09/2014	06 : 30am	11 : 00am

If you change the dates click the **Refresh** button to redraw the list.

To print a roster click the **Print** button. Select the dates to include. The roster is printed by staff

member. That means all the times they are on within the selected period are grouped together. You can print rosters for each staff member - for their own use. And you can print one for all staff. That can be displayed where it can be checked by staff - or you.

The above examples are of staff being rostered on by service. You can also create daily rosters rather than service rosters. In that case use the **Staff Rosters** option from the **POS functions** form. When you select that function the forms behave in exactly the same manner but are for days rather than services.

The Staff Roster maintenance form is as follows:

Staff roster maintenance for: The Conversation Corner

Staff profiles
 New roster
 Edit
 Save
 Cancel
 Delete
 Back

Setting roster for selected date

Date : 10/09/2014

Notes :

Clear old rosters

 Print

Staff id : 103
 Add
 Cancel

Peter Jones
 Edit
 Delete

On from (24hr) : 0800 08 : 00am
 Save

To : 1630 4 : 30pm

Staff id	Name	From	To
101	Miles	0800	1600
102	Stewart	0800	1630
103	Jones	0800	1630

F1 - Help

 Review

The only the difference between this form and the service roster is that this form doesn't include services. In all other respects it is identical.

Split dockets

Split tickets can be processed. Split tickets allow you to divide the docket for a party into multiple receipts. To activate split ticket click the **Split docket** button immediately before you click **Other**

tenders. Do not click the other tender buttons if you wish to process a split docket.

When you do so the following form activates instead of the standard payments form. This form allows you to allocate specific docket items to those who are paying for them. You can optionally print receipts for each set of items.

Complete sale - select payment method(s).

Docket no. 1299 Total due: 106.70

Tendering completed **Undo selection F6** **Select from docket**

EFTPOS **Cash / EFTPOS** **Offline EFTPOS** **EFTPOS / Coupon**

Cash **Cash / Coupon** **Coupon / Voucher** **Cheque**

Tender selected F2 **Cancel F5**

Quantity to select : 1
Value of selection : 72.90

1	Fish of the day - with fresh veget	55.00
1	## Scoop of chips	1.95
1	## Avocado and eggs with crab i	15.95
1	Flank steak	18.95
0	## Medium rare	0.00
1	## Side salad	4.95
1	## Scoop of chips	1.95
1	## Smoky tomato salsa	7.95

Change : 0.00 **F1 - Help**

Tendered : 0.00

Balance due : 106.70

02 September 2014 04:13:48 PM

1 Fish of the day - with fresh vegetables and mornay sauce. 55.00

1 ## Scoop of chips 1.95

1 ## Avocado and eggs with crab mousse 15.95

Select current line **Selected so far**

1 Fish of the day - with fresh vegetables and mornay sauce. 55.00

1 ## Scoop of chips 1.95

1 ## Avocado and eggs with crab mousse 15.95

To complete each payment select the items from the list on the right. To do so press the **Select from docket** button. If more than one item is to be paid for enter the quantity in the **Quantity to select** field prior to pressing that button.

When the item has been selected it lists in the **Selected so far** field. What is to appear on the customer's receipt is listed at the bottom left of the form.

When all items to be paid for have been selected press the relevant payment type button.

Once the complete docket has been split the Processing complete button becomes active. When you click it you are prompted to print the complete receipt.

When a partial tender has been completed the form appears as follows:

{bmc HospSplitDocketPartial.bmp}

Note the "Value of selection" equals the "Balance due". This means pressing a payments option will complete the tendering process.

Complete sale - select payment method(s).

Docket no. 1011 Total due: 173.30

EFTPOS

Cash / EFTPOS

Offline EFTPOS

EFTPOS / Coupon

Cash

Cash / Coupon

Coupon / Voucher

Cheque

Tender selected F2

Cancel F5

Tendering completed

Undo selection F6

Select from docket

Quantity to select : 1
 Value of selection : 92.30

1	Chicken salad	6.95
1	Spaghetti bolognese - low fat p	46.60
1	Roast beef - medium rare	45.00
1	Treacle tart - with milk chocolate	14.50
1	Sinful cocoa fudge - liquor cream	15.50
1	Long black	4.95
1	Speights Old Dark	5.95

Delect current line

Selected so far

45.00

1 Sinful cocoa fudge - liquor cream, carameled brazil nuts, vanilla ice cream

15.50

1 Long black

4.95

1 Speights Old Dark

5.95

13.95

1 Chicken salad

6.95

1 Roast beef - medium rare

45.00

1 Sinful cocoa fudge - liquor cream, carameled brazil nuts, vanilla ice cream

15.50

1 Long black

4.95

1 Speights Old Dark

5.95

Change : 0.00 F1 - Help

Tendered : 81.00

Balance due : 92.30