

# Feature Focus Guide: Performance Measures

Core Product: Aloha Quick Service, Aloha Table Service  
Last Updated: December 15, 2023

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## Revision Record

Date	Version #	Description
Prior to 12/15/2022	v6.2	Introduced Performance Measures.
	v12.3	Introduced Quick Combo upsells, Quick Combo Component upsells, and Quick Combo Component Item surcharges.
	v17+	Created Performance Measures Feature Focus Guide to reflect CFC and Aloha Manager.
12/15/2022		Converted the document to use new templates.
01/12/2023		Updated front cover and back page to reflect new NCR branding.
12/15/2023		Updated document to reflect NCR Voyix branding.

## About Performance Measures

Performance Measures at a Glance	
Core Product	Aloha <sup>®</sup> Quick Service, Aloha Table Service
Complementary Products	No
Separate License Required?	No
Other References	Aloha Quick Service Reference Guide, Aloha Quick Service Report Guide, Aloha Table Service Reference Guide, Aloha Table Service Report Guide

The Performance Measures feature, available in Aloha<sup>®</sup> Quick Service and Aloha Table Service, enables you to track individual employee performance against your desired objectives. For example, you can use performance measures to determine the average sales per guest for each employee, to see which employees are your strongest performers. Once identified, you can reward your strongest performers with such things as better shifts, learning opportunities, and other positive recognition. Performance measures also help you recognize who is struggling and could benefit from additional training. You can also use performance measures to track contests, such as which employee is selling the highest number of appetizers.



Figure 1 Performance Measures

Performance measures rely heavily on the categories you define in Maintenance > Menu > Categories. You will find it necessary to create general (non-sales) categories to take full advantage of the Performance Measures feature. For example, to determine how well a new entrée is selling compared to all entrées, create a new category of the 'General' type and add the new entrée as the only item in the category. Using the 'Sales to sales' or 'Count to count' performance measure type, select the new category as the target category and the category containing all entrées as the base category. Performance Measures also rely heavily on sales types. If you do not select a target or base category, you must then choose a sales type: gross sales, comparative sales, or net sales.

Each active performance measure appears as a separate button on the Front-of-House (FOH) Functions > Sales Report, allowing a manager to quickly view how each employee is performing. If you add more performance measures than buttons that appear on the initial screen, arrows appear on the bottom right to allow access to additional performance measures. A manager can also use the Back-of-House (BOH) Performance Measure report to view this data. Each employee can quickly view how they are doing using the Flash Report on the Working with Tables screen. This information also prints on the checkout report.

You can make a performance measure active at all times, or use the 'Activate Performance Measure' event in Maintenance > System Settings > Event Schedule to activate a performance measure, as necessary. This reduces the number of performance measures that appear on the Front-of-House (FOH) screens, checkouts, and the Back-of-House (BOH) performance measures report.

## Performance measure types

The Aloha POS system offers the following performance measure types:

- **Straight sales** provides the total count and net sales value for the items sold from the designated category, or the sales value that corresponds with the sales type you choose. For example, if you designate Appetizers as the target category, the number of appetizers sold and the corresponding net sales value appears; if you choose a sales type, such as 'Net sales,' instead of a category, the net sales value for all items sold by the employee appears.
- **Sales per hour** provides the total net sales value for items sold from the designated category, or the sales value that corresponds with the sales type you choose, divided by the number of hours/minutes the employee has been on the clock. For example, if you designate Appetizers as the target category, and the net sales value for appetizers sold by an employee clocked in for five hours is \$35.00, the average sales per hour is \$7.00. If you choose a sales type, such as 'Gross sales,' instead of a category, and total gross sales for an employee clocked in for five hours is \$250.00, the average sales per hour is \$50.00.
- **Sales per check** provides the total net sales value for items sold from the designated category, or the sales value that corresponds with the sales type you choose, divided by the number of guest checks owned by the employee. For example, if you designate Appetizers as the target category, and the net sales value for appetizers sold by an employee who owned five guest checks is \$35.00, the average net sales per check is \$7.00. If you choose a sales type, such as 'Gross sales,' instead of a category, and total gross sales for an employee who owned five guest checks is \$250.00, the average gross sales per check is \$50.00.
- **Count to guests** provides the percentage of total guests who purchased an item from a designated category. For example, if you designate Appetizers as the target category, when the total guest count for a server is 21, and seven of those guests order an appetizer, the server sold an appetizer to 33% of the guests they served.
- **Sales to guests** provides the total net sales value for the designated category, or the sales value that corresponds with the sales type you choose, divided by the number of guests served. For example, if you designate Appetizers as the target category, and the net sales value for appetizers sold by an employee who serves ten guests is \$35.00, the average net sales value for appetizers

per guest is \$3.50. If you choose a sales type, such as 'Gross sales,' instead of a category, and gross sales for that same employee is \$250.00, the average total gross sales value per guest is \$25.00.

- **Count to count** provides the total number of items sold from the designated target category divided by the total number of items sold from the designated base category. For example, if you designate desserts as the target category, and entrées as the base category, and the item count for the dessert category is 7 and for the entrée category is 35, the percentage of number of desserts sold to number of entrées sold is 20%.
- **Sales to sales** provides the total net sales value for the designated target category, or the sales value that corresponds with the target sales type you choose, divided by the net sales value for the designated base category, or the sales value that corresponds with the base sales type you choose. For example, if you designate Appetizers as the target category, and All Items as the base category, the percentage of net sales for appetizers (\$35.00) per net sales for all items (\$220.00) is .16. If you choose a sales type, such as 'Gross sales,' instead of a specific base category and gross sales for that same employee is \$250.00, the average percentage of appetizers to total gross sales is .14.
- **Quick combo upsells (QS only)** provides the lump sum value, not each upsell value, of price increases that result when a guest chooses to order and pay to increase the entire size of a quick combo across all items bundled within a promotion. This performance measure appears at the bottom of the audit section on the checkout chit.
- **Quick combo component upsells (QS only)** provides the lump sum value of all item surcharges, not each upsell value, of price increases that result when a guest chooses to pay an item surcharge for a larger size of a component within a quick combo. This performance measure appears at the bottom of the audit section on the checkout chit.
- **Quick combo component item surcharge (QS only)** provides the lump sum value of all item surcharges, not each upsell value, of price increases that result when a guest chooses to substitute one component for another more costly component with an added item surcharge. For example, a quick combo includes a medium fountain drink, yet the guest orders a medium chocolate shake. Even though you serve both in a medium cup, it costs more to make a chocolate shake, so there is an item surcharge. The performance measure metric appears at the bottom of the audit section on the checkout chit.

## Configuring Performance Measures

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for Performance Measures. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Performance Measures Procedures at a Glance:	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Select <b>Maintenance &gt; Menu &gt; Categories</b> to create general (non-sales) categories for use with performance measures. See <a href="#">page 7</a> .
2.	Access <b>Maintenance &gt; Labor &gt; Performance Measures</b> to configure your performance measures. See <a href="#">page 9</a> .
3.	Access <b>Maintenance &gt; System Settings &gt; Event Schedule</b> to activate one or more performance measures. See <a href="#">page 13</a> .
4.	Select <b>Utilities &gt; Refresh POS &amp; All Products</b> to refresh the data. See <a href="#">page 16</a> .

### Creating categories for performance measures

You will find it necessary to create general (non-sales) categories to take full advantage of the Performance Measures function. For example, to determine how well a new entrée is selling compared to all entrées, create a new category of the 'General' type and add the new entrée as the only item in the category. Using the 'Sales to sales' or 'Count to count' performance measure type, select the new category as the target category and the category containing all entrées as the base category. Performance Measures also rely heavily on sales types.

#### To create categories for performance measures:

1. Select **Maintenance > Menu > Categories**.
2. Click the **New** drop-down arrow, select **General**, and click **OK**.

- Under the 'Settings' group bar, accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Settings	
Number	41
Name	Appetizers
Description	
Type	General
Suggestive	<input checked="" type="checkbox"/>
PMS sales category	0
Accounts receivable sales category	None (0)
Maximum per check	999

Figure 2 Categories - Category Tab

- Type a **name** to identify the category. For example, 'Appetizers.'
- If using Table Service, select **Suggestive** to allow each item in this category to blink on the Front-of-House (FOH) menu screens to remind servers to promote the item to guests.
- Select the **Items** tab.

Available		Included	
Number	Name	Number	Name
1	Steak Burrito	2001	Chkn Noodle
2	Chicken Burrito	2002	Potato Soup
3	Carnitas Burrito	2003	Tortilla Soup
4	Veggie Burrito	2005	Garden Salad
5	Barbacoa	2006	Chef Salad
6	Steak Tacos	2007	Cobb Salad
7	Chicken Tacos		
8	Carnitas Tacos		
9	Chips & Salsa		
10	Guacamole		
11	Barbacoa\Faj		
14	Steak Fajita		

Figure 3 Categories - Items Tab

- Select an **item** from the 'Available' list box and click **>>** to move the selected item to the 'Included' list box. It is possible to select more than one item at a time, if desired.
- Click **Save**.



9. Repeat this **procedure** if you want to create other categories for use with performance measures.
10. Exit the **Categories** function.

## Configuring different types of performance measures

For the purposes of this document, we focus on the most widely-used performance measure types: (1) Straight sales, (2) Count to guest, (3) Sales per check, and (4) Quick combo upsells (QS only).

### Straight sales

You want to know which employee sells the most appetizers during an appetizer sales contest. First, create a general sales category containing all appetizer items, if one does not already exist. Then configure a 'Straight sales' performance measure that targets the Appetizer category. The available reporting provides, by employee, the total count and net sales value for items sold from the Appetizer category.

#### To configure a performance measure based on who sells the most appetizers:

1. Select **Maintenance > Labor > Performance Measures**.
2. Click the **New** drop-down arrow, select **Straight sales**, and click **OK**.

Settings	
Number	14
Name	Appetizer Sales
Type	Straight sales
Active	<input checked="" type="checkbox"/>
Target	Category
Target category	Appetizers

Figure 4 Straight Sales

3. Under the 'Settings' group bar, accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Type a specific **name**, up to 15 characters, to identify the performance measure, such as Appetizer Sales.
5. Select **Active** to indicate the selected performance measure is active at all times. To activate the performance measure as needed, use the 'Activate Performance Measure' event in Maintenance > System Settings > Event Schedule.
6. Select the **parameter** on which to target the performance measure. In keeping with the provided example, select Category from 'Target.'

7. Select the **target category** on which to base the performance measure. In keeping with the provided example, select Appetizers from 'Target category.'
8. Click **Save**.
9. Exit the **Performance Measures** function.

## Sales per check

You want to determine, by employee, the average appetizer sales per guest check. First, create a general sales category containing all appetizer items, if one does not already exist. Then, configure a 'Sales per check' performance measure that targets the Appetizer category. The available reporting provides, by employee, the average appetizer sales per guest check (total net sales value for items sold from the Appetizer category divided by the number of guest checks owned by the employee).

### To configure a performance measure based on average sales per guest check:

1. Select **Maintenance > Labor > Performance Measures**.
2. Click the **New** drop-down arrow, select **Sales per check** and click **OK**.

Settings	
Number	17
Name	App Sales/Check
Type	Sales per check
Active	<input checked="" type="checkbox"/>
Target	Category
Target category	Appetizers

Figure 5 Sales per Check

3. Under the 'Settings' group bar, accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Type a **specific name**, up to 15 characters, to identify the performance measure, such as App Sales/Check.
5. Select **Active** to indicate the selected performance measure is active at all times. To activate the performance measure as needed, use the 'Activate Performance Measure' event in Maintenance > System Settings > Event Schedule.
6. Select the **parameter** on which to target the performance measure. In keeping with the provided example, select Category from 'Target.'
7. Select the **target category** on which to base the performance measure. In keeping with the provided example, select Appetizers from 'Target category.'

8. Click **Save**.
9. Exit the **Performance Measures** function.

## Count to guests

You want to determine, by employee, the percentage of guests who purchased an appetizer. First, create a general sales category containing all appetizer items, if one does not already exist. Then, configure a 'Count to guests' performance measure that targets the Appetizer category. The available reporting provides, by employee, the percentage of total guest employee served who purchased an appetizer (number of guests employee served divided by the number of appetizers sold by the employee).

**To configure a performance measure based on the percentage of guests who purchased an appetizer:**

1. Select **Maintenance > Labor > Performance Measures**.
2. Click the **New** drop-down arrow, select **Count to guests**, and click **OK**.

The screenshot shows a window titled 'Performance Measures'. At the top, there is a dropdown menu showing 'Performance Measure: 16 Appetizer/Guest'. Below this is a 'Performance Measure' label. The main area is a 'Settings' table with the following fields:

Settings	
Number	16
Name	Appetizer/Guest
Type	Count to guests
Active	<input checked="" type="checkbox"/>
Target	Category
Target category	Appetizers

Figure 6 Count to Guests

3. Under the 'Settings' group bar, accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Type a specific **name**, up to 15 characters, to identify the performance measure, such as Appetizer/Guest.
5. Select **Active** to indicate the selected performance measure is active at all times. To activate the performance measure as needed, use the 'Activate Performance Measure' event in Maintenance > System Settings > Event Schedule.
6. Select the **parameter** on which to target the performance measure. In keeping with the provided example, select Category from 'Target.'

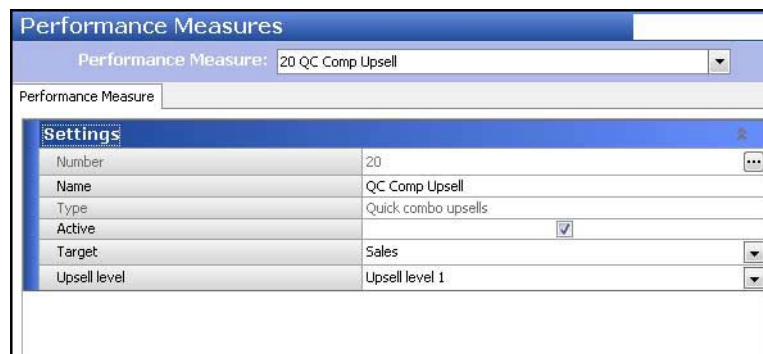
7. Select the **target category** on which to base the performance measure. In keeping with the provided example, select Appetizers from 'Target category.'
8. Click **Save**.
9. Exit the **Performance Measures** function.

## Quick combo upsells (QS only)

As a franchisee, you receive incentives from the corporate office for quick combo upsells. You decide to hold a contest and want to determine, by employee, the total upsell value that results when a guest increases the size of a medium quick combo. For example, if Cashier #1 has five guests choose to purchase a large quick combo instead of a medium quick combo (designated item), and the price difference between the two sizes is \$1.50, the total upsell value for Cashier #1 is \$7.50.

### To configure a performance measure based on quick combo upsells:

1. Select **Maintenance > Labor > Performance Measures**.
2. Click the **New** drop-down arrow, select **Quick combo upsells** to provide the performance measure statistics of the cashier, through suggestive selling, and click **OK**.



The screenshot shows a software window titled "Performance Measures". At the top, there is a dropdown menu for "Performance Measure:" with the selected value "20 QC Comp Upsell". Below this is a "Performance Measure" label and a text input field. The main area is a "Settings" table with the following fields:

Settings	
Number	20
Name	QC Comp Upsell
Type	Quick combo upsells
Active	<input checked="" type="checkbox"/>
Target	Sales
Upsell level	Upsell level 1

Figure 7 Quick Combo Upsells

3. Under the 'Settings' group bar, accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Type a specific **name**, up to 15 characters, to identify the performance measure, such as QC Upsell 1.
5. Select **Active** to indicate the selected performance measure is active at all times. To activate the performance measure as needed, use the 'Activate Performance Measure' event in Maintenance > System Settings > Event Schedule.
6. Select the **parameter** on which to target the performance measure. In keeping with the provided example, select Sales from 'Target.'  
Select Count to base the performance measure on the total number of times the cashier sells either a designated upsell level, or all upsell levels, your choice.  
Select Sales to base the performance measure on the total upsell value that results when a guest increases the size of a designated upsell level, or on the total upsell value that results for all upsells.
7. Select the **upsell level** on which to base the performance measure. In keeping with the provided example, select Upsell level 1 (Medium quick combo size).
8. Click **Save** and exit the **Performance Measures** function.

## Activating a performance measure

You can make a performance measure active at all times, or use the 'Activate Performance Measure' event in Maintenance > System Settings > Event Schedule to activate a performance measure, as needed. This reduces the number of performance measures that appear on the Front-of-House (FOH) screens, checkouts, and the Back-of-House (BOH) performance measures report.

How you are using the Event Schedule function determines whether you add this event type to an existing event schedule or add it to a new event schedule you create. For the purposes of this document, we assume you use one event schedule to which you add all events.

### To activate a performance measure:

1. Select **Maintenance > System Settings > Event Schedule**.
2. Select the **event schedule** to edit from the drop-down list.

3. Select the **Events** tab.

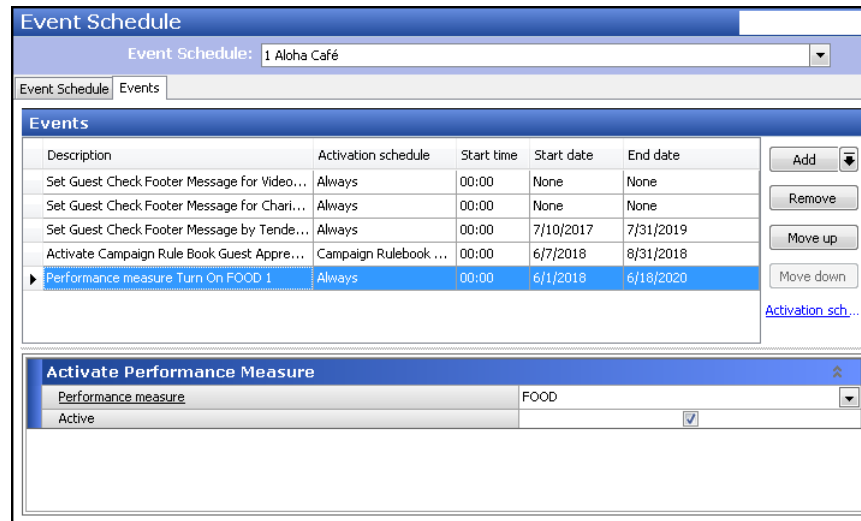


Figure 8 System Settings - Event Schedule

4. Click the **Add** drop-down list, select **Activate Performance Measure** as the event type, and click **OK**. Activate Performance Measure appears in the list of events.
5. Select **Always** from the 'Activation Schedule' drop-down list. Because the Always activation schedule stipulates to begin at 'start of day,' you cannot edit the 'Start time' in the event definition. This information is read only. If you want to stipulate a specific time of day to start the performance measure, you need to select or create an activation schedule that starts at the correct time.
6. Select the **date** on which you want the performance measure to become active at the store in 'Start date.'
7. Select the **date** on which you no longer want the campaign to be active at the store in 'End date.'
8. Under the 'Activate Performance Measure' group bar, select the **performance measure** to activate from the drop-down list.
9. Select **Active** to activate the performance measure.
10. Click **Save** and exit the **Event Schedule** function.

## Adding a flash report button in Quick Service

Add a Flash Report button to the FOH using the Quick Service Screen Designer for employees to check their sales, if one is not already there. In Table Service, it is not necessary to use Screen Designer to add a Flash Report button to the FOH. The Flash Report button appears when you provide the ability to view this report in POS Access Levels.

### To add a Flash report button in QS:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select a **panel** to edit, and click **OK**.

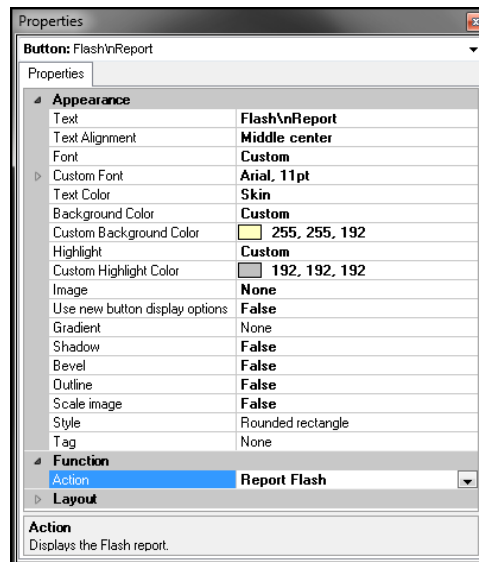


Figure 9 Server Sales Button Properties

4. Select an **available button** or create a **new button**. The Properties dialog box appears.
5. Under the 'Function' group bar, select **Report Flash** from the 'Action' drop-down list.
6. Under the 'Appearance' group bar, type a **name** for the button, such as '**Flash\nReport**.' To display text on multiple lines, insert '\n' without spaces for line breaks.
7. Configure the **remaining options** as you would for any other button function.
8. Select **Panel > Save Panel**.
9. Select **File > Exit** to exit **Quick Service Screen Designer**.

## Refreshing the data

After all settings are in place in Aloha Manager, it is necessary to select Utilities > Refresh All POS Data to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.

**⚠ Caution: Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.**



## Reporting Performance Measures

The Aloha POS system provides several reports from which you can obtain performance measure information. For current day performance measure information, access one of the reports available in the FOH, such as the Flash report or the checkout chit. Once you finalize a business day, it becomes necessary to look to reports available in the BOH for this information.

### Front-of-House (FOH) reports in Table Service

There are four reports in the TS FOH from which you can obtain performance measure information for the current day: The Flash Report, Sales report, the Server Sales report, and the checkout chit.

#### To view performance measure information in the Sales report:

1. Log in to the **FOH**.
2. From the Working with Tables screen, touch **Sales**. The Summary screen appears.
3. Touch **Sales** again. The Sales and Performance Measures screen appears.

*** SALES AND PERFORMANCE MEASURES ***			
PMS Category 1:	0.00		
PMS Category 2:	0.00		
PMS Category 3:	0.00		
PMS Category 4:	0.00	Appetizer Sales	12 \$72.00
Food:	181.00	Appetizers/Hour	\$4.31
Alcohol:	0.00	Appetizer/Guest	2.40
Soft Drink:	0.00	App Sales/Check	\$14.40
Entrees:	0.00	App Sales/Guest	\$39.19
SALES:	181.00		
PMS Category 5:	0.00		
Retail:	0.00		
Gift Card:	0.00		

Figure 10 Sales and Performance Measures Screen

4. Review the **information**.
5. Click **OK** to return to the Working with Tables screen.
6. Click **Exit** to return to the floating logo.

**To view performance measure information in the Server Sales report:**

1. Log in to the **FOH**.
2. From the Working with Tables screen, touch **Functions**.
3. Touch **Reports**.



Figure 11 Reports Screen

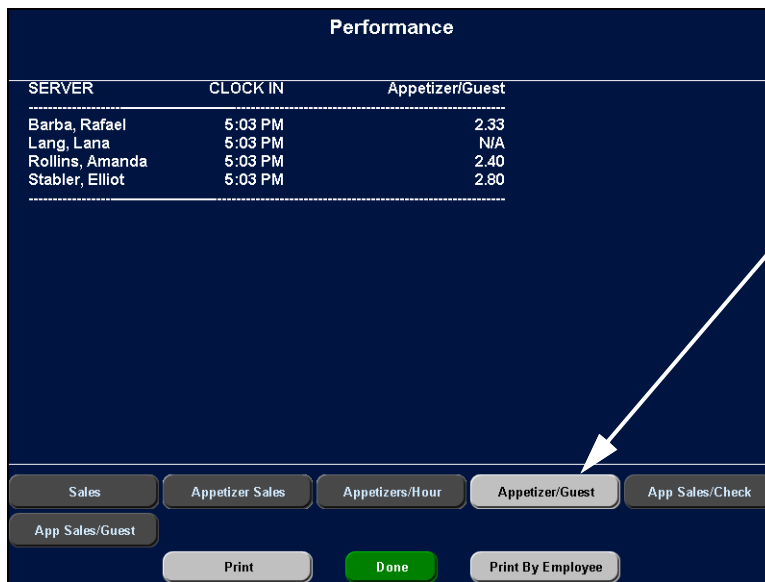
4. Touch **Server Sales**.

Performance measures appear in the lower portion of the screen.



Rafael and Elliot each sold 14 appetizers, which results in a tie.

Figure 12 Server Sales - Appetizers Per Hour



Elliot wins the average number of appetizer sales per guest with a total of 2.80.

Figure 13 Average Number of Sales per Guest



Figure 14 Sales per Check

5. Touch the **button assigned to the performance measure** and review the information provided.
6. Touch **Print** or **Print by Employee** to print the report, if desired.
7. Touch **Done** to close the report and return to the Reports screen.
8. Touch **Exit** to return to the Working with Tables screen.
9. Touch **Exit** to return to the floating logo screen.

**To view performance measure information in the Flash Report:**

1. Log in to the **FOH**.
2. From the Working with Tables screen, touch **Functions**.
3. Touch **Reports**.

4. Touch **Flash Report**. The system defaults to 'Last Period,' and the Performance Measures appear in the middle column.

Flash Report					
From 3:00 PM to 3:59 PM					
Guests: 0 Checks: 0					
Sales	Performance		Labor		
PMS Category 1	\$0.00	Appetizer Sales	\$0.00	Aloha Café Hrs	0.28
PMS Category 2	\$0.00	Appetizers/Hour	\$0.00	Aloha Café \$	0.00
PMS Category 3	\$0.00	Appetizer/Guest	N/A	Aloha Café %	N/A
PMS Category 4	\$0.00	App Sales/Check	N/A		
PMS Category 5	\$0.00	App Sales/Guest	N/A	Staff Hrs	0.28
Food	\$0.00			Staff \$	0.00
Alcohol	\$0.00			Staff %	N/A
Soft Drink	\$0.00				
Entrees	\$0.00			Wait Staff Hrs	0.28
Retail	\$0.00			Wait Staff \$	0.00
Gift Card	\$0.00			Wait Staff %	N/A
No Category	\$0.00				

Figure 15 Flash Report - Last Period

5. Touch **Entire Day Performance** to view your performance measures for the entire day.

Flash Report						
	Appetizer Sales	Appetizers/Hour	Appetizer/Guest	App Sales/Check	App Sales/Guest	
10:00 AM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
DINNER:	\$0.00	\$0.00	N/A	N/A	N/A	N/A
11:00 AM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
12:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
1:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
2:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
3:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
4:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
LUNCH:	\$0.00	\$0.00	N/A	N/A	N/A	N/A
5:00 PM -	40 \$232.00	\$232.00	N/A	\$14.50	N/A	N/A
6:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
7:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
8:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
9:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
10:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
11:00 PM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
12:00 AM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
1:00 AM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A
2:00 AM -	\$0.00	\$0.00	N/A	N/A	N/A	N/A

Figure 16 Entire Day Performance



Figure 17 Entire Day Performance Total

6. Touch **Done** to return to the Reports screen.
7. Touch **Exit** to return to the Working with Tables screen.
8. Touch **Exit** again to return to the floating logo screen.

**To view your performance measure information on your checkout chit:**

1. When you are ready to check out for the day, log in to the **FOH**.
2. From the Working with Tables screen, touch **Check Out**. A confirmation message appears.
3. Touch **OK**. The employee checkout chit prints at the local receipt printer.

```
Cash Rcvd By _____  
  
*** CASH ***  
CASH PAYMENTS: 195.93(+)  
CC TIPS/CASH GRATS: 0.00(-)  
TOTAL CASH OWED: 195.93(=)  
  
*** AUDIT ***  
0.00 GUESTS 05 CHECKS  
000 SPLIT CHECKS  
*****  
*** SALES DETAIL ***  
Appetizer Sales 12 $72.00  
Appetizers/Hour $3.80  
Appetizer/Guest 2.40  
App Sales/Check $14.40  
App Sales/Guest $39.19  
  
*** Sales Prior To EOD  
  
Sales: 0.00  
Exclusive Taxes: 0.00  
Surcharges: 0.00  
Wage Gratuities: 0.00  
Misc Charges: 0.00
```

Figure 18 Check Out Chit - TS Example

## Front-of-House (FOH) reports in Quick Service

There are two reports in the QS FOH from which you can obtain performance measure information for the current day: The Flash Report and the checkout chit.

### To view performance measure information in the Flash Report:

1. Log in to the **FOH**.
2. Locate the **screen** used for accessing reports.
3. Touch **Flash Report**.

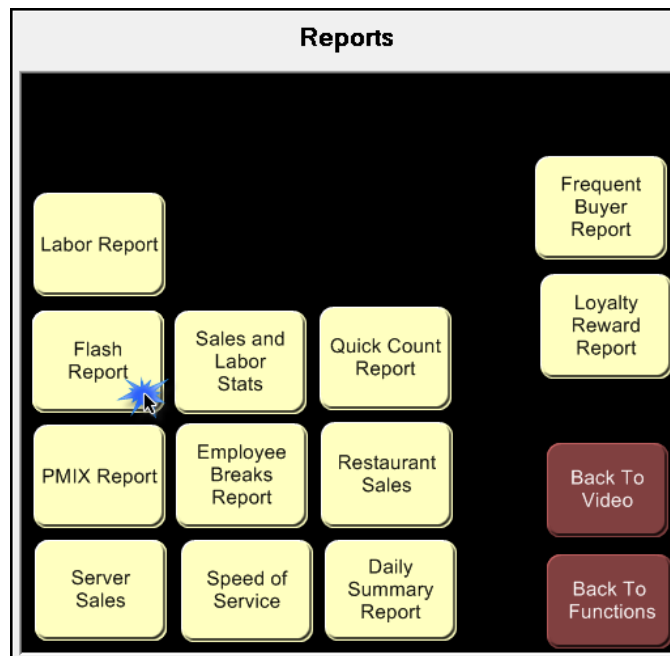


Figure 19 Reports Window



You may need a manager, or someone with similar access, to enter a **password** and touch **OK**.

Flash Report

From 4:00 PM to 4:29 PM

Guests: 10.00 Checks: 10

Sales	Performance	Labor
Food \$65.45	QC Upsell 1 00	Aloha Café Hrs 0.66
Alcohol \$0.00	QC Upsell 2 09	Aloha Café \$ 0.00
Soft Drink \$20.00	QC Upsell ALL 09	Aloha Café % 0.00
Delivery\$ \$0.00	Spicy CKN BRG 09	
Retail \$0.00	QC Component Up	
Donations \$0.00	QC Upsell 1 \$ \$0.00	
Burgers \$0.00	QC Upsell 2 \$ \$9.00	
Sandwiches \$0.00	QC Upsell ALL \$ \$9.00	
Sides \$22.00		
Drinks \$0.00		
Gift Certificates \$0.00		
PMS Category 1 \$0.00		
Gift Cards \$0.00		
GST Exempt \$0.00		
Shakes \$0.00		
Sm Garlic Fries \$0.00		
No Category \$0.00		

Buttons: Last Period, Entire Day Summary, Entire Day Sales, Entire Day Performance, Entire Day Labor, Done

Figure 20 Flash Report Screen - Last Period

The screen defaults to the Last Period option. A total count for the quick combo upsell contest is available under the 'Performance' column.

Flash Report

	QC Upsell 1	QC Upsell 2	QC Upsell ALL	Spicy CKN BRG	QC Component Up
7:00 AM -	00	00	00	00	00
7:30 AM -	00	00	00	00	00
8:00 AM -	00	00	00	00	00
8:30 AM -	00	00	00	00	00
9:00 AM -	00	00	00	00	00
9:30 AM -	00	00	00	00	00
10:00 AM -	00	00	00	00	00
10:30 AM -	00	00	00	00	00
11:00 AM -	00	00	00	00	00
11:30 AM -	00	00	00	00	00
12:00 PM -	00	00	00	00	00
12:30 PM -	00	00	00	00	00
1:00 PM -	00	00	00	00	00
1:30 PM -	00	00	00	00	00
2:00 PM -	00	00	00	00	00
2:30 PM -	00	00	00	00	00
3:00 PM -	00	00	00	00	00
3:30 PM -	00	00	00	00	00
4:00 PM -	07	32	39	39	00
4:30 PM -	00	00	00	00	00
5:00 PM -	00	00	00	00	00

Buttons: Last Period, Entire Day Summary, Entire Day Sales, Entire Day Performance, Entire Day Labor, Done

Figure 21 Flash Report - Entire Day Performance

4. Touch **Entire Day Performance** to view the quick combo upsells by half hourly intervals.
5. Touch **Done** to return to the Reports window.
6. Touch **Exit** to return to the floating logo.

## Viewing Performance Measures on your checkout chit

When you are ready to check out, your performance measure information prints at the bottom of your checkout chit. You must check out of the system after you close all your checks. It is the last thing you do before you clock out. After you check out you can not enter any sales and the system finalizes all of your checks. A checkout report prints at the local receipt printer.

### To view your performance measures on a check out chit:

1. Log in to the **FOH**.
2. Navigate to and touch **Checkout**. A confirmation message appears.
3. Touch **OK**. Your checkout chit prints to the local receipt printer.

```
CASH TXNS: 50.00(+)  
TOTAL CASH OWED: 111.66(=)  
  
*** AUDIT ***  
10 GUESTS 10 CHECKS  
ROUNDING BENEFIT: 0.00  
*****  
*** SALES DETAIL ***  
QC Upsell 1 00  
QC Upsell 2 09  
QC Upsell ALL 09  
Spicy CKN Brgr 09  
QC Upsell 1 $ $0.00  
QC Upsell 2 $ $9.00  
QC Upsell ALL $ $9.00
```

Figure 22 Check Out Chit - QS Example

## Back-of-House (BOH) reports

The Aloha POS system provides a BOH report from which you can obtain performance measure information for closed days. Select Aloha Point-of-Sale > Sales > Performance Measures to access this report for both Table Service and Quick Service.

## Performance Measures, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address:  
[Documentation.HSR@NCRVoyix.com](mailto:Documentation.HSR@NCRVoyix.com)