

The Aloha® Quick Service Front-of-House (FOH) Manager Guide is intended to assist managers and restaurant employees with appropriate access with tasks they perform on a daily basis.

Starting the day

Checking the FOH system

- Touch the **floating logo** on each terminal to display the login screen.
- Correct any **errors** indicated in the message box.
- Verify the **system date** and the **DOB** match and are correct.

Clocking in

1. Touch the **floating logo**. The login screen appears.
2. Scan fingerprint on biometric reader. For sites not using a biometric reader, enter your **employee number**.
3. Touch the appropriate **job code**.
4. Touch **Clock In**.
5. Touch **Functions**.
6. Touch **Exit** to return to the floating logo.

Assigning an employee to a cash drawer

1. Log in to the **FOH**.
2. Locate the **panel** containing **Manage Drawer** functions.
3. Touch **Manage Drawers**.
4. Touch the **box** representing the drawer.
5. Touch **Assign**.
6. Select an **employee** to assign a cash drawer from the list.
7. Touch **OK**.
8. Enter the **starting bank**.
9. Touch **OK**.
10. Touch **Done**.
11. Exit to return to the **floating logo**.

Performing shift maintenance

Running cashier checkout

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Checkout**. Manager approval is required.
4. Touch **OK** to print the checkout report.
5. Touch **Exit** to return to the floating logo.

Reprinting a checkout

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Print Checkout**.
4. Select the **employee**.
5. Touch **OK** to print the report.
6. Touch **Exit** to return to the floating logo.

Editing clock in/clock out time

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Edit Time**.
4. Select the **employee**.
5. Touch **OK**.
6. Touch the **UP and DOWN arrows** to adjust the hours and minutes.
7. Touch **OK**.
8. Select the **reason** for the edit.
9. Touch **OK**.
10. Touch **Exit** to return to the floating logo.

Editing a break

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Edit Break**.
4. Select the **employee**.
5. Touch **OK**.
6. Touch the **UP and DOWN arrows** to adjust the hours and minutes.

7. Touch **OK**.
8. Touch **Exit** to return to the floating logo.

Deleting a clock out

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Delete Clock Out**.
4. Select the **employee**.
5. Touch **OK**.
6. Touch **Exit** to return to the floating logo.

Deleting a checkout

The employee must be clocked in for you to delete a checkout. Delete the clock out, if the employee has already clocked out.

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Delete Checkout**.
4. Select the **employee**.
5. Touch **OK**.
6. Touch **Exit** to return to the floating logo.

Viewing / printing a report

1. Log in to the **FOH**.
2. Locate the **panel** containing **Report** functions.
3. Select a **report** to run.
4. Touch the **UP and DOWN arrows** to scroll through the report.
5. Touch **Print to print the report**.
6. Touch **Done** to exit the report.

Managing guest checks

Deleting items

To remove items from a guest check when you have not yet touched Total, use Delete. To do this, select the **items** to delete in the guest check window and touch **Delete**.

Voiding items

To remove items from a guest check AFTER you have touched Total, but not yet closed the check, use Void.

1. Select the **items** in the guest check window and touch **Void**. Manager approval is required.
2. Touch the **void reason** and touch **OK**.
3. If all items on the guest check are voided and the guest check has a zero balance, touch **Close Check**.

i If partial payment has been applied to the guest check, and you need to void an item, you need to void the payment and all items on the guest check and touch Close Check. Then enter a new guest check with the correct items, total the check, and apply payment.

Issuing a cash refund

1. Log in to the **FOH**.
2. Locate the **panel** containing **Financial** functions.
3. Touch **Refund**.
4. Select the **refund reason**. The guest check appears in refund mode.
5. Enter the **items** to be refunded. As you enter items, the amounts appear in negative values.
6. Touch **Total**.
7. Touch **Exact**.

End of day procedures

Verifying drawer checkouts

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Manage Drawers**.
4. Verify that **each cash drawer** is no longer assigned and appears as available.

Editing employee time

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Edit Time**.
4. Verify each employee **time punch** and make **corrections**, as needed.
5. To edit punch times, select an **employee** and touch **OK**.
6. Touch **UP** and **DOWN** arrows to edit hours and minutes.
7. Touch **OK**.

Editing employee breaks

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Edit Break**.
4. Verify each employee **break time** and make **corrections**, as needed.
5. To edit an employee break, select the **employee** and touch **OK**.
6. Touch **UP** and **DOWN** arrows to edit hours and minutes.
7. Touch **OK**.

Managing passwords

Clearing a password for others

1. Log in to the **FOH**.
2. Locate the **panel** containing **Employee** functions.
3. Touch **Clear Others Password**.
4. Select the **employee** and touch **OK**.

Enrolling fingerprints

Before using the Enroll Fingerprint function, clear the employee's password using the Clear Others Password function.

1. Log in to the **FOH**.
2. Follow the **steps** in Clearing a password for others.
3. Touch **Enroll Fingerprint**.

4. Select the **employee**.
5. Touch **OK**.

Troubleshooting hardware

Terminals are without power

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

Printers are not printing

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