

The Aloha® Table Service Cashier Guide is intended to assist managers and restaurant employees with tasks they perform on a daily basis.

## Starting a cashier shift

### Clocking in

1. Touch the **floating logo**. The login screen appears.
2. Enter your **employee number** or swipe your **magnetic stripe card**.
3. Touch **OK**. The Clock In screen appears.
4. Touch the appropriate **job code**, if it is not already selected.
5. Touch **Clock in**. After clocking in, the server is shown the **WWT** (Working with Tables) screen.

You initiate all server functions (starting a new table, adding to an existing table, check out, clock out, etc...) from this screen.

## Order entry

### Entering orders

1. Log in to the **FOH**. This will bring you to the main floor screen. (**<<< KM: The main floor screen appears. !!! >>>**)
2. Select the **table** you are serving to start a check or select the **Bar** to toggle a different floor plan.
3. To ring items simply touch the **items** on the screen. Different menus are located on the column to the right of the Guest Check.
4. Ring in **items** in order of pivot seating. Ring in the items for the guest in seat 1, first.
5. Select **Next Seat** and add the items for seat 2, etc.
6. To order the items and have them sent to the kitchen you **MUST** select **Send, Take Out, or To Go**. The items will turn from Blue to Black in the Guest Check.

### Deleting items

1. **Highlight** the item(s) on the guest check.
2. Select **Delete**.

**Note:** You are not required to highlight the item if you want to delete the last item on the seat.

### Modifying items

1. Select **items** from the menu to be entered onto the Guest Check.
2. **Highlight the menu item** to be modified.  
**Note:** The most recent menu item to be entered can be modified without being selected by just pressing **Modify**.
3. Make your modification **selections**.
4. Touch **OK** to complete your modifications.
5. Select an **Order Mode** to send the items to the kitchen.

### Quantity and repeat buttons

1. Select the **item** you need a large quantity of so that it is entered on the Guest Check.
2. Highlight the **item** on the Guest Check.
3. Select **Quantity**.
4. Enter the **Quantity** (for example-5). Now there are five of your item on the guest check.
5. To **repeat items** simply highlight the **item** on the guest check.
6. Select **Repeat Item**.



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

## Tendering an order

### Closing checks to cash

1. Ring up the order and select **Close**.
2. The **tender** screen appears.
3. Select the **appropriate dollar amount** (i.e. \$1, \$5, \$10, \$20, etc...)The check must be **fully tendered** before it can close.

The system will add tenders together automatically. For example, if the total is \$60 you could push \$20 three times and the check will close once the balance is \$0.00

### Closing checks to credit cards

1. Ring up the **order** and select **Close**. The Tender screen appears.
2. Select the **appropriate card**.
3. The **amount** automatically defaults to the amount shown on check.
4. **Swipe the card** and select **OK**.
5. **Two credit card vouchers** are printed for signature. The guest check closes automatically after the credit card is approved for the full amount of the check

### Closing checks to gift cards

1. Ring up the **order** and select **Close**. The Tender screen appears.
2. Select **Gift Card**. The amount automatically defaults to the amount shown on check.
3. **Swipe the card** and select **OK**. Two vouchers are printed for signature.



The guest check does not close automatically. After the check is fully tendered, a New Close button appears on the tender page.

## To add a tip to the gift card:

1. Do not close the **check**.
2. From the Tender screen, select **Gift Card Tip**.
3. Enter the **amount of the tip**.
4. Touch **OK**.
5. Close the **check**.

You are not allowed to enter tips on a gift card from the **Credit Card Tips** screen.

## Closing checks using Fast Cash

1. Ring up the **order**.
2. Touch **Fast Cash**.
3. Enter the **amount of cash given**.
4. Touch **OK**. The change due appears in a large grey box on the screen.
5. Touch **within the box** to remove it and continue with a **new order**.

## Comps / promos

### Applying comps and promos to a check (Most require manger approval)

1. Add **items** to the check, as normal.
2. Select an **order mode**.
3. Touch **Close**.
4. From the Tenders screen, touch **Promo** or **Comps**.
5. Select the appropriate **discount or comp type**.

Some comps, like the '**Shift Meal**' require the entry of the employee name and / or validation code.

Some coupons, like the **BOGO \$20**, require the selection of appropriate discounted items.

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

## Split Checks

### Splitting a check

1. After adding a few items to the guest check, select an **order mode**.
2. After ordering the items, (the text appears black on the guest check), touch **Split Checks**.
3. Touch **Add** to create another check.
4. To move all items ordered under a certain seat number to a different check, select the **items** and select the **check** to receive the items. (You must use pivot seating to split a check.)
5. When you are done, touch **Done** to return to the order entry screen.

### Splitting seats

1. After adding a few items to the guest check, select an **order mode**.
2. After ordering the items, (the text appears black on the guest check), touch **Split Seat**.
3. Touch **Add** to create another seat.
4. To move all items ordered under a certain seat number to a different seat, select the **items** and select the **seat number** to receive the items.

When the items are moved, they appear in red on the new seat.

5. When you are done, touch **OK**.
6. Proceed to the **split check** function.

### Equal pay

1. After entering an order, touch the **Close** button.
2. From the payment screen, touch the **Equal Pay** button.
3. Enter the **number of payments** on the keypad.

The divided totals are included at the bottom of the guest check.

4. To tender each portion, touch the **individual total** and then tender it.

The check does not close until all portions are tendered in full.

## Ending of shift

### Entering credit card tips

1. Log in to the **FOH**.
2. Touch the **Tips** button.
3. Select the **card type**.
4. **Highlight the card** requiring adjustment.
5. **Enter the appropriate tip amount**.
6. Touch **OK**.
7. Perform adjustments on **other checks**, if needed.
8. Touch **Done**.

### Check out

1. Log in to the **FOH**.
2. Touch **Check Out**.
3. Touch **OK** on the 'Are you sure....' screen. You are only allowed to check out once per shift. After you touch OK, a manager is required to allow you to take another table, or to make an adjustment to credit card tips.

The system prints a checkout report to be given to the manager on duty.

### Clock out

1. Touch **Clock Out**.
2. Touch **Yes**, if you are ready to clock out.
3. Enter your **total declared tips** for your shift; this includes ALL TIPS, cash and credit card.
4. Keep the **clock out chit** for your records, as it contains the numbers of hours worked for the day and the week.

## Hardware troubleshooting

### Terminals have no 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 an On-Line light, ensure it is on. If not, press the On-Line 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 comport.
- Check for kinks, breakage, or scarring on all power cabling.
- Perform a self-test by turning off the power, holding down the Feed button, and turning the power back on while holding the button down.