

Opening your restaurant

The Aloha® Table 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. This guide assumes the manager does not have order entry capabilities. Upon login, the Special Functions screen appears.

Checking the floating logo

Ensure all FOH terminals have a floating logo. The floating logo acts as a screensaver for terminals.

Checking for error messages

Touch the floating logo on each FOH terminal to display the login screen. If a problem occurs, a message, such as the printer is out of paper appears, and you need to correct the error.

Checking the FOH and system dates

Determine if the system date and the DOB (date of business) are the same. These dates must match. Conflicting dates occur only if the End-of-Day did not run the previous night, meaning you are still on yesterday's date of business, or back farther. If they do not match, call your technical support number for assistance in correcting the system date.

Starting a manager 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** and touch **Clock In**.
5. Touch **Exit** to return to the floating logo.

Daily operations

Access all functions performed in this section from the Special Functions screen. Based on your employee configuration, this screen either appears upon login or you must select Functions from the Working with Tables screen to gain access to it.

Assigning an employee to a cash drawer

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **Cash Drawers**.
4. Touch the **name** of the employee.
5. Touch the **box** representing the drawer.
6. Touch **Done** (top of screen).
7. Touch **Exit** to return to the floating logo.



If a bartender or takeout employee is not assigned to a cash drawer, he/she will not be able to tender orders in the FOH.

Setting availability of an item

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **Item Availability**.
4. Select the **menu item** to be limited.
5. Use the **arrows** to increase or decrease the available quantity on hand.
6. To completely restrict the item from sale, touch **Not Available**.
7. Touch **OK**.
8. Touch **Done**.
9. Touch **Exit** to return to the floating logo.

Change order

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **Cash Functions**.

4. Touch **Bar Paid In**.
5. Select the **name of the bartender** assigned to the cash drawer.
6. Enter the **amount of change** that is being used and touch **OK**.
7. Touch **Change Order**.
8. Touch **OK**.
9. Touch **Exit** to return to the floating logo.

Guest check procedures

Opening a closed check

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **Open Closed Check**.
4. Select the **employee** that owns the check and touch **OK**.
5. Touch the **closed check** in the **list** and touch **OK**. A confirmation message appears.
6. Touch **OK**.
7. Touch **Exit** to return to the floating logo.

The employee who owns the guest check can now make the appropriate adjustments.

Reprinting a guest check

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **Reprint Check**.
4. Select the **employee** who owns the check and touch **OK**.
5. Select the appropriate **guest check** and touch **OK** to print the guest check.
6. Touch **Exit** to return to the floating logo.

Transferring and accepting a table

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **Transfer Table**. The Select Employee to Transfer Table from screen appears.

4. Select the employee who currently has the table and touch **OK**. The Select Tables to Transfer screen appears.
5. Touch the **table** to transfer or touch **Transfer All** to transfer all tables.
6. Touch **OK**. The Select Employee to Receive Tables screen appears.
7. Select the **employee** to receive the table and touch **OK**. A confirmation message appears.
8. Touch **OK**.
9. Touch **Exit** to return to the floating logo.

Performed by person receiving the table:

1. Log in to the **FOH**. Pending tables appear in the top left corner of the screen.
2. Touch the **incoming table**.
3. Touch **New Order**. The table number defaults to the original number; however, you can change the table number at this time.
4. Touch **OK**. The transfer is now complete.

Adjusting the amount of a payment

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **Adjust Payments**.
4. Select the **employee** who owns the check.
5. Select the appropriate **table** or **tab** and touch **OK** to advance to the tender screen.
6. Enter the needed **adjustments**.
7. Touch **OK**.
8. Touch **Exit** to return to the floating logo.

Applying a different tender to a check

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **Adjust Payments** to display the Select Employee to Adjust Payments screen.
4. Select the **employee** who owns the check and touch **OK**. The Select Check screen appears. If the check is split, all checks appear.

5. Touch the **check** and touch **OK**. The Close screen appears.
6. Touch the **incorrect tender** in the guest check window. If the incorrect tender is cash, continue to **step 8**; otherwise, touch **Delete**. A confirmation appears and a void receipt prints for you to hand to the guest.
7. Touch **OK** to clear the message.
8. Select the **correct tender** to apply to the check.
9. Touch **Done**.
10. Touch **Exit** to return to the floating logo.

Issuing a credit card refund for current date of business

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Financial**.
3. Touch **EDC**.
4. Touch **Refund**.
5. Enter the **credit card number** and **expiration date**.
6. Enter the **amount** of the refund.
7. Enter a **reason** for the refund and touch **OK**.
8. Touch **Exit** to return to the floating logo.

Applying a tax exemption

1. Log in to the **FOH**.
2. Select the **order** in question.
3. Touch **Close**.
4. Touch **Tax Exempt**.
5. Enter the **tax exempt number**.
6. Touch **OK**. The tax is removed from the guest check.
7. Close the **check** using the appropriate tender.

Employee time maintenance

Deleting a clock out for an employee

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Employee**.
3. Touch **Delete Clockout**. The Select Employee to Delete Clockout screen appears.
4. Select the **employee**.

5. Touch **OK**. A confirmation message appears.
6. Touch **OK**.
7. Touch **Exit** to return to the floating logo.

Editing a clock in and out time for an employee

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Employee**.
3. Touch **Edit Clock In/Outs**.
4. Select the **employee**.
5. Touch **OK** to display the Edit Clock In/Out screen.
6. To adjust the hour of the clock in and out time for the employee, touch the **double UP and DOWN arrows**.
7. To adjust the minutes of the clock in and out time for the employee, touch the **single UP and DOWN arrows**.
8. To clock an employee out who is still on the clock, touch **Clock Out**, as long as they have checked out.
9. Touch **OK**. The Select Reason for Punch Edit screen appears.
10. Touch the **edit punch reason**.
11. Touch **OK**.
12. Touch **Exit** to return to the floating logo.

Editing a break in and out time

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Employee**.
3. Touch **Edit Breaks**.
4. Select the **employee**.
5. Touch **OK** to display the Edit Clock In/Out screen.
6. To adjust the hour of the clock in and out time for the employee, touch the **double UP and DOWN arrows**.
7. To adjust the minutes of the clock in and out time for the employee, touch the **single UP and DOWN arrows**.
8. Touch **OK**. The Select Reason for Punch Edit screen appears.
9. Touch the **edit punch reason**.
10. Touch **OK**.
11. Touch **Exit** to return to the floating logo.

Clocking out an employee

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Employee**.
3. Touch **Edit Clock In**.
4. Enter the **employee number** and touch **OK**.
5. Touch **Clock Out**.
6. Touch **OK**.
7. Touch **Exit** to return to the floating logo.

Allowing an employee to clock in

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Employee**.
3. Touch **Allow Clock In**.
4. Select the **employee name** and touch **OK**.
5. Touch **OK**.
6. Touch **Exit** to return to the floating logo.

Deleting a checkout for an employee

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Employee**.
3. Touch **Delete Checkout**. The Select Employee to Delete Checkout screen appears.
4. Select the **employee**.
5. Touch **OK**. A confirmation message appears.
6. Touch **OK**.
7. Touch **Exit** to return to the floating logo.

Reprinting an employee checkout

1. Log in to the **FOH**.
2. From the Special Functions screen, touch **Employee**.
3. Touch **Reprint Checkout**.
4. Select the **employee**.
5. Touch **OK**.
6. Touch **Log Out**.
7. Touch **Exit** to return to the floating logo.

Ending a manager shift

Verifying checkouts

Checkouts detail the sales information for a particular employee/cash drawer. The checkout serves as verification that the employee provided the restaurant with the correct documentation and the correct amount of cash.

Verifying employee time punches

Time punches are easily adjusted from the front of the house. It is important to verify all time punches are correct prior to leaving. This ensures there are no forgotten adjustments. From a terminal, process an Employee Clock In Report, to verify the correct employees are clocked in.

Clocking yourself out

To prevent unauthorized access, you should clock out at the end of your shift.

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.