

The Aloha® Table Service Front-of-House (FOH) Server Guide is intended to assist restaurant servers with tasks they perform on a daily basis.

Starting a 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.

All server functions, such as starting a new table, adding to an existing table, running a checkout, clocking out, and more, begin from this screen.

Order entry

Entering orders

1. Log in to the **FOH**. The main floor plan screen appears.
2. Select the **table** you are serving to start a new, blank check. The guest check window appears to the left, the menus appear to the right.
3. With the correct menu appearing on the screen, touch an **item** to add it to the guest check. If using pivot seating, add the items in order of pivot seating (Seat 1, Seat 2).
4. Touch an **order mode** to send the items to the kitchen, or touch **Send**. The items turn from blue text to black to indicate they are ordered and sent to the kitchen for prep.

Deleting items

1. Select **one or more items** to delete in the guest check window.

You do not have to select the item if you are deleting the last item in the guest check window.

2. Touch **Delete**.

Modifying items

1. With the item to modify selected in the guest check window, touch **Modify**. It is not necessary to select the item first, if it is the last item you entered.
2. Make your modifier **selections**.
3. Touch **OK** to complete the modifications.
4. Touch an **order mode** to send the items to the kitchen.

Using Quantity and Repeat buttons

1. Add the **item** to the guest check.
2. Select the **item** in the guest check window.
3. Touch **Quantity** to display the Enter Quantity dialog box.
4. Use the keypad to enter the **quantity** you need and touch **OK**. The items appear in the guest check window.
5. To repeat an item, select the **item** in the guest check window and touch **Repeat**.

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.

Accepting a transferred 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.

You cannot enter tips on a gift card from the Credit Card Tips screen.

Applying comps and promos

1. Add **items** to the check, as normal.
2. Touch an **order mode** to send items to the kitchen.
3. Touch **Close** to access the tender screen.
4. Touch **Promo** or **Comp**.
5. Touch the appropriate **promo** or **comp** type.

Some comps like Shift Meal require the entry of the employee name and a validation code.

Some coupons, like Buy One Get One, require the selection of specific items to apply the discount.

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. ???

Working with split checks

Splitting a check

1. After adding a few **items** to the guest check, touch an order mode. The text turns from blue to black in the guest check window.
2. Touch **Split Checks**.
3. Touch **Add** to create another check.
4. Select the **items** to move in the guest check window and then touch the **check** to receive the items. The text turns from black to red in the new check.
5. Once you move all desired items to the new check, touch **OK**.
6. Touch **Done** to return to the order entry screen.

Splitting seats

Pivot Seating must be in use to use the Split Seat feature.

1. After adding a few items to the guest check, touch an **order mode**. The text turns from blue to black in the guest check window.
2. Touch **Split Seat**.
3. Touch **Add** to create another seat.
4. Select the **items** to move and then touch the **seat** to receive the items. The text turns from black to red.
5. Once you move all desired items, touch **OK**.
6. Proceed to the “**Splitting a check**” function.

Applying equal payment across split checks

1. With the order active in the guest check window, touch **Close** to access the tender screen.
2. Touch **Equal Pay**.
3. Type the **number of payments** on the keypad. The divided totals appear on the bottom of the guest check.
4. To tender each portion, touch the individual **total**, and then apply the **tender**.
5. Repeat until you apply **payment** to all portions. The check will not close until all portions are fully tendered.

Tendering an order

Closing a check to cash

1. With an active order in the guest check window, touch **Close**. The tender screen appears.
2. Touch the **appropriate dollar amount** (i.e. \$1, \$5, \$10, \$20). You have to fully tender a check before you can close it. The system adds tender amounts together automatically. For example, if the guest check is \$60.00, you can touch \$20 three times and the check closes once the balance is zero.

Closing a check to a credit card

1. With an active order in the guest check window, touch **Close**. The tender screen appears.
2. Touch the appropriate **payment card tender**. The amount automatically defaults to the amount shown on the guest check.
3. Slide or dip the **card** and touch **OK**. The guest check closes automatically once the credit card is approved for the full amount of the check and two credit card vouchers print for signature.

Closing a check to a gift card

1. With an active order in the guest check window, touch **Close**. The tender screen appears.
2. Touch **Gift Card**. The amount automatically defaults to the amount shown on the guest check.
3. Modify the **amount**, if needed.
4. Slide the **card** and touch **OK**. The guest check does not close automatically. Two vouchers print for signature. Once the check is fully tendered, a new Close button appears on the tender screen.

To add a tip, do not close the check, instead do the following:

1. Touch **Gift Card Tip**.
2. Enter the **amount of the tip**.
3. Touch **OK**.
4. Touch **Close**.

The guest check will not close automatically. After the check has been fully tendered a New Close button will appear on the tender page.

Ending a shift

Entering credit card tips

1. Log in to the **FOH**.
2. Touch the **Tips** button.
3. Select the **card type**.
4. Select the **card** requiring a tip adjustment.
5. Enter the appropriate **tip amount**.
6. Touch **OK**.
7. Repeat for any other **checks** requiring a tip adjustment.
8. Touch **Done**.

Checking out

1. Log in to the **FOH**.
2. Touch **Check Out**.
3. Touch **OK** at the “Are you sure...” prompt. You can only check out once per shift. Once you touch OK, a manager is required to allow you to take another table, or to make adjustments to credit card tips.

A checkout report prints for you to give to the manager on duty.

Clocking out

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

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.