Aloha Table Service – Manager Functions

Opening Your Restaurant

Check the Floating Logo
- Ensure all FOH terminals have a floating logo. The floating or bouncing logo acts as a screensaver for your terminals.

Check for Error Messages
- Touch the Floating Logo on each FOH terminal to display the Log In screen. If a problem occurs, a message, such as the printer is out of paper appears, and you need to fix the error.

Check the FOH and SYS 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

Clock In
- Touch the **floating logo**. The Log In screen appears.
- Enter your **employee number** or swipe your **magnetic stripe card.**
- Touch **OK**. The Clock In screen appears.
- Touch the **'Gen Mgr' job code**, if it is not already selected.
- Touch **Clock In**.
- Touch **Exit** to display the floating logo.

Daily Operations

Assigning a Cash Drawer
- Log into **FOH**
- Select **Functions**
- Select **Financial**.
- Select **Cash Drawers**.
- This will bring up the cash drawer screen.
- Select **Assign**.
- Select the bartender(s) Takeout Cashier(s) you wish to assign to a specific drawer.
- Select **Done**.

Note: If a bartender or Take Out Employee is not assigned to a cash drawer, he/she will not be able to tender orders in FOH.

Daily Operations (Continued)

Item Availability
- Log into the **FOH.**
- Touch **Functions.**
- Touch **Financial.**
- Touch **Item Availability**
- Select the menu item to be limited
- Use the arrows to increase or decrease the available quantity on hand
- To completely restrict the item from sale touch **Not Available**
- Touch **OK**

Change Order

THE DAY THE CHANGE IS USED.
- Log in as a manager
- Touch the **Functions** Button
- Touch **Financial**
- Touch the **Cash Functions** button
- Touch the **Bar Paid In** button
- Select the name of the bartender assigned to the cash drawer,
- Enter the amount of change that is being used and touch **OK.**
- Touch the **Change Order** button
- Touch **OK**
- Touch **Exit**

Guest Check Procedures

Reopening a Closed Check
- Log into the **FOH**
- Touch **Functions**
- Touch **Financial**
- Select **Open Closed Check**
- Select the employee that owns the check
- Select the appropriate guest check
- Touch **OK**
- A window will appear asking if you would like to reopen the selected check, touch **OK**
- The guest check is open and the appropriate employee can now make the appropriate adjustments

Guest Check Procedures (Continued)

Reprinting a Guest Check
- Log into the **FOH**
- Touch **Functions**
- Touch **Financial**
- Select **Reprint Check**
- Select the employee that owns the check
- Touch **OK**
- Select the appropriate Guest Check
- Touch **OK**

Transferring a Table
- Log in to the **FOH**.
- Touch **Functions**.
- Touch **Financial.**
- Touch the Transfer button
- Touch the table that needs to be transferred
- Touch the name of the employee the table needs to be transferred to. Touch **OK**

Accepting a Transferred Table (Performed by the server/bartender/takeout cashier)
- The receiving server logs into a terminal
- In the top left corner of the screen, you will see any pending tables.
- Touch the **Incoming Table**
- Touch **New Order**
- The table number will default to the original number. However, you do have the ability to change the table number at this time.
- Touch **OK.** The transfer has now been completed

Adjusting the Amount of a Payment
- Log into the **FOH**
- Touch **Functions**
- Touch **Financial**
- Select **Adjust Payments**
- Select the employee that owns the check
- Select the appropriate table or tab and touch **OK**
- This will bring you to the tender screen
- Enter the needed adjustments
- Touch **OK.**
- Touch **Exit** to display the floating Logo

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Guest Check Procedures (Continued)

Applying a different Tender to a Check
- Log into the **FOH**
- Touch **Functions**
- Touch **Financial**
- Select **Adjust Payments**
- Select the employee that owns the check
- Select the appropriate table or tab and touch **OK**
- This will bring you to the tender screen
- Touch the original payment on the check
- Touch Delete
- Select the new tender
- Touch **Done**
- Touch **Exit** to display the floating Logo

Issuing a Credit Card Refund
- Log in to the **FOH**.
- Touch **Functions**.
- Touch **Financial**
- Touch **EDC**
- Touch **Refund**
- Enter the credit card number and expiration date
- Enter the amount of the refund
- Enter a reason for the refund then touch **OK**
- Touch **OK**
- Touch **EXIT**

Applying a Tax Exemption
- Log into the **FOH**
- Select the order in question.
- Select '**Close**'.
- Select **Tax Exempt**.
- Enter the **Tax Exempt number**
- Touch **OK**
- The tax will be removed from the guest check.
- Close the check with the appropriate tender

Employee Time Maintenance

DELETING A CLOCKOUT FOR AN EMPLOYEE
- Log in to the **FOH**. Touch **Functions**.
- Touch **Employee.**
- Touch **Delete Clockout**. The Select Employee to Delete Clockout screen appears.
- Select the **employee**.
- Touch **OK**. A confirmation message to delete the clockout appears.
- Touch **OK**. Touch **Exit** to display the floating logo.

EDITING A CLOCK IN AND OUT TIME FOR AN EMPLOYEE
- Log in to the **FOH**. Touch **Functions**.
- Touch **Employee.**
- Touch **Edit Clock In/Outs**
- Select the **employee**.
- Touch **OK** to display the Edit Clock In/Out screen.
- To adjust the hour of the clock in and out time for the employee, touch the **double UP and DOWN arrows**.
- To adjust the minutes of the clock in and out time for the employee, touch the **single UP and DOWN arrows**.
- To clock an employee out who is still on the clock, touch **Clock Out**, as long as they have checked out.
- Touch **OK**. The Select Reason for Punch Edit screen appears.
- Select the **edit punch reason**.
- Touch **OK**. Touch **Exit** to display the floating logo.

EDITING A BREAK IN AND OUT TIME FOR AN EMPLOYEE
- Log in to the **FOH**. Touch **Functions**.
- Touch **Employee.**
- Touch **Edit Breaks**
- Select the **employee**.
- Touch **OK** to display the Edit Clock In/Out screen.
- To adjust the hour of the clock in and out time for the employee, touch the **double UP and DOWN arrows**.
- To adjust the minutes of the clock in and out time for the employee, touch the **single UP and DOWN arrows**.
- Touch **OK**. The Select Reason for Punch Edit screen appears.
- Select the **edit punch reason**.
- Touch **OK**. Touch **Exit** to display the floating logo.

Employee Time Maintenance (Cont.)

CLOCKING AN EMPLOYEE OUT
- Log in to the **FOH**.
- Touch **Employee Functions**.
- Select **Edit Clock In**.
- Enter the **Employee Number** and select **OK**.
- Select **Clock Out**.
- Touch **Ok**
- Touch **Exit**

Allow Clock In
- Log in to the **FOH**.
- Touch **Functions**
- Touch **Employee Functions**.
- Touch **Allow Clock In**
- Select the **Employee Name** and select **OK**.
- Touch **Ok**
- Touch **Exit**

DELETING A CHECKOUT FOR AN EMPLOYEE
- Log in to the **FOH**.
- Touch **Functions**.
- Touch **Employee.**
- Touch **Delete Checkout**. The Select Employee to Delete Checkout screen appears.
- Select the **employee**.
- Touch **OK**. A confirmation message appears.
- Touch **OK**.
- Touch **Exit** to display the floating logo.

REPRINTING AN EMPLOYEE CHECKOUT
- Touch **Functions**.
- Touch **Employee.**
- Touch **Reprint Checkout**.
- Select the **employee**.
- Touch **OK**.
- Touch **Log Out**.

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Ending a Manager Shift

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

Verify 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 that there are no forgotten adjustments. Form a terminal you may process an Employee Clocked In Report, to verify that the correct employees are clocked in.

Clocking Yourself Out
To prevent unauthorized access, managers should clock out at the end of their shift.

Hardware Maintenance

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.