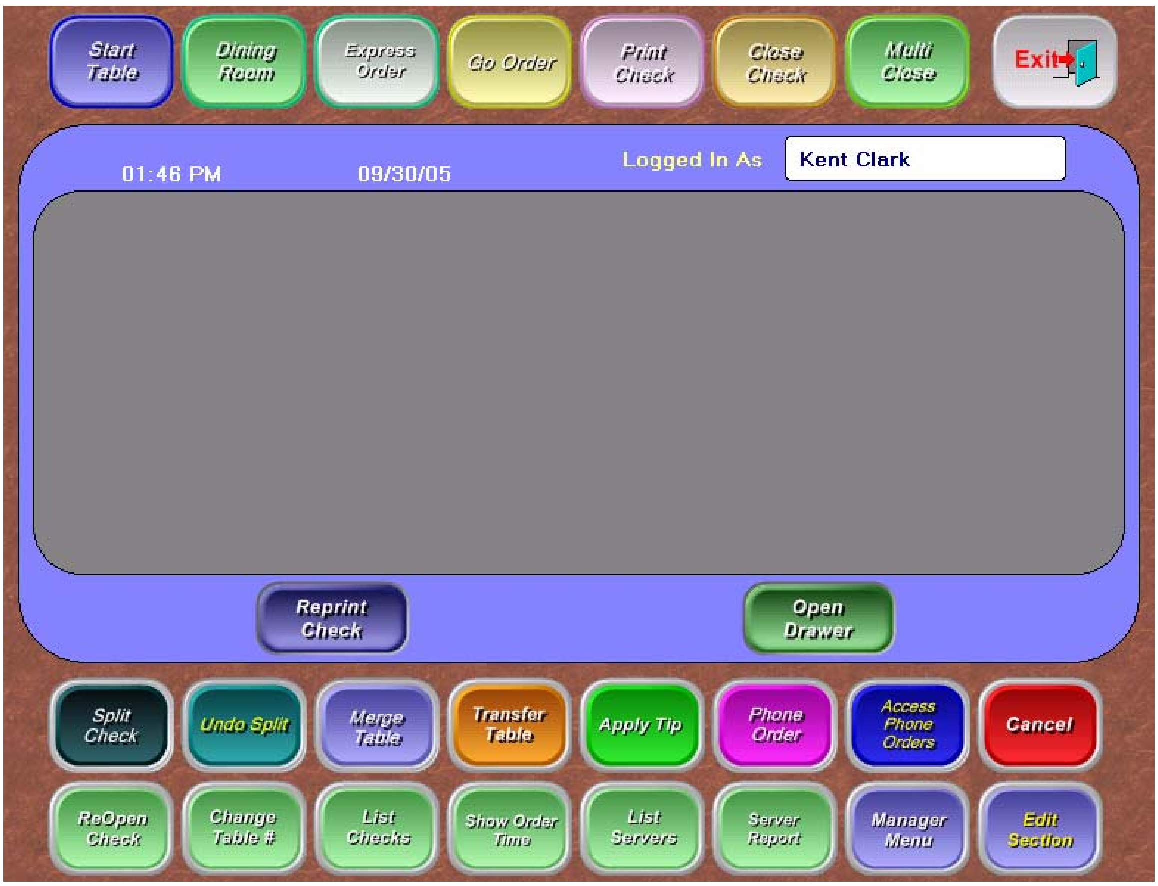
8.0 Full Service Operations

In "Full Service" configuration, an order is entered into the computer, and the check remains open until the server is ready to close it. Sales are tracked by employee through server audits. In order to be able to place any orders, a server must have an open Audit. By default, Micro$ale will automatically start an audit for employees who clocks in under the ***Server*** or ***Bartender*** job titles. Other job titles can also be set to start audits automatically (see **Register Configuration**). A manager can also open an audit for any employee from the ***Sales Audit*** screen (see **Manager Menu**).



Server Screen

8.1 Ordering Options

There are many different ordering options in Full Service: ***Start Table***, ***Section Name*** (used with table layout), ***Express Order***, ***Go Order*** and ***Phone Order***.

1. For the server taking an order at a table, touch the ***Start Table*** button. An on-screen keyboard will appear. Enter a table number (or customer name), using numbers and/or letters. Press ***Done***. The next screen will ask for the number of covers (number of customers at the table). It will then take you to the **Order Screen**. If the Table List feature is used a list of the tables will appear and you can access an order simply by pressing a table from the list.

2. The ***Express Order*** button allows an order to be rung up and closed immediately, with payment taken at the time the order is placed. The remote ticket prints that the order is for "*Here*".

3. The ***Go Order*** button allows a customer to come in and place an order for carryout. It is rung up and then closed out immediately, like the **Express Order**. However, the remote printers will print "*To Go*" on the ticket.

4. The ***Dining*** button is used with the table layout function. A server can switch between sections if multiple sections are set up. In this example, I have Dining as the Default Section.

5. The ***Phone Order*** button allows an order to be taken over the phone. The customer will give his phone number, name, and address. Press ***Done.*** The customer's last order will appear on the screen, if any, and there is a ***Pick Up Time*** and ***Order Type*** to be entered (if other than "now"). When all information has been entered, touch ***Place Order*** and it will take you to the order screen to add any other menu items to the new order.

8.2 Print Check

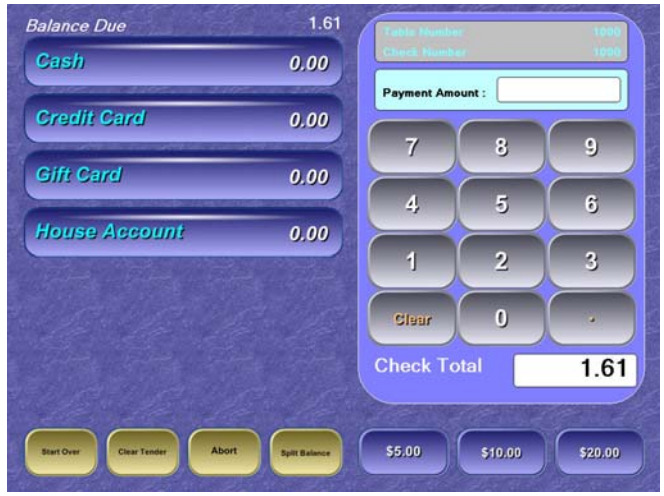
Touching the ***Print Check*** button and the appropriate table button will print that check immediately without going to the **Order Screen**.

8.21 Close Check

To close a check, touch the ***Close Check*** button and the button for the table you would like to close. This will take you to the **Tender** screen.

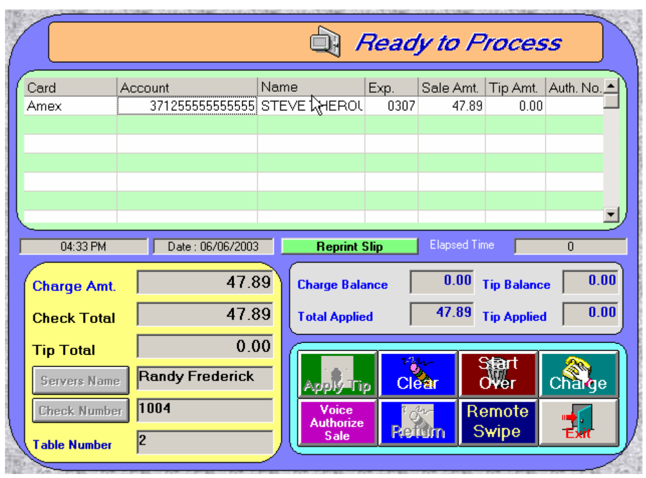
Important: If the check has not been printed, Micro$ale will no let you close out the check. This function can be disabled in **Register Options** allowing checks to be closed without first being printed.

Most full service restaurants accept forms of payment in addition to cash. This list of tenders will appear on the **Tender Screen**. If the customer pays by credit card, use the number pad to enter the amount, including gratuity (if applicable), and touch the name of the credit card the customer used. If the wrong tender was selected, touch ***Clear Tender*** and reenter the amount and touch the correct tender type. You will be asked to verify your selection. Touch ***Accept*** or ***Redo***. The tip amount shows on the bottom right side. If this is OK, touch ***Accept***.



Tender Screen

If you are using the ***Datacap*** credit card interface, you do not have to enter the amount tendered for a credit card payment. Just touch the word ***Credit Card*** in the list of tenders.



The credit card processing screen will load with the check information and total. Swipe the card and touch ***Charge***. The transaction should take about 16 to 21 seconds to process via dial-up (*Datatran* modem) or 3 to 5 seconds if you are processing online. A timer on the right side of the screen will show the ***Elapsed Time***. When the transaction has been authorized, Micro$ale will print the specified number of credit card charge slips (see **Register Options**). To add a credit card tip with the integrated credit card interface, touch the ***Add Tip*** button on the **Server Screen**. Then select the appropriate check and Touch ***Apply Tip***. Enter the tip amount and touch ***Done***. Micro$ale will print a chit with the tip summary information (if this feature is turned on in **Register Options**) for the server to use to keep track of the tips that are applied.

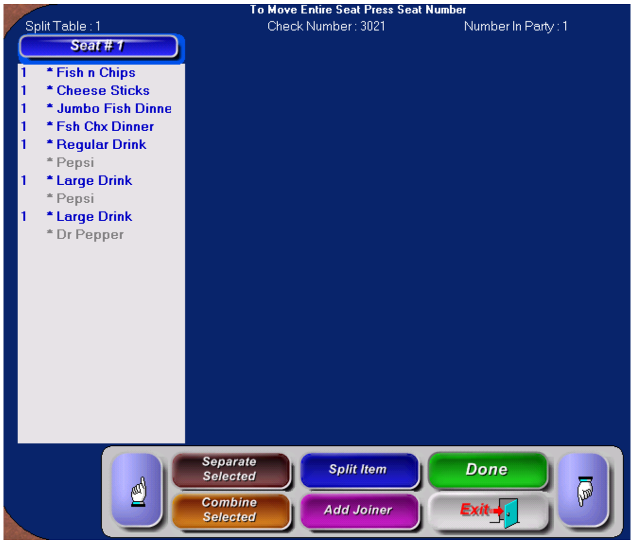
8.22 ***Multi Close*** button allows the server to close more than one check at a time to cash. Touch the ***Multi Close*** button, and then touch each check you would like to close to cash. Those selected will turn green. Touch the ***Close Check*** button, and all of the green checks will be closed to cash.

The ***Access Call in Orders*** button takes you to a screen showing all of the call in orders currently in the system. From there you can add to an order, print a check, assign a delivery order to a driver, or close the order(s).

Now I will explain how these buttons work.

8.23 Split Check

The ***Split Check*** button allows the server to move menu items between seats and then print separate checks for each seat, or entire seats can be moved between seats by pressing the seat number.



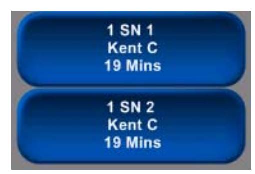
Split Check – Table 1

In this example, Table 1 wants to split the check. If they want to split the check into 2 seats, simply add a joiner and the 2nd seat tab will appear. The menu items can be moved from one seat to another, if necessary, by touching an item to highlight it, and then touching the seat you would like to move it to. If an appetizer was shared and needs to be split between the 2 seats, simply highlight the menu item, touch the ***Split Item*** button, and select how many times it is to be split. If it is split two times, there will then be two menu items each with a **.50** in front of them. One "half" can then be moved to the other seat. When through, touch ***Done. See example below:***

Split Check – Split Item

Split Item between 2 People

Move "Half" Item to Seat 2



To separate the original check into 2 separate checks, simply move the menu items between seats and press ***Done.*** This table is now split and will appear on the screen as separate tables, one check for each seat number, "**Table 1 SN 1**" and "**Table 1 SN 2**". Each can now be edited (adding additional items), printed, or closed out independently.

The ***Separate Selected*** button will allow a server to print the selected seat (this seat will turn green) so it could be closed out separately from the rest of the table.

The ***Combine Selected*** button will allow a server to combine selected seats and print these seats as a single ticket.

8.24 Undo Split button is used to cancel the split check and make it one check.

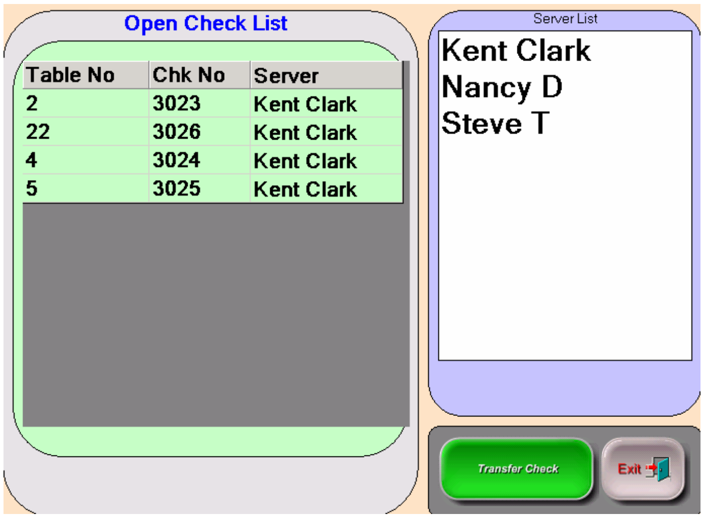
8.3 Merge Table

The ***Merge Tables*** button will allow you to combine checks together. This is helpful when a customer wants to move to a table a friend is at and both tables have already ordered. Press the ***Merge Table*** button. Touch the table you want to merge.
Then at the top of the screen the statement *Press Destination Table* will come up. Now touch the table you want to merge the first table with.

Next you will see a confirmation message.

If you press ***Yes***, another message will state that the checks are merged and a new check number has been issued.

8.4 Transfer Table



The ***Transfer Table*** button allows a transfer of tables from one server's audit to another server's. This option is great for shift changeovers or if a customer wants to move to another server's section after they have already ordered.

Login with the ID number or ID card of the server who originally started the check and touch the ***Transfer Table*** button. Select the check that needs to be transferred. From the Server List, select the server to receive the check, and touch the ***Transfer Check*** button.

A Message will remind you to make sure the server receiving the check is not ringing orders. Press ***OK***.

Another message will appear stating that the check is now assigned to the new server. Press ***OK***. This is to confirm that you are transferring the check to the correct server. The check number and server name on the button will change after the transfer is complete.

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The ***Change Table No*** button is used to change the number of the table. This is used if a server makes a mistake when starting a new table and wants to change the table number or when a party moves from one table to another.

The ***Reopen Check*** button will allow you to open a check that was previously closed. It is recommended that this button have Manager Access assigned to it. This is used when a server accidentally closes the wrong check and needs it reopened. After it is reopened, it can be edited and printed like other checks. It is closed again like normal.

The ***List Checks*** button will list all open checks. You can access one of these checks by touching it. This will open the check, and you can add items to that check like normal. It is recommended that this button also require Manager's Access.

Show Order Time button shows the items ordered, and the time the item was ordered and the amount of time elapsed.

. The ***List Servers*** button will bring up a list of the servers that have an open audit. Hightlight a server, and touch ***Get Server***. You will be able to see that server's open tables as though you logged in with that server's ID number or ID card. This is useful for a manager who wants to access a single server's open checks without having to sort through the open checks of all the other servers.

The ***Server Reports*** button is used to get to server audit and history reports.

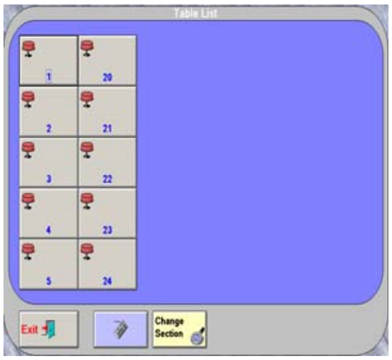
The ***Mgr Menu*** button allows access to the manager's menu with proper access.

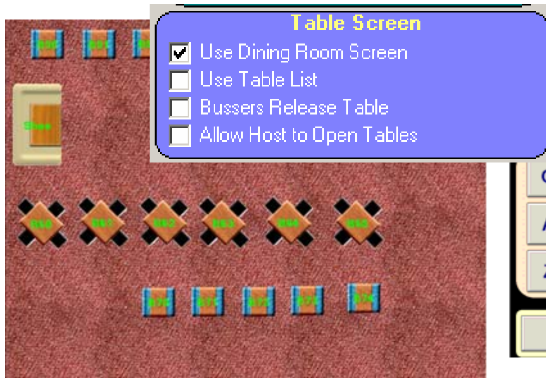
The ***Edit Section*** button takes you to the table layout screen where you create and edit the floor plans if using the table layout function or allows the table list to be edited

It is time to go through the ordering process after your ID has been entered and you selected what type of order you will be doing.

8.4 Placing an Order

A New Table is pressed and if the feature *Use Table List* is used, a list of tables will appear as shown below. If using the *Use Dining Room Screen* is a layout of the dining area will be shown otherwise a keyboard will come up on the screen to enter the table number. This is configured at the Manager's Menu under Register Options under Full Service and the Table Screen.





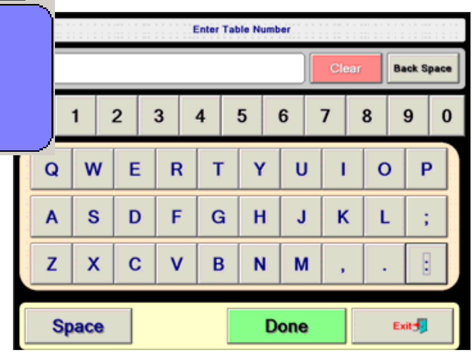


Table List Dining Room Screen Keypad

The next screen will ask the number of covers. Another name for this is the number in the party. This is mandatory, unless the *number in party not required* was checked in register options. If this is not used customer count will not be accurate.

You are now ready to place the order.

In the center of the screen is a list of eight main menu categories. If the menu has more than eight categories, use the *Display All* button to view all the categories. When you touch a Category button, it will turn blue. The menu items in that category will be displayed on buttons on the right side of the screen. Sub-Categories are displayed on blue buttons, and when touched, will display the items in that subcategory.
To **add an item** to an order, touch a category and touch the button with the name of the item you want to add. The 1st Category will appear on the screen by default. You may move from Category to Category to complete an order. You can add messages and

special requests to any menu item chosen. If mandatory modifiers are set up on that menu item, they will appear and must be selected to add that menu item to your order.

Micro$ale allows you to enter the order on different seats. In the upper left hand corner of the screen are four buttons.

If the Current Seat button is pressed a list of the Seats will appear as shown. Press the correct Seat # for the order to be placed.

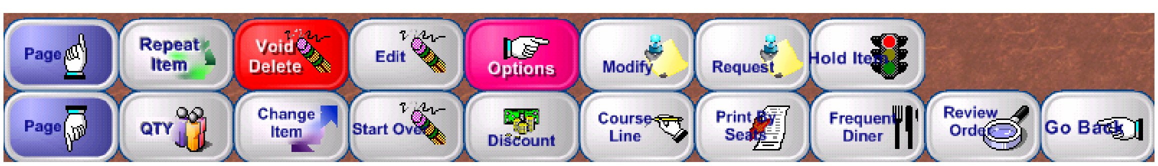
You can toggle through the seats and add items to each seat by pressing the arrow buttons. If a joiner added the table, touch the ***Add Joiner*** button. The number of covers screen will have to be entered to add a joiner, or simply press the right arrow button to add a joiner. After entering the order, touch the ***Done*** button.   The order will be sent to the remote printers, if there are any, and a button for that table # will be displayed.   To add an item to an existing table, touch the corresponding table button, and it will bring up that order on the Order Screen. The items already sent to the remote printers will be a different color with an * in front of the menu item.

8.5 Open Tables

The tables already opened will change colors based on the status of that check.

Gray- open check that has not been printed
Purple- open check that has been printed
Yellow- open check without items on the check
Red- expired check (default time is 45 minutes)
Text flashing- items on hold

There are several other options available on the order screen. I will go into detail and explain the use of these buttons on the screen.



The ***Page up and Page down (Finger up/down)*** button will allow you to scroll through a longer order one page at a time. Touch the button with the arrow in the direction you want to page.

The ***Repeat Item*** button is used to add the identical item to the order previously placed. This is especially helpful if a lot of modifiers were added to an order. Touch the *Repeat Item* button and then touch the item to repeat, this will add this menu item to the order.

The ***Qty*** button is used to place a quantity on a menu item if the number ordered is more than one. Touch *Qty* button, and a blue bar will appear to the left of the white order area. The numbers will range from *1x to 7x and a ?x.* Touch the quantity desired and then the menu item button. If the?x was touched, a number pad will appear. Select the quantity desired and then done; the next menu item touched will have that quantity selected. You may also change the quantity of a menu item already added to an order. Touch *Qty*, the number needed and the item already ordered. This will change the quantity of that item.

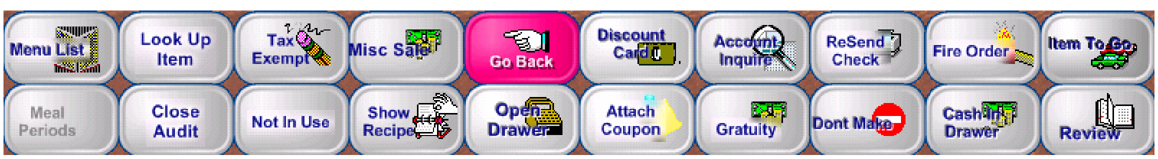
The ***Void-Delete*** button is used when you need to remove an item from the order. Touch *Delete* and the last menu item added to the order will be removed. If another item needs to be removed, highlight the item and then touch the *Void-Delete* button.

The ***Change Item*** button is used to change the menu item to another within the same category. If modifiers are attached it will only change the menu item and keep the modifiers as previously selected.

The ***Edit*** button is used to change the modifiers attached to a menu item. It will only work if the modifier is a mandatory modifier for that particular menu item. Highlight the item to change, and then touch the *Edit* button. This will bring up any modifiers screens attached to that menu item and allow you to reselect the modifiers.

The ***Start Over*** button is similar to the *Delete* button. Instead of deleting a single item, this button deletes the entire order. Here you will see a Yes/No prompt.

8.6 Options



Under the ***Options*** button these buttons will appear.

1. The first is ***Menu List***. Here you can select menu items that are <u>not</u> attached to buttons. Touch the item you want, and then touch the *Select Item* button, and it will be added to the order.

2. The next button is ***Look Up Item***. Here you will enter the item number (from the barcode field) for the item you want, touch done, and it will be listed on the order screen.

3. The **Close Audit** button will allow a manager to do a spot audit without closing the audit out.

4. The ***Tax Exempt*** button removes the sales tax for a single item or the entire check.

5. The next button is the ***Misc Sale*** butto*n*. It will allow you to enter items that are not on the regular menu, perhaps a specially requested food or drink item. When you touch the *Misc* button you must first pick a department to track the sale. It will then bring up an on-screen keyboard. Type in a name for the miscellaneous item, and touch the *Done* button. This will bring up a number pad. Enter the price of the item, using the decimal point, and touch *Done*.

6. The ***Show Recipe*** button will describe a recipe or procedure. This is set up under menu item and pricing under the recipe/ procedure button for that particular menu item. To see the recipe previously set up, touch the ***Show Recipe*** button, and then the menu item. This is particularly helpful for bartenders who need to look up a recipe for a drink. In a fast food concept, this feature would be helpful for new counter staff that does not know what comes on a meal.

7. Go Back button takes you back to the original options.

8. Discount Lookup provides access to discounts with a swipe card or an account number.

9. Attach Coupon allows a manager to attach a coupon to a receipt. See Discount Maintenance on Setup.

10. Account Inquire allows access to the house accounts.

11. Gratuity button allows a gratuity to be added to a check if it is set up in Discount Maintenance in the Manager Menu.

12. Re Send Check allows the whole check to be printed again to the remote printer.

13. Don't Make allows the menu item printed to the kitchen to have a don't make placed on the item.

14. Fire Order This needs to be checked under the Register Setup and then the Printer Setup Button. This allows the cashier to fire the order to remote printers by default, or an optional message to be fired if the option is checked.

15. ***Drawer Cash -*** This must be setup in Register Options under the Printing/Cash Drawer tab, Cash Drawer Options- Check the box Track Cash In Drawer. This allows the cash in the drawer to be reset.

16. ***Item to Go*** this allows menu items to be tagged "to go"

17. ***Review*** allows the server to review the ticket.

The next button directly under the ***Options*** is ***Discounts***.

This button will take care of all coupons, discounts, and gratuities on an order. Touch the *Discount* button to see all the discounts available for that order (see **Discount Maintenance**). Touch the discount, and that discount will be applied to the order. If the discount is an Open Discount, a keyboard will appear. Type in a name or reason for this discount, and touch done. Next a number pad will appear; enter the amount of the discount, using the decimal point, and touch the *Done* button. The Open Discount will then be applied to the order.

The ***Modify*** button will let you access all modifiers on a menu item that are not mandatory. Touch this button and the optional modifier screen(s) will appear. Select the modifiers, and then touch Done.

The ***Course Line*** button sets breaks on the remote checks by meal course, for example, (Appetizer, Main Entrée, Dessert)

The ***Request*** button allows requests to be attached to a menu item from a predetermined list. Go to (Register Setup/ Register Configuration/ Customer Request Tab). Find the appropriate message and touch that button. The message will automatically attach itself to the last menu item entered unless you highlight another item first and then touch ***Request.*** The *Keyboard* button will allow a message to be added to a particular menu item. This will bring up an on-screen keyboard. Type the message that you want to attach and touch Done when complete. This is helpful when special instructions need to be carried out for that particular menu item.

The ***Print by Seat*** button will allow the server to print individual checks for the different seats.

The ***Hold Item*** button will allow menu items to be placed on hold. A small "h" will appear before the menu item. The table will flash to let the server know that there are hold items on that order. To take the order off of hold, simply touch the menu item(s) on hold and touch done. The item will now be sent to the kitchen.

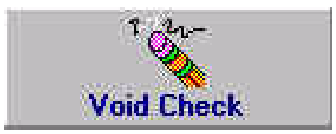
The ***Frequent Diner*** button allows access to the Frequent Diner Plans.

The ***Review Order*** button will take you to a screen that has a larger area to view the order list. You can move menu items from one seat to another by touching the item and then touching the new seat it belongs to. This is mainly used in Full Service Restaurants.

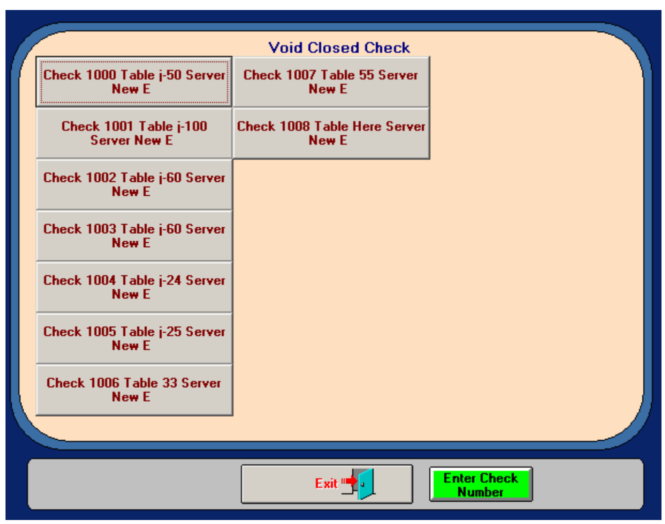
The ***Go Back*** button will take you back to the table screen.

This explains all of the buttons on the bottom of the order screen. At the top of the screen, next to the ***Done*** button is a ***Phone Order*** button. This button is used for call in orders and will be explained in a separate section.

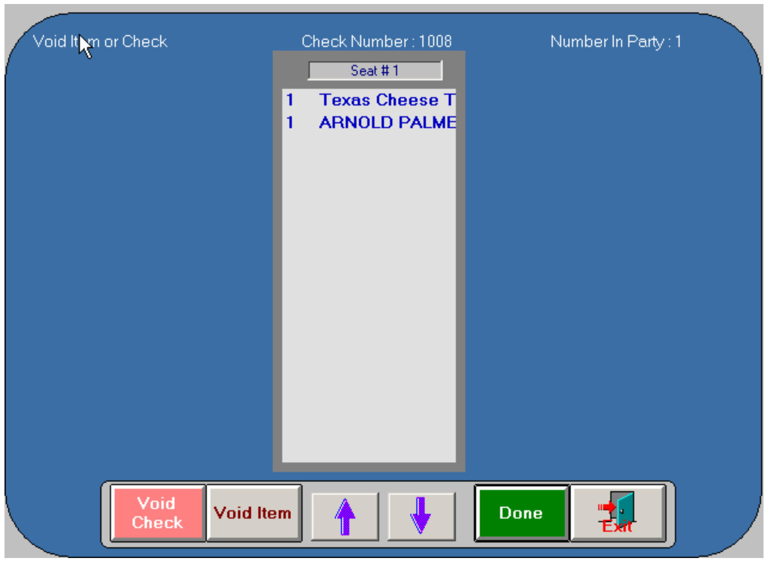
8.7 Voiding Tickets



To void a check, touch the *Void Check* button on the Managers Menu. A list of all tickets since the last nightly close out will appear on screen.



Select the check number that needs to be voided, or you may touch the green ***Enter Check Number*** button. In this example, Check 12 needed to be voided.

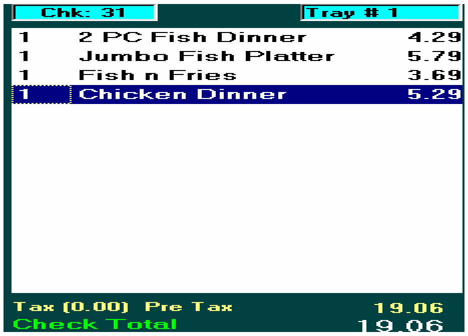


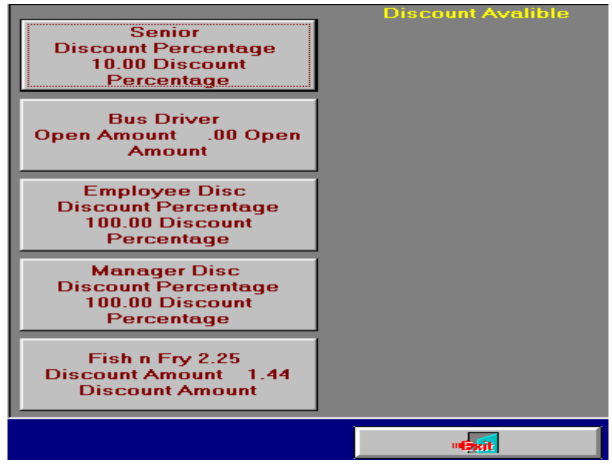
The whole check can be voided or an item on the ticket can be voided. If the whole check is to be void, simply touch the void check button. A message box will appear and ask if you are sure the check is to be voided. If you select yes, the reason for the void will appear on the next screen. Select the reason and another box will state that the financial records are being updated. Void Reasons are placed in the system under Register Configurations. These can be changed or updated at anytime.

If a specific item is to be voided off a check, highlight the item and then touch the ***Void Item*** button. The void reasons will appear and select the reason for the void. The message box will appear and asks if you are sure you want to void the item. If you select yes, it will go back to the ticket and a small ***v*** will be placed in front of the item voided. Touch ***Done*** if it is correct and the next screen will be the amount-tendered screen. The original tender amount will be on the screen. Press ***Start Over*** and put in the new tender amount. Micro$ale will take you back to the Manager's Menu when that transaction is complete.

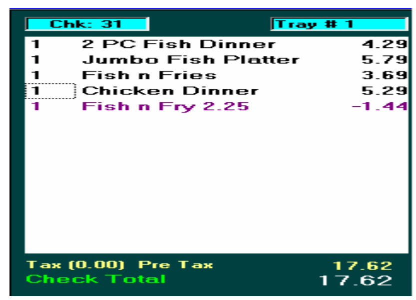
8.8 Discounting Checks

To discount a check, touch the ***Discount*** button on the order screen. The discounts that apply to the ticket items ordered will appear. In the example that follows, 4 dinners were ordered. A coupon was given with a price of $2.25 for a Fish n Fry Dinner. The ***Discount*** Button on the bottom of the screen should be touched. A list of discounts will appear that can apply to the items purchased. Touch the ***Fish n Fry 2.25*** button to apply the discount.

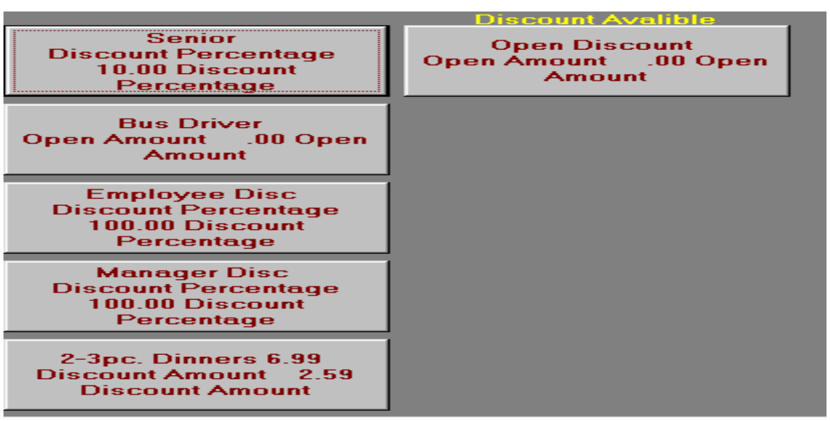




After the appropriate discount key was touched, the order screen will display the discount. The order can then be totaled with the discount taken off.

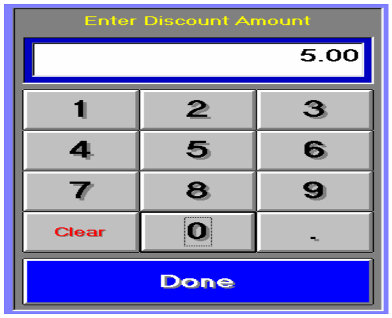


If there is an Open Discount button (set up in Discount Maintenance) the following screens will appear.

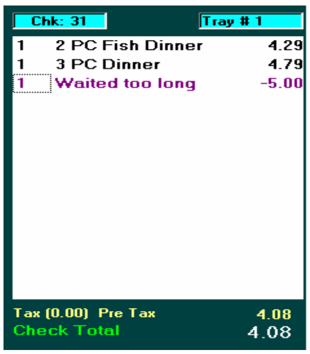


Touch ***Open Discount*** button.

Enter Reason for the discount.

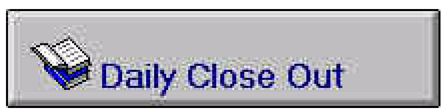


Enter the amount of the discount.



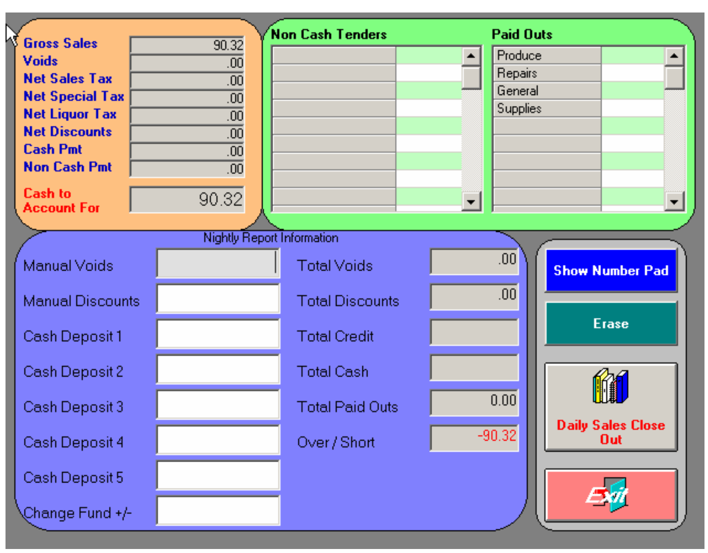
The reason and the amount of the discount will appear on the ticket as shown. This is usually set up with Manager access.

8.9 Daily Close Out

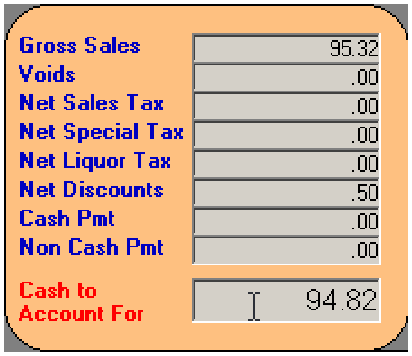


In this section, you will learn how to close the system out to reset the sales. Micro$ale will print all of your sales information including voids, discounts, paid out, and credit card transactions.

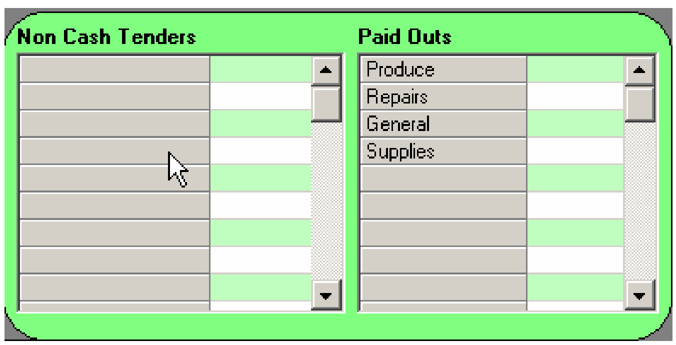
To **close out the day** touch the *Reports Menu* button on the Managers Menu screen. This will take you to the Reports menu screen where you will touch the *Daily Close Out* button. Now you are in the Daily Close Out screen.



In the upper left corner of the screen is a list of information. This is all the sales information for the day.



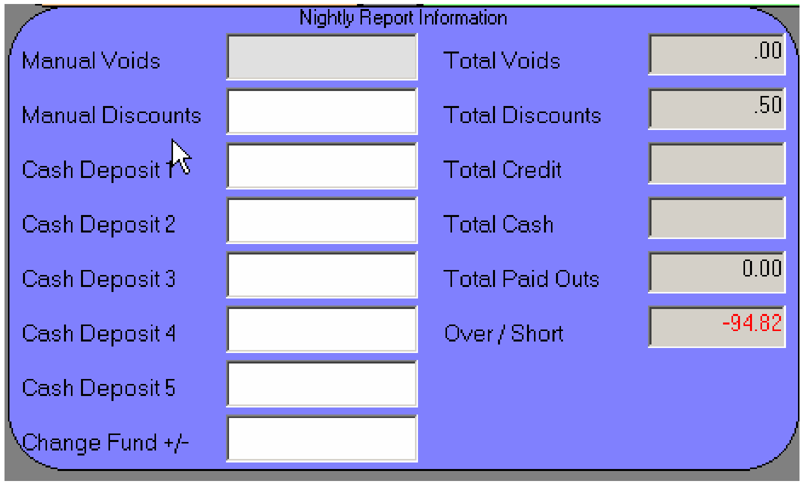
Listed in this box are your Gross Sales, Voids, Net Sales Tax, Net Special Sales Tax, Net Liquor Tax, Net Discounts, Cash Pmt, Non Cash Pmt and your Cash to Account For. Next to the sales information are the list of non-cash tenders and the total amounts of all transactions for that day.



If an adjustment to a tender total is needed, touch the *Erase* button on the right side of the screen and touch the box that the incorrect amount is in. Next, touch the *Show Number Pad* button on the right side of the screen. This will bring up a number pad on the screen. Enter on the number pad the correct dollar amount with a decimal point and touch *Done*. Next, touch the appropriate box, and the number will be entered. Repeat these steps until all of your non-cash tender totals are correct.

If you have entered paid outs throughout the day from the Managers Menu (discussed in the Manager Menu chapter of this manual), they will be displayed here. If you have not entered the paid outs, you can enter them now. This is done the same way as the non-cash tenders, by using the number pad.

The next part of the screen is the Nightly Report Information section. All other financial information for the day will be entered here. Using the same method to enter the non-cash tenders and the paid outs, enter the Manual Voids, Manual Discounts, and Deposits for the day. When finished, Micro$ale will calculate the amount that you are over or short, if any.



Now that all of the numbers are entered into the system, it is time to close out. On the bottom right side of the screen is the ***Daily Sales Close Out*** button. Touch this button and Micro$ale will ask if you are sure. If you are, touch the *Yes* button. It will ask you if you would like to print a Daily Sales Mix, select *Yes* or *No.* It, also, will ask if you want to print another copy. If you do, touch *Yes*, if not, touch *No*. It will close out the system and reset it for the next day. Micro$ale will tell you that the close out is complete. If you are using the Data cap credit interface (processing your credit card transactions through Micro$ale), Micro$ale will send the credit card batch to the card processor. A “sending…” message will be displayed on the bottom of the screen while this is being sent. When the close out is complete, touch *OK*.

Important: Once you have started the close procedure, DO NOT touch *Exit* or the close out will not be completed.

After the system has been closed out, a summary of the day’s information can be viewed on the Daily Sales Summary screen (discussed later in this chapter).

Weekly Close Out

Micro$ale **must** also be closed out each week in order to properly organize the sales history figures and to maintain and reset the financial databases. After the Daily Close Out for the last day of the week, touch the *Weekly Close Out* button. Micro$ale will ask if you are sure. Touch *Yes*. Micro$ale will then print a complete week to date product mix report. The system will then reset all databases for the next week and tell you that the weekly update is complete. Touch *OK.*