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 clock 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 5 different ordering options in Full Service: *New Table*, *Express Order*, *Order to Go*, *Sections*, *Open Present*, and *New Phone Order*.

1. For the server taking an order at a table, touch the *New 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**.

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 *Order to Go* 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 *Sections* button is used with the table layout function. This allows servers to switch between sections.

5. The *Open Present* button allows an order to be rung up and a receipt printed immediately. The process is the same as for the **New Table** button, except that a customer receipt is generated when the employee touches *Done*. This check still needs to be closed out when the customer is ready. It is used mainly when the customer is in a hurry and wants the check presented when he/she places the order.

6. The *New 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 Present Check

Touching the *Present Check* button and then an existing table button will take you to the **Order Screen** and display that check's current information. Add any new menu items (e.g. desserts, after dinner drinks, etc.) or discounts. Touching *Done* will then print the check. You can add additional items to the check and print it again as many times as necessary before you close it.

8.21 Print Check

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

8.22 Split Check

The *Split Check* button allows the server to move menu items between seats and then print separate checks for each seat.


Split Check – Table 1

In this example, Table 1 wants to split the check. 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
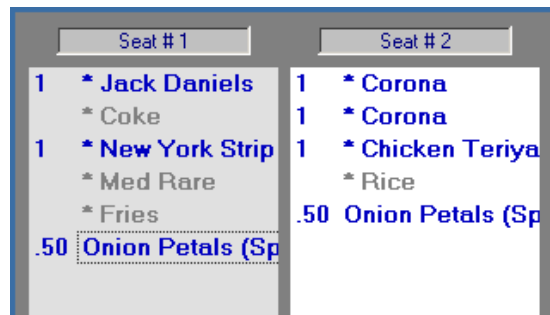
times, there will then be two menu items each with a **.50** in front of them. One "half" can then be moved to the other seat. When through, touch ***Done.***
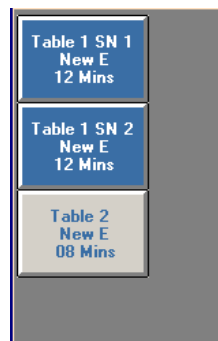

Split Check – Split Item
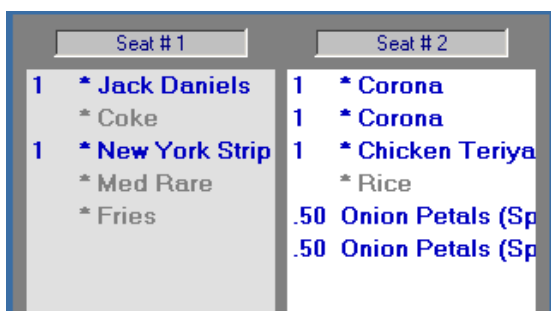
*Split Item between 2 People*

Move "Half" Item to Seat1

The original check 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.

8.23 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.
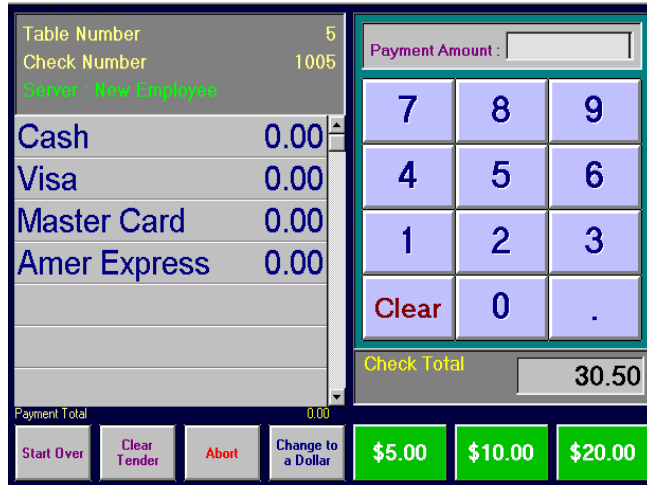
Most full service restaurants accept forms of payment in addition to cash. This list of tenders will appear on the **Tender Screen**. If the customer pays by credit card, use the number pad to enter the amount, including gratuity (if applicable), and touch the name of the credit card the customer used. 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.
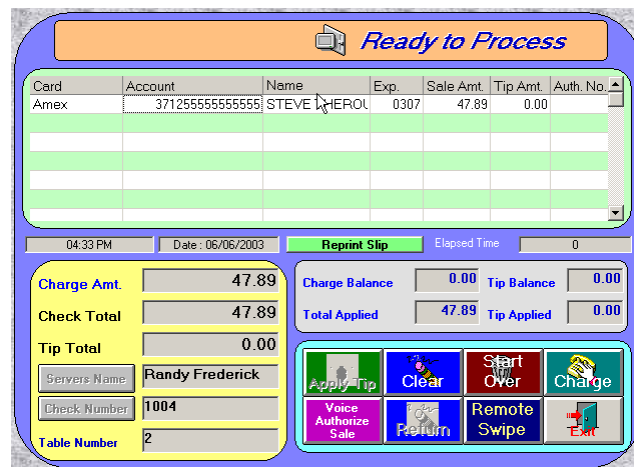
The credit card processing screen will load with the check information and total. Swipe the card and touch *Charge*. The transaction should take about 16 to 21 seconds to process via dial-up (*Datatran* modem) or 3 to 5 seconds if you are processing online. A timer on the right side of the screen will 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.

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).

The *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.

Now I will explain how these buttons work.

8.3 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.

8.4 Merge Tables

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. At the top of the screen, the *Table to Merge* statement will come up. Touch the table you want to merge.
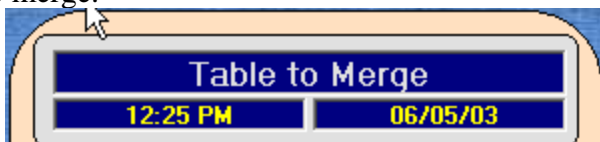
Then at the top of the screen the statement *Press Destination Table* will come up. Now touch the table you want to merge the first table with.

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.

The *Undo Split Check* button is used to cancel the split check and make it one check.

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 *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 *Reopen Closed 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.

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.

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

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
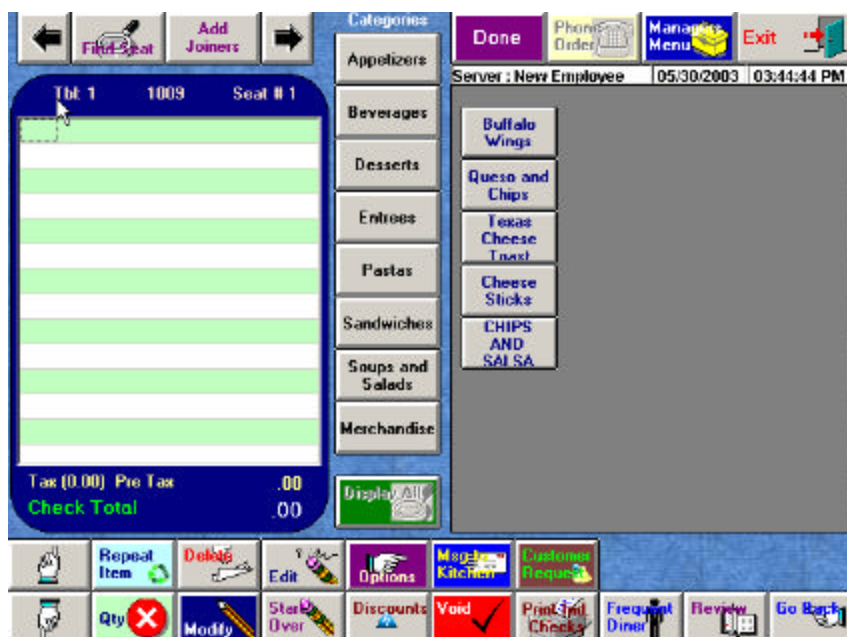
In the center of the screen is a list of eight main menu categories. If the menu has more than eight categories, use the *Display All* button to view all the categories. When you touch a Category button, it will turn red. The menu items in that category will be displayed on buttons on the right side 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.

You can toggle through the seats and add items to each seat by pressing the arrow buttons. The second button shows what seat you are on. If a joiner added the table, touch the *Add Joiners* 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 any, and a button for that table will show up on the right side of the Full Service screen under the List of Open Tables. 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* 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 *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 *Delete* button.

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 *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 *Item Look Up*. 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 *Course Line* button will print on the remote printer the menu items in groups such as appetizers and dinners.

4. The *Tax Exempt* button removes the sales tax from the entire order.

5. The *Tax Ex Item* button allows you to remove the sales tax on am individual item. Touch *Tax Ex Item* button then touch the item to be tax exempt.

6. The next button is the *Misc Sale* button. 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*.

7. 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.

8. *Go Back* button takes you back to the original options.

9. *Open Drawer* will open the cash drawer.

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

11. *Account Inquire* allows access to the house accounts.

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

13. *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.

14. *Cash In Drawer -* 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.

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

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

This explains all the buttons under the *Options* Button. 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 next button is *Msg to Kitchen.*   This 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 item.

The *Customer Request* is similar except that it from a predetermined list. (Register Setup/ Register Configuration/ Customer Request Tab). Touch the Customer Request and a list of requests will come up on the screen. 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 *Customer Request.*

The *Frequent Diner* button allows access to the Diner Frequency option. This is an optional license that can be purchased as an add-on to Micro$ale.

The *Review* 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.
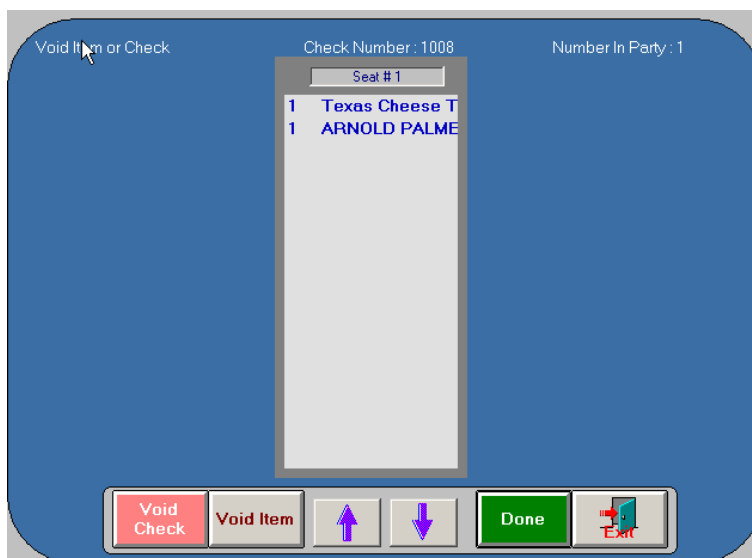
8.7 Voiding Tickets

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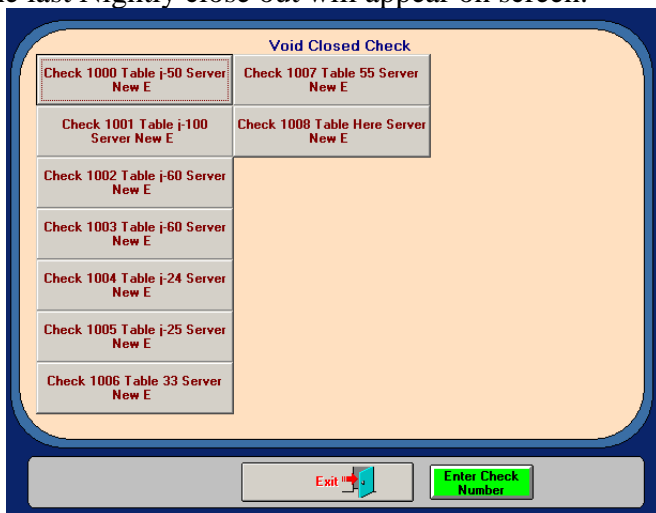
Select the check number that needs to be voided, or you may touch the green ***Enter Check Number*** button. In this example, Check 12 needed to be voided.

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.

Chk: 31	Tray # 1	
1	2 PC Fish Dinner	4.29
1	Jumbo Fish Platter	5.79
1	Fish n Fries	3.69
1	Chicken Dinner	5.29

Tax (0.00) Pre Tax   19.06
Check Total   19.06

Discount Avalible

Senior
Discount Percentage
10.00 Discount
Percentage

Bus Driver
Open Amount   .00 Open
Amount

Employee Disc
Discount Percentage
100.00 Discount
Percentage

Manager Disc
Discount Percentage
100.00 Discount
Percentage

Fish n Fry 2.25
Discount Amount   1.44
Discount Amount

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.

Chk: 31	Tray # 1	
1	2 PC Fish Dinner	4.29
1	Jumbo Fish Platter	5.79
1	Fish n Fries	3.69
1	Chicken Dinner	5.29
1	Fish n Fry 2.25	-1.44

Tax (0.00) Pre Tax   17.62
Check Total   17.62

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

Discount Avalible

Senior
Discount Percentage
10.00 Discount
Percentage

Open Discount
Open Amount   .00 Open
Amount

Bus Driver
Open Amount   .00 Open
Amount

Employee Disc
Discount Percentage
100.00 Discount
Percentage

Manager Disc
Discount Percentage
100.00 Discount
Percentage

2-3pc. Dinners 6.99
Discount Amount   2.59
Discount Amount

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.
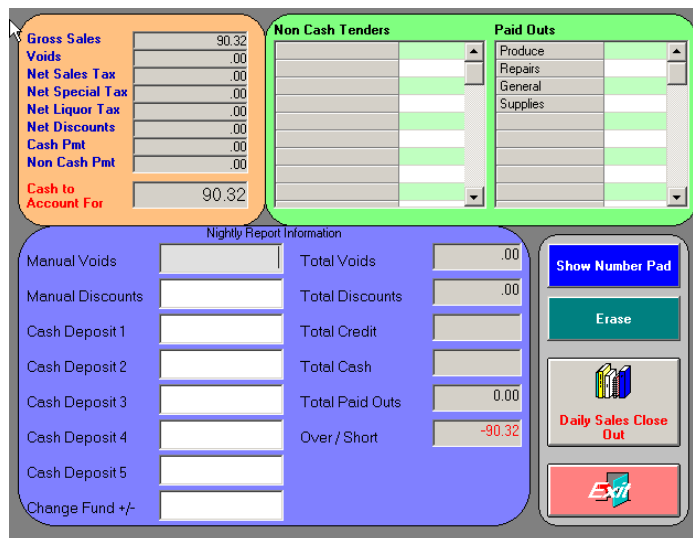
   In the upper left corner of the screen is a list of information. This is all the sales information for the day.
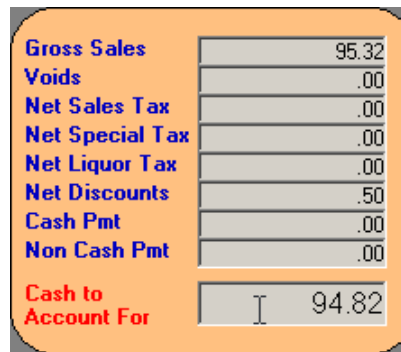
   Listed in this box are your Gross Sales, Voids, Net Sales Tax, Net Special Sales Tax, Net Liquor Tax, Net Discounts, Cash Pmt, Non Cash Pmt and your Cash to Account For. Next to the sales information are the list of non-cash tenders and the total amounts of all transactions for that day.
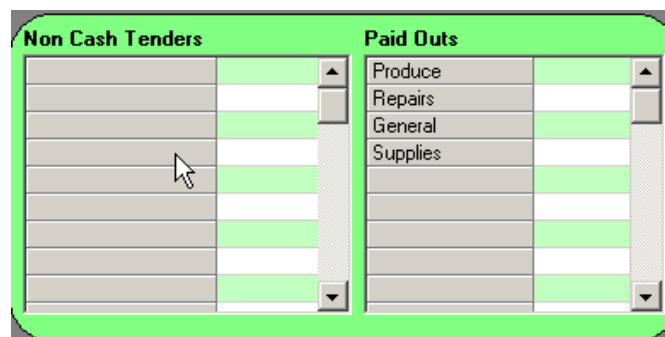
If an adjustment to a tender total is needed, touch the *Erase* button on the right side of the screen and touch the box that the incorrect amount is in. Next, touch the *Show Number Pad* button on the right side of the screen. This will bring up a number pad on the screen. Enter on the number pad the 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.

Nightly Report Information			
Manual Voids		Total Voids	.00
Manual Discounts		Total Discounts	.50
Cash Deposit 1		Total Credit	
Cash Deposit 2		Total Cash	
Cash Deposit 3		Total Paid Outs	0.00
Cash Deposit 4		Over / Short	-94.82
Cash Deposit 5			
Change Fund +/-			

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*.