

1. Back Office Functions (for Managers)

Logging in

Employee Maintenance and Security Levels - Class Maintenance

Item Maintenance - Department Maintenance - Discount Maintenance

--- **5 mins Break** ---

Button Maintenance - Menu Maintenance

--- **Lunch** ---

Modifiers

Section / Table Maintenance

2. Reports

Creating Reports Electronic Journal Sales Reports

Movement Reports Top Sellers Other reports

- Reason Codes for Voids, Discounts, Paid Outs.

3. Front End

Opening / Logging on

Opening a check

Seating

Coursing

Taking orders

Correcting errors

Sending order to kitchen / bar

Settling checks

Discounts

Media / Payment Methods

Server Functions

Messages

Splitting Checks

Joining Tables

Holding & Firing Items

Renaming Checks

Splitting cost of Items

Manager Functions

Reports

Cashing Up

Sales Reports

Functions

Voids / Cancel Sales

Assigning Fingerprints

TISSL Training Exercises, Back Office

Date _____

Name _____ Company _____

Exercise 1

Create five new employees, 2 managers and 3 non managers (server or bar staff).

To test that you have done this, go to File, then run the Employee List.

Exercise 2

Create 3 dessert dishes in Item Maintenance and three new beer items.

Tiramisu	at £3	Adnams (Pint)	£3.50	Half Pint	£1.75
New York Cheesecake	at £4.00	Old Codger (Pint)	£3.70	Half Pint	£1.85
Apple Pie	at £3.50	IPA (Pint)	£3.80	Half Pint	£1.90

Exercise 3

Create buttons for the 6 Beers using Button Maintenance. Sell the items to check the buttons and items.

Exercise 4

Create a new Steak Item. Attach modifiers to prompt the server for the cooking temperature (Blue, Rare, Medium etc.). Add a new button to the Mains screen and test.

Edit the Ice Cream item where you charge £1 per scoop, for up to 3 scoops. Offer five different flavours.

The Ice Cream should report as selling each scoop, so you can track how many scoops of any particular flavour you have sold.

Q1

Q2

Q3

Q4

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TISSL Training Exercises, Front End

Date _____

Name _____ Company _____

Order 1

2 Customers, ordering 2 Starters, 2 Mains

Order 2

4 Starters, 5 Mains, 2 Desserts. Add seating and give allergy instructions for 2 seats.

Order 3

Table of 5 people, Split the bill so that each person pays only for themselves.

Order 4

Add a Message to Bar and message to Kitchen to an order.

Order 5

Table of 4 people. Use Quantity to order 2 Starters and 2 Mains. Then order any other Starters and Mains.

Error Correct 1 of the Mains and enter a new Mains.

Send Order.

Void Wastage 1 Mains and Void Error Correct 1 Starter.

Order 6

Table of 2

Order 1 Starter and 1 Starter as a Mains. Order 1 Mains.

Order 2 desserts and 2 Coffees. Hold the Coffees for 10 minutes.

Order 7

Order for 6. Put on 2 Joined Tables. Add drinks and Food. Print 1 receipt for Food only and receipt for Drinks only.

Q1

Q2

Q3

Q4

Q5

Q6

Q7

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Create Employees

1. Open **Employee Maintenance**
2. Open **Employee ID**. Make Note of the next unused Employee ID
3. Borrow an Employee from the right **Class**

Make sure you borrow one similar to the one you will be creating.

For example, borrow a Manager to create a Manager.

4. Fill in the following fields:

Last Name

First Name

Set a **Back Office Password** if they are Assistant Manager or Above

5. Go To **File** and **Save As**
6. Save As, add a new unused Employee ID
7. Change the **FE PASS**
8. Go to **File, Save**

NOTE: DO NOT Overwrite an Employee, even if they have left.

Set Ex employees to Inactive.

DO NOT Delete an Employee even if they have left.

Creating Items

1. Open **Item Maintenance**
2. Borrow an Item from the right Department

Make sure you borrow one similar to the one you will be creating.

For example, borrow a Beer to create a Beer.
3. Fill in the following fields:

Description

Receipt Description

Item Cost (if required)

Default Price

Item UPC (if required)
4. Go To **File** and **Save As**
5. Remove the text after the - (dash) DO NOT remove the text before the - (dash)

e.g Keep 01BEERSX- type in the name after the - (dash)

NOTE: DO NOT Overwrite an Item, even if you no longer sell it.

DO NOT Delete an Item, even if you no longer sell it.

Create Buttons

1. Open **Button Maintenance**.
2. Borrow a Button from the right screen, use **Edit, Find Button**.

Make sure you borrow one similar to the one you will be creating.

For example, borrow a Beer from the Beers screen to create a new Beer button on the Beers screen.

3. Open the Front End and navigate to the screen you wish to add button to. You need to see the buttons appear.
4. Go to **Edit, Create Buttons** from Items.
5. Set the **Starting Button Position**.
6. Select the Items you wish to add Buttons for.
7. Click on **OK** The buttons should now appear.

NOTE: DO NOT Delete an Button if the Button Name starts with LETTERS.

DO NOT Delete a Button if there is an XX or ZZ in the 10th and 11th position in the Button Name.

Adding Modifiers

1. Open **Item Maintenance**
2. Borrow an Item from the right Department

Remember ALL items in the item list can be used as a modifier. The item **MUST** be in the right Department for the purpose of reports and stock reporting.

3. Create your Items to be used as modifiers in the same way you would create any Item, with one difference. Add something to the name in the 10th to 12th position to identify the item(s). E.G. 72MODIFY-ICE-SCOOP 1 HDR.

Attached the Modifiers in one of two ways:

Directly to the Parent Item

1. Go to the Parent Item. Go to **Add Modifiers**.
2. Add a description in **Modifier Description**.
3. Press **Add Modifier**. Select the Modifiers from the **Items list**.
4. Tick and select the Minimum modifiers to be selected.
5. Tick and select the Maximum modifiers to be selected.
6. Tick **Bypass "OK"**. Press **OK**. Go to **File** and Save.
7. Now, when you sell the Parent Item, the Modifiers will pop up on the till.

Via a Header

1. Create a new **Item** in **Item Maintenance**. Make sure the **Department** is set to Modifiers, as this should not report as a sale or to any stock package you may have. This should have a prefix of 79MODIFY- , making it easy to find.
2. Attach the Modifiers to the Header in the same way as you do when attaching them directly to the Parent Item. **Save** to update.
3. From **Item Maintenance**, use **Edit, Mass Attribute, Modifiers** to attach the Header to as many items as you need to have the modifiers. Click on the Modifiers in the list. Click on **Default Modifier**. If more than one Header is attached, repeat for all. Set **Minimum** and **Maximum** to the number of Headers you have in both cases.
4. If there is one Header, Tick **Bypass "OK"**. If there are more, Tick **Use Multi Column Selection**. Press **OK**, then select the Parent Items to attach the Header to. All of these items now have the Modifiers attached. If there is a change to the Modifiers, edit the Header and ALL items with the Header attached have their modifiers updated.

Training Feedback Form

Fax To: Russell Currell

Fax No: 01908 321745

Email: Russell.currell@tissl.co.uk

We would be grateful if you complete this evaluation form and either hand it to the course trainer or, if you prefer, fax it or email it using the detail above. Thank you for your co-operation.

Name (optional) _____ Company _____

Course Date _____ Trainer _____

Please read the following statements and tick the box depending on whether you:

Strongly Disagree (1), Disagree (2), are Unsure (3), Agree (4), Strongly Agree (5)

Thank you for your co-operation

COURSE CONTENT

1. The course met my objectives.
2. The course content was at the right level.
3. I obtained the knowledge I expected from the course.
4. The course contained sufficient practical exercises.
5. The training materials used on the course were of high quality.

1	2	3	4	5
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COURSE DELIVERY

6. The trainer knew the subject well.
7. The trainer was easy to understand.
8. The pace of the course was just right.

APPLICATION TO MY JOB

9. I can apply many of the techniques I have learnt to my job.
10. I have the opportunity to apply the course skill within the next 2 months.

COURSE ENVIRONMENT/ADMINISTRATION

11. The room in which the training was held was suitable.
12. The joining instructions and pre-course information that I received were clear and useful.

On a scale of 1 (very poor) – 5 (excellent), I would rate the course with an overall score of _____

Please turn over



Please give us your comments, especially if any response is "unsure", "disagree" or "strongly disagree".

What would you add to the course?

What would you delete from the course?

What did you benefit from most in the course?

What did you benefit from least in the course?
