

How to set up table booking

- Once a customer has booked their table online and paid the deposit, their table will automatically be on the booking website (Table In) with a designated table number
- Before seating a customer ensure you ask the name of their booking and seat them at the correctly according to their assigned table number
- To set up a customer's bill on the right-hand side of the till you will find a section named 'floorplan', once you click this you will be shown the layout of the restaurant. Click the matching table number which Table In has assigned and it will ask you to re-enter the table number and the number of covers (this means number of people.)
- Once this is done you can place your order like normal, REMEMBER TO CLICK SEND. By clicking send it will send the food order to the kitchen and print a drinks ticket which you will need to take to the bar for them to make.
- Another way to view the table is by clicking 'recall tab', this will display a list of all the active tabs with their matching table number.
- Once the customer is ready for the bill and you have attempted to maximize the up sale of drinks, hot drinks and dessert then return back to the laptop to check for deposit.

- ONLY ACCEPT OVER THE PHONE BOOKINGS FOR THE CURRENT WORKING DAY, ALWAYS TELL CUSTOMERS TO BOOK ONLINE AND PAY DEPOSIT
- REMEMBER TO REDEEM CUSTOMERS DEPOSIT ON THEIR BILL
- MAKE SURE THE BILL IS FULLY PAID

How to close the table booking

- To close the table when the customer has paid deposit you click on 'payments'. You must compare their booking on the system with their order and depending on the amount of deposit they have paid remove this amount.
- To do this you type this amount in on the key pad on the bottom right of the screen. For example if they paid a £20 deposit you type in '2000' if they paid £100 you type '100000' ect.
- Once you have typed this in select the button which says 'deposit redeem' and it will take this amount off the bill.
- Depending on how the customer pays there are different ways to put this in the till. If a customer pays all cash or all card it is very simple but can become more complicated when the customer splits the bill.
- For each payment type in the key pad the amount they wish to pay followed by the method (cash or card). The till will automatically calculate the amount remaining or the change the customer needs.

How to split a bill

- If you want to split the bill equally click 'Go Dutch', then enter the amount of customers you wish to split it between and it will print off that amount of separate bills.
- For larger tables you are able to create separate tabs as you go, to do this click 'tab split'. It will provide you with the option to view the whole bill and send individual items to the tabs you created

Quiz on Table Booking and Billing:

Table Booking Setup: What happens once a customer has booked their table online and paid the deposit?

- a) The table is automatically booked with a random number
- b) The table appears on the booking website (Table In) with a designated table number
- c) The customer needs to call again to confirm the booking
- d) No further action is needed

Seating Customers: What should you ensure before seating a customer who has booked online?

- a) Check their ID
- b) Ask for their booking reference number
- c) Ask for their name and seat them according to their assigned table number
- d) Assign them a random table

Order Placement: How can you set up a customer's bill in the till?

- a) Click on 'Payments'
- b) Click on 'Floorplan' and choose the matching table number
- c) Click on 'Recall Tab'
- d) Click on 'Go Dutch'

Sending Orders: What is the significance of clicking 'Send' after placing an order in the till?

- a) It sends a notification to the customer
- b) It prints a receipt for the customer
- c) It sends the food order to the kitchen and prints a drinks ticket
- d) It updates the floorplan

Closing Table Booking: How do you close the table booking when the customer has paid a deposit?

- a) Click 'Go Dutch'
- b) Click 'Payments' and compare the booking with the order
- c) Type in the deposit amount on the keypad and click 'Deposit Redeem'
- d) Ignore the deposit and proceed to the next customer

Payment Handling: What should you do when a customer splits the bill?

- a) Type the total amount paid in cash
- b) Type the total amount paid on card
- c) Use 'Go Dutch' and select the number of customers
- d) Only accept cash payments

Bill Splitting for Larger Tables: How can you create separate tabs for a larger table?

- a) Click 'Recall Tab'
- b) Click 'Tab Split' and send individual items to the created tabs
- c) Type the amount on the keypad
- d) Ignore the option for bill splitting