

Training on Discount Redemption:

Discounts play a crucial role in attracting customers and boosting sales in the restaurant and hospitality industry

1. Understanding Discount Types: Know the purpose of each discount type and when to apply them to maximize their impact.
2. EPOS System Configuration: Access your EPOS system's Automated The discount categories and codes are set up based on GP% restaurant's offerings and promotions. You Should still Try to do the best Job by going on the table and upselling
3. Discount Application: The system will automatically calculate the discount amount and reflect it in the order total.
4. Automating Discount Redemption: As a member of the business is important to know and be on the ball for each discount we have. & insult, the relevant discount code or select the applicable promotion on EPOS Ensure they are aware of any terms and conditions associated with each discount.
5. Staff Training: Multiple Discounts / Last minute Discounts
6. Customer Communication: You should inform customers about ongoing promotions and discounts at the point of ordering. Encourage them to highlight the value customers receive from these offers. Please let me know if you need further assistance or if there's anything else I can help you with!

- I. Majority of the discounts we provide to customers will come off the till automatically, ensure that every product sold are put through the till correctly.
- II. If a discount is approved you give this discount by putting the product on the till, selecting 'payment screen', followed by 'item disc', then you enter the percentage which is being taken off. For example, enter '100' for 100% or '20' for 20% ect.

III. ANYONE WHO GIVES OUT UNAUTHORISED DISCOUNT WILL BE CHARGED.

- DO NOT GIVE OUT DISCOUNTS UNLESS APPROVED BY MANAGEMENT OR WRITTEN ON BOOKING NOTES
- ALL OTHER DISCOUNTS WILL COME OFF AUTOMATICALLY

Quiz on Discounts in the Restaurant Business:

1. Understanding Discount Types: What is the importance of understanding the purpose of each discount type in the restaurant and hospitality industry?
 - a) No impact on sales
 - b) Maximize impact on sales
 - c) Limited effect on customers
 - d) Unnecessary for business success
2. EPOS System Configuration: How should you configure your EPOS system to ensure effective discount management?
 - a) Ignore discount categories and codes
 - b) Set up categories based on random choices
 - c) Configure based on GP% and restaurant promotions
 - d) Avoid upselling at tables
3. Discount Application: How does the system handle discount application in the order total?
 - a) Requires manual calculation
 - b) System automatically calculates and reflects the discount
 - c) No impact on order total
 - d) Discounts are applied after payment
4. Automating Discount Redemption: What is crucial for a business member concerning discount codes and promotions?
 - a) Ignore discount terms and conditions
 - b) Select promotions randomly
 - c) Be aware of relevant discount codes and promotions
 - d) Avoid using EPOS for discounts
5. Staff Training: Why is staff training important in the context of multiple and last-minute discounts?
 - a) No impact on customer satisfaction
 - b) Increases errors in discount application
 - c) Ensures efficient handling of discounts
 - d) Discourages communication with customers
6. Customer Communication: What is the recommended approach for informing customers about ongoing promotions and discounts?
 - a) Keep promotions secret
 - b) Inform customers after they finish ordering
 - c) Encourage highlighting the value of offers during ordering
 - d) Avoid any communication about discounts