

8.3.0



MADE
Market

MADE MARKET STANDARD OPERATING PROCEDURES

ATTENDANT BARISTA/CASHIER BILLING





Standard: Attendant: Barista/Cashier Billing
Ownership: Attendant
Date: 3.18.13

MADE MARKET PROMISE/STANDARD

Following the guidelines outlined below, Made Market will ensure a positive and comfortable experience for each guest at Made Market while operating in the most efficient manner possible.

TEAM MEMBER CONTRIBUTION

T.8.3.1 Attendant Billing Standards

- a. Access POS system using employee number, or swipe card.
- b. Only the attendant or members of management will have access to the POS cash drawer assigned to a specific Attendant: Barista/Cashier. No team member other than the aforementioned will be allowed access behind the bar.
- c. At no time is there a tip jar to be near the cash register. Tips must be located away from the cash register in a designated tip jar.
- d. The check is to be rung and a printed receipt is to be generated. When the order is filled, the check and drink are presented to guest.
- e. All transactions will be completed with a receipt being given to the guest and the printed ring-up must agree with the total charge due from the guests. After each transaction, provide the guest's receipt directly to the guest along with any change due. In each subsequent transaction for that guest, a new check must be opened.
- f. The cash drawer is to be closed at all times except during a cash transaction requiring change.
- g. Each transaction must be rung as it occurs. At no time should two or more separate cash transactions be run as a total.
- h. Enter order on the counter POS terminal by accessing appropriate screens. The appropriate department key must be pressed to record the type of transaction represented, avoiding use of misc keys.



STANDARD OPERATING PROCEDURES 8.3.0
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T.8.3.2 Attendant Service To Team Members (Wake Up Doubletree Breakfast Customers ordering specialty drink items)

- a. Fill orders in a timely manner according to printed chit, as they are received.
 - b. All drinks are to be poured per receipt.
 - c. When completed, place drinks in service area, tear receipt and place along with prepared beverages.
 - d. Absolutely no orders are to be filled without a printed order generated from the POS system.
- a. When printing the bill, ensure that all the details are correct against what the customer ordered.
 - b. The bill should be presented to the guest for review and signature (credit card payment and room charge/employee charge).
 - c. Process the bill according to payment method through POS/Micros.
 - d. As Point of Sale Hardware varies by hotel, your manager will have specific training as it applies to the use and functions of this equipment. You are required to follow the accounting operating procedures at all times as it applies to any transaction regarding sales and or other operations that would require access to the POS terminal.



LEADERSHIP **CONTRIBUTION**

- o Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
- o Managers will conduct regular audits and provide positive feedback to their team, or feedback for improvement, to support successful future interactions with our guests.

COMMITMENT **ACCEPTED** - Team Member

Name: _____

Role: _____

Date: _____

Signature: _____

COMMITMENT **ACCEPTED** - Leader

Name: _____

Role: _____

Date: _____

Signature: _____