

## Server and Bartender POS training

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- We trust and empower staff to satisfy our guests--
- Please familiarize yourself with how we take items off checks
- Everything we consume, we ring in, even when we don't get paid for various reasons
- Let us know what you are ringing into "Open Food" or "Open Liquor" if common
- Be careful. Be sure you are using the right keys.

Item Deletions	Description	Access
Ordered in Error	Data input mistake, food not served, check not sent	FOH Staff
	Data input mistake, food not served, check sent	FOH Staff

Discounts to Check	Description	Access
<b>Percentage Discount Keys</b>		
Staff Discount	50% Discount for Staff Member Meal, anytime.	FOH Staff
Shift Drink	100% Discount	Bartender
Mgmt Comp	100% Discount Owner, Manager only	Requires manager

### Open Dollar Discount Keys

Happy Guest	To Satisfy a guest complaint	FOH, advise mgmt via report
Promo	VIPs, Thank Yous, Bdays, Anniversary	FOH, advise mgmt via report
SDC Free Lunch!	SDC punch a lunch redemption (entrée only)	FOH, attached redeemed card to discounted check
GiftCert-Promo	Paper Gift Certificates	FOH, include with closeout. Do not deduct from Cash Due