

## Learn all about it

Only the Highest Quality Food • The Highest Personal Standards • Out-of-this World Hospitality  
A Healthy, Growing Company • A Great Place to Work



## Employee Training Schedule

### DAY 1

- Questions?
- Trainer to discuss menu products
- Do a line check with the manager (taste all; menu items on the line)
- Complete pre-shift duties with a trainer
- During shift, observe trainer taking orders and assist when comfortable
- PRACTICE POS:  
ONLY practice "DINE-IN" orders

### DAY 2

- Questions from first day?
- Complete pre-shift duties with a trainer
- Do a line check with the manager (taste all product on the line)
- During the shift, with the trainer, take orders
- After shift, complete post-shift duties with a trainer
- PRACTICE POS:  
ONLY practice "DINE-IN" orders.

### DAY 3

- Questions from 2nd day?
- With Trainer observing, complete pre-shift duties
- Do a line check with the manager (taste all product on the line)
- During the shift, with the trainer observing, take orders
- After the shift, with the trainer observing, complete post-shift duties
- Take test OR, if necessary, add more training days.
- PRACTICE POS:  
ONLY practice "DINE-IN" orders.

**\*\* Note: This POP is to be used in conjunction with the Catering spec chart.**



### HEALTH IS IN YOUR HANDS

In order to keep our customers and families safe, you must memorize and follow all the procedures in the Food Safety Pop.

### DELIVERY TICKET PROCEDURES

1. From the Delivery Module, Touch Look Up and Touch the keyboard icon.
2. Ask the customer for their phone number. Enter the phone number on the number pad and press ENT (enter).
3. If a name with the same phone number appears on the Guest Screen, ask the customer if this is their correct name and confirm contact information (edit guest and press ok.) Go to Step 5.
4. If this is not their name, select Add Guest, select Phone Type, enter First & Last Name, Company, Street Address, Suite Number, City, ST and Zip Code. Touch OK in the middle of the screen.
5. Select DELIVERY on the right side of the screen and this will take you to the Aloha Menu Screen.
6. Enter the order in Aloha, after order is complete, touch Catering Memo and Add the Catering Memo's: Delivery Time - touch typewriter, enter Delivery Time and Initials and press OK. Payment Type - for cash touch MEMO, typewriter, type CASH and press OK 2x. If the order is tax exempt, touch Tax Exempt.
7. Touch the Send Delivery button.
8. Ask the customer if they would like PFN (Plates, Forks or Napkins) with their order. Enter the Quantity (number) of PFN requested by the customer, on the Plates, Forks and Napkin screen and touch OK. The minimum amount that you can enter is "1." Do Not enter counts greater than 10,000 on the PFN screen. This is will cause errors on some of the reports in Enterprise.
9. On the next screen, Touch PFN or NO PFN, and press OK.

10. Select Sort Label for order (H, B, X, T) and touch OK.
11. A window will appear with the customers name, to edit guest information and change the contact information touch the Phone Number button.
  - ➔ Back to Aloha - Adjust the order and touch To Go / Pickup/Delivery.
  - ➔ Edit Guest - Changes need to be made to the contract information.
  - ➔ Order Mode - Change the type order from a Delivery to a Pickup.
  - ➔ Promise Time - Select a future date or a later time.
    - a. Touch Delivery Time, enter time of the delivery and order taker initials and press ok, twice.
    - b. Touch Form of Payment - for Cash orders, touch MEMO, typewriter, type cash and press ok, twice. If order is Tax Exempt, Touch Tax Exempt button.
  - ➔ Number - Pick the number to attach to the order.
12. Read back the order and give the total to the customer.
13. To send the order to the kitchen, Select CASH for payment other than Credit Cards or Select Credit Card and enter the card information and touch OK.
14. You will be taken back to the Dispatch screen and the order will be added to the correct time slot.
15. To view a delivery order, select the order (the order will be outlined in green) and select Order Details on the right side of the screen.

## HOUSE ACCOUNTS

1. Follow steps 1-4 from above
  - a. For a House Account, Touch the House Account tab Touch Select Account, Enter the search with Account Number given to you by the customer and then touch Search.
  - b. If "P.O. REQ" is in the "Contact" column, you must ask the customer for their P.O. number. Enter that number into the P.O. box that pops up once you select that account. If unable to enter it in the pop-up box, enter it into the "delivery instructions" field.
  - c. Select the correct House Account number from the list. It's very important that you get the correct account.
  - d. Touch OK and the House Account number will be linked to the customer's profile.
2. Touch OK button in the middle of the screen.
3. Select DELIVERY at the bottom of the screen and this will take you to the Aloha Menu Screen.
4. Enter the order in Aloha, after order is done; Touch Catering Memo to add the Catering Memo:
5. Touch the Send Delivery button.
6. Ask the customer if they would like PFN (Plates, Forks or Napkins) with their order. Enter the Quantity (number) of PFN requested by the customer, on the Plates, Forks and Napkin

screen and touch OK. The minimum amount that you can enter is "1." Do Not enter counts greater than 10,000 on the PFN screen. This is will cause errors on some of the reports in Enterprise.

7. On the next screen, Touch PFN or NO PFN, and press OK.
8. Select Sort Label for order (H, B, X, T) and touch OK.
9. A window will appear with the customers name, to edit guest information and change the contact information touch the Phone Number button.
  - ➔ Back to Aloha - Adjust the order and touch To Go / Pickup/Delivery.
  - ➔ Edit Guest - Changes need to be made to the contract information.
  - ➔ Order Mode - Change the type order from a Delivery to a Pickup.
  - ➔ Promise Time - Select a future date or a later time.
    - a. Touch Delivery Time, enter time of the delivery and order taker initials and press ok, twice.
    - b. Touch Form of Payment - for Cash orders, touch MEMO, typewriter, type cash and press ok, twice. If order is Tax Exempt, Touch Tax Exempt button.
  - ➔ Number - Pick the number to attach to the order.
10. Read back the order and give the total to the customer.
11. To send the order to the kitchen, Select CASH for payment other than Credit Cards or Select Credit Card and enter the card information and touch OK.
12. You will be taken back to the Dispatch screen and the order will be added to the correct time slot.
13. To view order information select the order (the order will be outlined in green), and select Order Details on the right side of the screen.

## TENDERING - HOUSE ACCOUNT

It is recommended that all deliveries be tendered ONLY on the Delco Drawer. (It will help with driver checkouts). Gift Cards MAY NOT Be Charged To AR Accounts!

1. From the Delivery Module, Touch Dispatch.
2. Select an order so that it is highlighted in green.
3. Touch Order Details (on the right side of the screen) and touch Apply Payment.
4. After the payment has been applied touch Print Invoice 2x.
5. Attach a receipt to an invoice (One set stays with the customer and the other set is signed by the customer and submitted with the DSR).
6. Confirm that the invoice that is left with the customer is IDENTICAL to the invoice that is turned into our accounting department. Please use the backup form for Accounts Receivable invoices if your POS system is temporarily unable

to print invoices. The Accounting Department must have backup on file in case the customer calls and needs a copy for payment. This form should be completely filled out and a copy given to the customer and a copy sent in your weekly Accounts Receivable paperwork for processing. It is very important that we try to get all the information from our customers to eliminate having to charge these tickets back to the delis. Please feel free to call 409-838-1976 if you have any questions or concerns.

## TENDER A DELIVERY ORDER

1. From the Delivery Module, Touch Dispatch.
2. Select an order. The selected order will be highlighted in green.
3. Select Order Details (on the right side of the screen), and select Tender.
4. This will take you to the Aloha Menu Screen.
5. Touch Tender Take-Out Order.
6. Select the type of payment and apply payment (do not close the check, it will be closed at driver check-out).
7. Touch Send To Go / Pick-up / Deliveries to return to the Delivery Module.

## Tender a delivery order with a CREDIT CARD

1. From the Delivery Module, Touch Dispatch.
2. Select an order. The selected order will be highlighted in green.
3. If a credit card payment has been added to an order a **RED** dollar sign will be displayed. A **GREEN** Dollar sign indicates that the order has been tendered, but not closed in Aloha. The dollar sign will turn BLACK when the order is closed in Aloha.
4. Touch Order Details and Touch Apply Payment.
5. Touch the highlighted order again and touch Order Details. Touch Print Receipt to get a copy for the driver and one for the customer.
6. Touch To Go/Delivery to get back to the Delivery Module.

## ROUTING AND ASSIGNING DELIVERIES

- ☐ Be sure to relay all you know about the delivery to the driver.
- ☐ Try not to overload drivers, take Food Safety into consideration. Food Products can not sit at room temp for more than 2 hours at a time.
- ☐ Try to route your drivers with their deliveries in the same area, when possible.
- ☐ Pre-route 1-3 drivers for the second and third rounds so they are ready when the drivers come back.

**\*\*Best Practice\*\*** Depending on the volume of your deli, allow one less or one more slot per driver in each time frame (ie. 6 drivers = 5 slots OR 6 drivers = 7 slots).

1. After a Delivery Order is entered, a Delivery Driver should be assigned to the order.
2. From the Dispatch screen.

3. Select an order. The selected order will be outlined in green.
4. Touch the Delivery Driver that will be assigned to this order, (Delivery Driver's name will be located on the right side of the Order Screen).
5. The Delivery Driver's name will appear under on the order line.
6. If you would like to change the driver assignment select the order and touch the driver's name. An Unassign button will appear. Touch this button.
7. Dispatch drivers as they leave for their delivery orders. The orders will have an orange line.
8. Return drivers as they return. The orders will have a blue line.

## Driver Checkout - It is important that all is done under the drivers name & not Delco Delivery Module - Confirm Orders

1. In the Delivery Module, be sure that the driver to be checked out is selected.
2. To select the driver, touch Drivers and select the driver name
3. Confirm all of the orders that the driver took which will be listed in the box on the right and should appear light blue.
4. Go to Aloha; Touch the button on the top of the screen. This will take you to the Aloha Menu Screen.
5. Adjust and COMPLETE all Online Orders on the OrderTalk Console, before you close them in POS.

## For each check the driver took, perform the following steps . . .

### ALOHA MENU SCREEN - RECALL CHECKS

1. Log in as the Driver; Swipe the Drivers' Mag Card to log them into the POS System. Look at the bottom of the screen to the far right and it should display the drivers' name.
2. Recall Checks / Manager Functions / Employee / Get Check and type in the check number and press OK.

### ALOHA MENU SCREEN - ADJUST TIPS AND CLOSE CHECK

1. Select the payment so that it is highlighted in red on the guest check.
2. Touch Manager Functions / Financial / Adjust Tender.
3. Touch OK to move the cursor to the TIP field.
4. Enter the amount of tip given to the driver on the voucher receipt and press OK.
5. Touch Tender Take-out / Close Check.

#### **\*\*Note\*\***

**Cash Orders - Tender to EXACT CASH. When the driver clocks out for the day, they will need to include the total amount of their cash tips.**

**House Accounts - Make sure the driver confirmed that the invoice left with the guest is IDENTICAL to the invoice that they bring back to the deli - the signature, tip, initials for the tip and the total should be an identical match.**

## ALOHA MENU SCREEN - EMPLOYEE (DRIVER) CHECKOUT

1. After you have adjusted the tips and CLOSE CHECK on each order the driver took, you can check them out.
2. Touch Employee Functions / Touch Check-out / Touch Yes.
3. Declared Cash – enter the GRAND total of the EXACT cash amount of the deliveries the driver took.
4. The checkout will print at the local printer
5. If the amount on the checkout is positive, collect money from the driver.
6. If the amount on the checkout is negative, pay the driver that amount.
7. Touch EXIT to make sure the Driver is logged out of the terminal.
8. The driver signs the checkout by EMPLOYEE and the Delco signs by CASH RECEIVED BY.

## ALOHA MENU SCREEN - PAY OUT

1. Log onto the terminal as the DELCO.
2. For the run money, you will need to do a Paid Out.
3. Touch Manager Functions / Financial / Manage Drawers / Select your drawer / Touch Cash Out.
4. Select Delivery Expense, type in the amount and press OK.
5. Both, driver and Manager must sign the paid out.

## TROUBLESHOOTING

### If The Driver Is Still In The Deli, Follow These Steps

1. Delete the DRIVERS' Check-out - Mgr Functions / Employee / Delete CHECK-OUT / Select Driver's Name.
2. Let the DRIVER swipe their mag card on the Delco Terminal. Make sure the drivers' name appears at the bottom right of the screen.
3. Recall - Mgr Functions/Employee/Get Check.
4. Reopen ALL delivery check(s) to be modified or added to the driver checkout. Mgr Functions / Employee / Reopen Check.
5. Adjust the delivery check(s) on the Aloha Menu Screen and Close check.
6. Repeat this process for all of the deliveries the driver took.
7. Checkout From the Aloha Menu Screen - Driver needs to remain logged onto the terminal. Employee Functions / Check-out / Yes / Declare Cash (enter the EXACT amount of the grand total of cash deliveries).
8. A new corrected driver checkout will print that must be signed by both the driver and Delco.

### If The Driver Has Already Gone, Home, Follow These Steps

1. Delete the DRIVERS' Clock-out - Make note of the time the

driver left: Mgr Functions / Employee / Delete CLOCK-OUT.

2. Delete the DRIVERS' Check-out - Mgr Functions / Employee / Delete CHECK-OUT / Select Driver's Name.
3. As the DELCO
  - a. Recall – Mgr Functions / Employee / Get Check.
  - b. Reopen - Mgr Functions / Employee / Reopen Check.
4. Adjust the delivery check(s) on the Aloha Menu Screen and Close Check.
5. Reprint the DRIVER checkout and attach it on top of the incorrect checkout. Mgr Functions / Employee / Print Check-out / Select Driver's Name.
6. Clock-out the Driver - Mgr Functions / Employee / Edit Time / Select Driver Name / Clock-out – adjust the time for when the driver clock-out.
7. The sales and tip for that delivery check are now going to fall under the Delco. To remove the tip from the Delco Employee time punch, go to MenuLink and remove the tip from the Delco, then add it to the Delivery Driver.

*\*\*It is very important that everything is done under the DRIVERS NAME and not the DELCO\*\**

## Preparing Your Register

1. Get Drawer Ready To Count
2. Print Daily Summary Report (Mgr Functions/Reports/Daily Report Summary) - To get totals for House Accounts, Checks.
3. Complete and Print Mileage Log.
4. Check for open orders on your terminal and Delivery Box
5. Get paperwork in order; All Checkouts Together, All Paid Outs, House Accounts and Credit Cards.
  - a. Gather all of the driver check-outs
  - b. Delco drawer count; Actual money on the Delco drawer
  - c. Driver Checkouts; Add the total amount of total cash owed; If the total is a positive number, SUBTRACT from Delco drawer count. If the total is a negative number, ADD to the Delco drawer count.
  - d. Delco Deposit; Delco drawer count- Delco starting Bank=Deposit. If this number is negative, take out of the deposit to build back to starting bank.
  - e. Declare Declared: Delco Drawer count +/- Driver Checkout =Declare

*These steps need to be followed on any drawer that has a driver checkout*

## TO-GO ORDERS

1. From the Aloha Menu Screen.
2. Enter the order.
3. Touch Change Order Mode.
4. Touch Name Order.
5. Type in the name of the guest and press OK.



6. Touch PFN button and enter the amount specified by the customer.
7. Touch To Go (This will send the order with the guest name on it to the kitchen and mark it as To Go).
8. Touch Tender Take-out Order and Choose the appropriate payment type.
9. Touch Close Check and you will be taken back to the Delivery Module.

## CALL-IN / PICK-UP ORDERS

1. From the Order screen Touch Look Up.
2. Touch the keyboard icon.
3. Ask the customer for their phone number. Enter the phone number on the number pad and press ENT (enter).
4. If a name with the same phone number appears on the Guest Screen, ask the customer if this is their correct name. Go to Step 6.
5. If this is not their name (or no name appears) select Add Guest, Select phone type & enter First and Last Name, press OK.
6. Select Start Call In on the right side of the screen.
7. Enter the order in Aloha.
8. Once the order is entered touch Send Call-In Pick-up and select PFN or NO PFN.
9. A confirmation window will appear, confirm the order with the customer. If changes need to be made to the order, select Order Details and touch Modify, adjust the order and touch To Go/Pick-up/Delivery. If changes need to be made to the promise time, select adjust Promise Time, select a future date or a later time, press OK. If no changes need to be made to the order or time, simply select cash to send the order to the kitchen.
10. To View Order, scan the bar code on the bottom of the receipt; or use the Get Check method- in Aloha Menu Screen, Mgr Functions, Employee, Get Check & type in the number; or from the Delivery Module touch Pick Up select the order and touch Order Details.

## TENDER CALL IN

1. From the Aloha Menu screen, if you have a scanner, Scan the bar code on the bottom of the receipt. Get Check Method - Mgr. Functions, Employee, Get Check and type in the check number, press OK. Or, from the delivery module, Touch Pick Up. Select Open, Select the order and Touch Tender.
2. Touch Tender Take Out Order, select the type of payment, and apply payment.

## START GETTING NEXT DAY DELIVERIES READY

1. Enter all orders on POS (make sure they are in the system), sort label them & print the order.
2. Label & Print All Orders (Delivery Module / Future Orders / Sort Label) - Remember, Future On-Line Orders will not appear in the POS System.

## PLACING AN ORDER FOR A FUTURE DATE

1. From the Delivery Module, Touch Future. Make sure that you are on the correct date, look at the top of the screen.
2. Touch the + sign to expand the time slots. Select the appropriate Time Slot (it will be outlined in green).
3. Touch Create New Order / Adjust Date and Time.
4. Select Call In or Delivery.
5. Enter the customer's 10 digit phone number and Select the customer from the list.
6. If the customer is not on the list, select Add Guest and Press OK.
7. Enter the order in Aloha. Refer to steps 2-12 Delivery Ticket Procedures.

## MAINTAINING & VIEWING

1. From the Delivery Module, Touch Future. Make sure that you are on the correct date, look at the top of the screen. Browse through the order calendar by day of the week, date, month, & year.
2. Touch the future order and will be highlighted with a green box.
3. Touch the Order Detail button found on the top right of the screen
4. Touch the Order Detail Tender button found on the top right of the screen. Touch Modify to make any changes to the order. Do not apply payment to the order in the Aloha Menu screen as it will send the order to the kitchen, immediately.

## PRINT FUTURE ORDER RECEIPTS

1. From the Delivery Module, Touch Future. Make sure that you are on the correct date, look at the top of the screen.
2. All of your Future Orders will be sorted by date.
3. Find the orders that you need.
4. Select the order and on the right side of the screen, Touch Order Details.
5. Touch the PRINT STATEMENT button. DO NOT RELEASE THE ORDER.
6. That will print a copy of the order.

## RELEASING

1. From the Delivery Module, Touch Future. Make sure that you are on the correct date, look at the top of the screen.
2. Future orders will need to be released on the day they are to be picked up or delivered.
3. Select the future order and ensure it is highlighted with a green box.
4. Touch the Order Detail button found on the top right of the screen.
5. Touch Sort Label to make sure the order is labeled correctly.
6. Touch the Release Now button, this will ensure the order is sent to the kitchen on time.

## **ADD ONS**

- Any time there is an “add on” item to an order, use the “ADD ON” button.
- Walk to make to-go, tape the two tickets together to ensure that the “add on” items are with the order.
- Make sure C&P to-go is also aware of the “add on”.

## **TO GO & PICK UP TICKETS PROCEDURES**

- After taking a to-go or pick-up order, hang a copy at C&P to go.
- After handling to-go order to the customer, remove the kitchen ticket and keep for future reference in case questions or problems arise with the order.

## **POS PRACTICE NUMBERS (“dine in” orders only)**

Cashier - 9980-9988