



Cashier/Curbside

The cash/curbside position is a very important one at Hideaway Pizza. Anywhere from 25%-40% of our business on a shift comes from our guests who ordered over the phone, at the counter, or on-line. You will be handling all of these transactions. You will have to greet them, input their orders, take their payment, make sure they leave with the entire correct order, and make sure they feel appreciated. This area of the restaurant can be very stressful and intense, so you will have to stay calm and be organized. You may literally be the only person these guests interact with, so your actions will make or break their entire experience.

Equipment/Tools Needed

- POS terminal w/ cash drawer
- Pens, markers, highlighter
- To-go condiments
- To-Go menus and/or Promotional/Marketing material
- Clipboards/Ticket tray
- Handheld POS devices
- Walkie Talkies, if applicable

Methods of Payment

- Checks – **WE ARE UNABLE TO TAKE CHECKS AS PAYMENT**
 - If someone attempts to pay with a check – you must inform them. If they insist, you will need to get your manager.
- Cash
 - Many of the new bills look similar so be careful
 - Make sure to give back the correct change, let the POS do the math for you!
 - On 50's and 100's, you **must** use a counterfeit marker (and any bill that seems off)
- Credit Cards
 - We accept Visa, MasterCard, American Express, and Discover
 - Check all credit cards for signature on back – sometimes they will have “Ask for ID” – if it says that – then ask and make sure that the card matches the ID
 - Make sure when entering tip amounts, it is entered correctly. If tips are falsely entered, you will be subject to demotion or termination.
- Pizza Bucks
 - **WE DO NOT GIVE CHANGE BACK ON PIZZA BUCKS**
 - Do not accept if marked with “VOID”
 - We **DO** accept expired pizza bucks
 - We accept pizza bucks anytime and for everything **except** alcohol and merchandise
- Gift Cards
 - Gift cards are swiped within the POS terminal
 - Selling a Gift Card – be very careful, ensuring you process the gift card correctly. We would hate for the guest to leave with a card that hasn't been properly activated. The sale of a gift card can be added to any order or processed on a separate ticket.

- Redeeming Gift Card – You will need to run the gift card for the full price of the meal. The POS will run the gift card for either the amount of the full meal or the amount of the meal it can cover.
 - If there are enough money on the card to cover the entire balance due, it will close out ticket and will show the balance of the card on the closed check. You will give the guest their gift card back.
 - If there is not enough on the card to cover the balance, the POS will run the gift card for the amount possible and then deduct that from the balance due. You will then need to collect the remaining balance due from the guest.
- Checking the balance – you can check the balance on our gift cards through the POS. This will also print you a receipt showing the balance.
- Ben E. Keith Coupons
 - Do not give change back
 - They must be redeemed within 1 year of the date issued

Order Types

- **Pick Up Order** - These are guests who called in the order via phone.
- **On-Line Order** - These are guests who went on-line and placed their order.
 - Guest's must pay for their order at the time of placing these orders.
- **Take Out (Paid To-Go) Order** - These are guests that walk in the building & then place their order.
 - You need to give them a quote on how long it will take for their order to be prepared. This will be the same time as if the Guest would have called or placed order online. Always inform the BOH of the paid to go order.
 - You can offer to bring the order out to their vehicle when ready, ask them to move to the curbside parking if they are not already there & we will bring out when ready.
 - You can offer them to sit in the cash lobby area or bar area

Preparing for the shift

There are always tasks that you can do to prepare your area before the shift. Also, there are things you can do throughout your shift that will help to ensure that everything goes smoothly. In no specific order below are only a few of the things...

- Make to-go ranch
- Staple magnets to to-go menus
- Stock up your most used items: togo bags, Parm packets, RP packets, meal kits, napkins, paper plates, drink carriers, etc...
- Do you need a new marker for marking boxes?
- Do you have enough scotch tape?
- Check the level of paper in POS printers

Inputting orders into POS

Please make sure to follow the procedures every time to ensure that we capture the correct & needed info. This will help to ensure that our guests receive their correct order, at the correct vehicle in a timely fashion.

- **“Thanks for calling Hideaway Pizza in _____, my name is _____, how may I help you?”**,
guest: blah blah blah, then You: “Are you familiar with our Curbside service?”
 - Yes – “Awesome.” Continue with order entry.
 - No – “We offer curbside service; you place your order like normal. When you arrive, make sure to park in the designated places on the _____ side of the building between us &

_____. This helps us know that you have arrived & we will bring every to you. There is no need to exit your vehicle.” Continue with order entry.

- If applicable, you will need to ask information about the vehicle that will be picking up the order. You need the **make, model, & color of vehicle**.
- Proceed with taking/entering the order into the POS.
- **Before hanging up**, we want to offer to send the guest a link via text which would allow them to pay at a distance. This is a more secure way for the guests to pay vs. giving us a credit card number over the phone. And it saves times for them & us if we do not have to collect payment on arrival.

Order procedures @ the vehicle

For our curbside operations to run smoothly, several different positions must work together to coordinate. These positions are Cashier, Spotter, and Runner.

The spotter's role is crucial in curbside and requires constant observation. The spotter will look for any cars pulling into our curbside parking spots and get the pick-up process started. They are also the first person the guest interacts with and must approach the vehicle with a welcoming demeanor.

Greeting & Identifying the Guest

- Smile, make eye contact, and give a friendly welcome.
- Always be cautious and courteous when approaching the vehicle. Make sure and give yourself and the Guest their personal space.
- Verify the name on the Guest's order.
 - Utilize the POS handheld, locate their order. The most efficient way is to use the search bar at the top of the screen, then you can scroll left to right through the different screens where orders are listed
 - Verify the menu items ordered
 - Then, you will need to select “TAB” and enter the spot # that the Guest is parked in
 - Select, “Print” from the handheld, this prints to the Cashier POS – notifying the Cashier this Guest has arrived.
- Determine if the check has been paid or if there is a balance due.
 - If the order is paid, let the guest know their order will be out shortly.
 - If there is a balance due, complete this by either inserting/swiping the Guest's credit card or taking cash payment. Bring cash inside to the cashier for change & return it to guest. Letting them know that their order will be out shortly.

The spotter should be constantly monitoring the parking lot and checking on vehicles that have been in a curbside spot for an extended period. You might need to double check with the cashier that the ticket was received and hanging up. We want to make sure all cars are greeted in a timely fashion.

Curbside Safety

- Wear your reflective safety vest when outside working in the parking lot areas.
- Make sure that you are hustling to and from the vehicles to retrieve the guest's payment/orders.
- Always, remember to look both ways before stepping into traffic. You could be crossing the parking lot for some of the spaces, be diligent watching for traffic.
- Continually, be aware of your surroundings, use the buddy system when appropriate and get a manager involved when needed.

Once the spotter has printed the check to the cashier POS, the inside operations begin – it's time to locate the entire order. The cashier will take the printed check first, check the warmer is the order there.

- If the food is ready, triple check ticket versus food items for accuracy. Bag up any Styrofoam containers or extra sauces ordered. Place on the counter with ticket; ready for the runner to deliver the food.
- If the order is not ready, ask the BOH how much longer on “name of the guest”, letting the BOH know they are “paid & waiting”. Give a time update to the Guest. If a long wait, we should offer a drink the guest. Cashier should make a note on the ticket as to what time we promised the Guest the order would be ready. This can help identify if the order is getting close to the time it's due, communicate with the BOH and management to figure out the issue. Place the ticket on the ticket rail in the appropriate spot.

The cashier must keep up with all these tickets coming in. Constantly checking and looking for any food coming out of the BOH to match with the tickets hanging on the rail, while other tickets continue to print for the spotter checking in more guests. Be sending complete orders out as they are ready. Also, if a guest walks in, to place or pickup an order, it is the responsibility of the cashier to take care of this guest. This can be a very busy & hectic area, very important to stay calm and alert a manager if you are starting to become overwhelmed.

Delivering the food to the Guest

- Approach the vehicle with the food, verify with the guest the name on the order (so we don't accidentally switch up the orders). We recommend for orders to be passed through the car window when possible. But in some cases, we understand that you will need to ask the guest where they would like you to place their order. i.e. In the trunk, backseat, or front seat.
- Please be very cautious when placing these items in their vehicle.
- Down stack items if you can, so there will be less possible chances for food items to shift during driving.
- If there are small items, please make sure these are bagged up, to ensure there is no chance of things flying around on their journey to their pizza party.
- You should be wearing a black apron with Parm & RP packets in your pockets – after giving the guest their food, ask them if they need any parm or rp packets.
 - SM = 2 MED = 3 LRG = 4
- Sincerely thank them and invite them back. Tell them to “Have a nice day/evening” – whichever is appropriate.

Reminders and Helpful hints

- If you have a large reach in refrigerator to store your made & ready salads, as they are put in the expo window, go ahead & bag them up BEFORE putting them in the fridge. Write the guest's name on the top Styrofoam box or tape the ticket to the outside of the bag for quick reference. We want to be prepared when the guest arrives.
- Look at the ticket & if extra sides are requested, get them ready BEFORE their arrival.
- All pizza boxes should have the “inspected by” on the front **filled in**
- Salads get a meal kit and crackers – this is the responsibility of whomever is bagging up the items
- Make sure appetizers have the correct sauces
- Pastas and Sandwiches with cole slaw get a meal kit
- Kids' meals get a meal kit
- If it is a large order, help the guest or find a team member or manager to help them out to their vehicle

- **Dine-In Guests** - Sometimes a Dine-In guest will come to your counter to pay their check. Take their payment, find their server, and have them make change. Let the guest know to either wait a counter or have a seat and server will be right back with their change

Quick Review

- Know the menu thoroughly
- Have great cash management skills
- Keep cash drawer and cashier area neat and organized
- **DO NOT allow anyone access to your drawer**
- Keep all food order organized on the warmers
- Be cautious of “shortchange artists”
- In the event of a robbery, do whatever you think is best for your own personal safety, that of our guests, and the other team members. You are authorized to provide the robber with whatever is asked for. When possible, pay attention to descriptive details of the robber, their method of departure, and direction.

Remember to SMILE, you will be the only team member that will have an encounter with these guests.

Great Service & Great Food = Repeat Guests

If the guest seems upset or says there is a problem, get a Mgr. involved ASAP!

Have FUN & Happy Curb-siding!