Unit 4

Contents

Introduction

A control system covering the sale of all food and beverages in a foodservice operation is essential to maximise returns. The type of control system used will vary from one operation to another. In a large establishment a control and accounts department will be in overall charge of the efficient running and working of the control systems used. In a smaller establishment this may be managed by an assistant manager, who will personally carry out the necessary daily and weekly checks.

Functions of a Control System
- The control system monitors the area where food and beverage sales take place.
- It reduces the pilferage, fraud, and wastage to minimum.
- It provides required information to the management for costing purposes, so that they forecast the statistics accurately for the next financial period.
- It ensures that cashiers make bills accurately so that the customer is neither overcharged nor under charged.

There are different checking methods followed in food and beverage outlets:
- Triplicate checking method
- Duplicate checking method
- Single order sheet
- Service with order

Triplicate checking method

This is an order taking method used in the majority of medium and large first class establishments. As the name implies, the food check consists of three copies. This system is traditional and time tested and very efficient and still is vogue. As the name implies, the food check has 3 copies. Each copy has same serial number on them and of different colour for easy identification and demarcation.
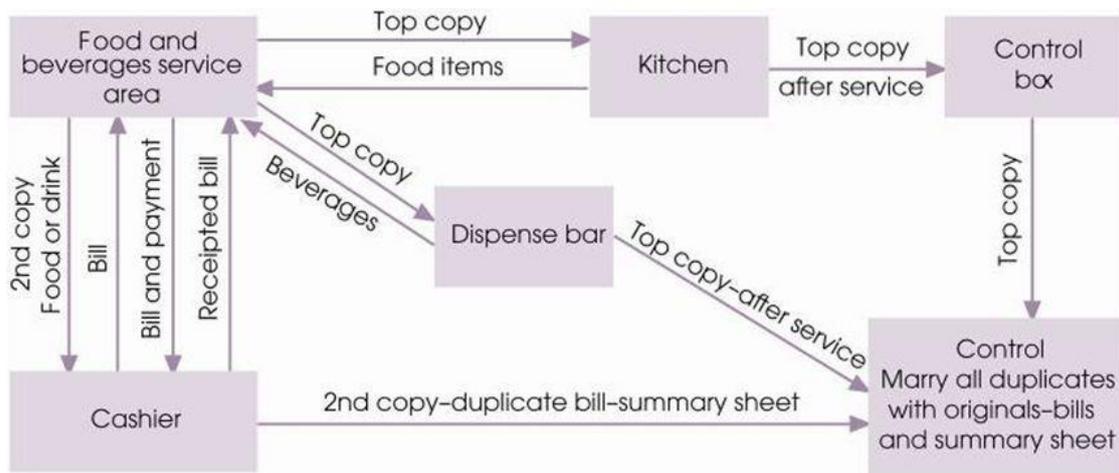
Flow chart of food and beverage checking system, based on triplicate system

- Once the order is recorded on the KOT, the first copy goes to the kitchen or the dispense bar on the basis of which the order is prepared. Once the waiter picks up the order, the KOT copy is dropped in to the control box, which is always kept locked. Control box is maintained by the food and beverage control department to prevent any kind of fraud and malpractice.
- The second copy is given to the cashier, and based on that the bill is prepared, which has 2 copies.
- The first copy of the bill goes to guest and another copy is retained by the cashier. The cashier attaches the 2nd copy of KOT to the 2nd copy of the bill and submits it along with sales summary to the food and beverage controls at the end of the day.
- The 3rd copy of KOT remains with the waiter in the KOT book for reference and checking up the order during service. It may be called for auditing at any time by the control department.

Duplicate checking method
This kind of checking method is used in small hotels, cafés, and popular restaurants. As the name implies the KOT book has 2 copies. The first copy is sent to the kitchen on the basis of which the order is prepared. When the waiter picks up the order, the first copy is dropped in to the control box for auditing by the control department. The waiter retains the second copy as a means of reference during the service. When guest requests for the billing, the waiter or cashier sum up all the rates on the 2nd copy of KOT and presents the same to the guest as the bill.

In a few organizations, the copy has four to five perforated slips. The waiter writes down the food order course wise on different perforated slips. As and when each course is required that particular slip is torn off and given at the hot plate. Every slip has a waiter number, table number, serial number and date. When the food is ready, the Aboyeur keeps the particular slip along with the food to avoid confusion.

Single order sheet

This is more simple form of checking. It may be used in cafes, quick turnover restaurants and department stores. The menu is normally very limited with little or no choice. . Many organizations following this system may have order sheet printed with the menu. The waiter takes the order and marks down the guest's requirements, calls for the order verbally over the hotplate and, when the guest requests the bill, prices the order sheet and hands it to him/her. The guest then hands it to the cashier on leaving and pays the required amount. There is only one copy of this order and bill combined and this is retained by the cashier, for control purposes, once the guest has made the necessary payment.

Service with order

This system of ordering is used in fast food joints, taken away, cafeterias, etc. Here the menu offered in the establishment is displayed in wall mounted boards. The guests choose what they want to eat and then order that. The person at the cash counter make the bill collects the cash, stamp the "bill received" and hand it over to the guest. The guest goes to respective food counter and collects the dishes against the bill. After delivering the order the person at the food counter stamps the bill "delivered" and hand it over to the guest.

KOT – Kitchen Order Ticket

KOT is a written document which is given to the kitchen in exchange of any dish or any item picked up from the kitchen. KOT is prepared by food service personnel to intimate the food order of the guest to the kitchen staff. It helps in serving the right order to the right person. The KOT consists of details such as table number, covers, name of the waiter, date, time, items ordered, and its quantity. Usually, all the KOTs are serially numbered for control purpose. The food check may be duplicate or triplicate depending on the size and style of the organization.

KOT/BOT		
Date...........................	Table No...............	KOT/BOT NO......001
Room No......................	No. of pax..............	Time..........................

S.No.	Items	Quantity
1). 2). 3). 4). 5). 6). 7). 8). 9).		
Waiters Name..		Signature...........................

A KOT is written as follows:
* The order is written along the lines and not up or down.
* Indication is given between the courses.
* If a few lines are left in KOT, that space is struck off.
* Quantity of each dish is written in words rather than the numbers….

Importance:
* Establishes appropriate co-ordination between the kitchen &service personnel.
* Helps to avoid chaos or confusion at the food pick up counter.
* It establishes accountability.

- Facilitates proper control system.
- Helps to raise a bill for settlement
- A post analyses will give an exact idea about the high selling and non-selling dishes on a menu card.

Different types of KOTs such as Suivant, Supplement, Retour/En place, and Accident are used in certain instances.

Suivant: This KOT is used where it is necessary to write more than one KOT for a meal order. When a separate KOT is required to be written to order dessert for the same table after the main course is served, at the top of the KOT 'suivant' is written, which means the 'following' check of the previous one.

```
                    (Name of the Establishment)

Table no:_____        Covers:_____        Waiter:_____

Date:_____                                   Time:_____


                           Suivant

                         2 Peche Flambé

                                                    Signature
```

Supplement: When an extra portion of food is required because sufficient amount has not been sent (or extra portion of accompaniments are required) from the kitchen, a special KOT must be written out headed 'supplement'. This means to 'supplement' what has already been sent. It should be signed by the senior caption and normally it is not charged.

```
                    (Name of the Establishment)

Table no:_____        Covers:_____        Waiter:_____

Date:_____                                   Time:_____


                          Supplement

                        1 Choufleur mornay

                                                    Signature
```

Accident: It occasionally happens that the server may have an accident in the room and perhaps some vegetables are dropped. These must be replaced without any extra charge to the customer. Here a check must be headed 'accident'. It will show the number of portions of vegetables required and should be signed by the head waiter or supervisor in charge. No charge (n/c) is stated on the check to ensure that no charge is made to the customer.

```
                    (Name of the Establishment)

Table no:_____        Covers:_____        Waiter:_____

Date:_____                                   Time:_____


                           Accident

                        1 Chocolate Mousse

                                                    Signature
```

Retour / Enplace: When a wrong dish has been ordered and has to be sent back to the kitchen and replaced, a special KOT must be made mentioning *retour(*return) and en place (in place). If the dishes are from an a'la carte menu, then the price should also be mentioned along with the order.

```
                        (Name of the Establishment)
Table no:_____        Covers:_____            Waiter:_____

Date:_____                                      Time:_____

                              Retour

      1 Poulet roti                              ₹ 350.00

                             En place

      2 Dinde roti                               ₹400.00

                                                        Signature
```

Restaurant Cashier
In fine dining restaurants, cashiers have dedicated cash handling jobs where they ring up patrons' bills and print them out so that they can be presented to them. They also take payments in the form of cash and process credit and debit cards – and tender change. A little knowledge of bookkeeping also helps as cashiers have to handle some accounting activities as well. One has to have good mathematics skills and basic computer awareness, along with exceptional customer service knowledge. Following are the duties and responsibilities of cashiers.

- Ensure that menus display the correct pricing and tax information.
- Change prices or tax information on menus as per instructions from the management.
- Operate cash machines and POS to calculate customers' bills.
- Check bills to see if the correct amount has been displayed and print them out.
- Place printed bills in folders to be presented to customers.
- Answer customers' questions regarding billed items.
- Record totaled amounts, including expenses in the restaurant's database.
- Inform customers about available modes of payments.
- Take cash payments in exchange for services rendered.
- Process credit and debit card payments and ensure that customers sign receipts.
- Assist waiters and servers during rush hours by packing takeaways and leftovers.
- Count cash in the cash register at the end of each shift and ensure that it tallies.
- Sort, count and wrap currency and coins and arrange for them to be deposited to the bank.
- Ensure that there is sufficient change available at the beginning of each day.
- Post charges in customers' accounts, and follow up with them for payments.

Billing Methods: Restaurant cashier makes billing in various ways and the basic billing methods are described below.

- **Bill as check:** Second copy of order/KOT is used as bill
- **Separate bill:** Separate bill is made from the second copy of the order/KOT.
- **Pre-paid:** Customer purchases ticket or card in advance, either for specific meal or specific value
- **No charge:** In this system, the guest is not charged for receiving the goods or services. The guest is asked only to sign the bill as acceptance of service received,

and the particular amount is posted to the house.
- **Deferred:** This type of system is used in catering function. In this, a service has been requested by an individual, firm, or company, which as been confirmed and taken place. Upon the conclusion of event, the bill is prepared or the services rendered and are sent to the company or organization person.

Modes of Payments: There are various methods of making payments for the consumed food and beverage services. Some of the most popular methods are listed below.
- Cash
- Credit cards/debit cards
- Cheque
- Pre-paid voucher
- Payment wallet/ Apps

Sales Summary Sheet: The sales summary sheet is an analysis of all the transactions/cash taken during the particular period of service. It is prepared to know the revenue generated through the sales of food, beverages, the modes of bill settlement - cash, cheque, credit card, amount charged to room accounts, tax amount, discounts given etc. The basic information required in a sales summary sheet includes the following:
- Date
- Bill number
- Table number
- Number of cover per table
- Bill amount
- Modes of payment- cash, credit card, cheque, posted to room
- Analysis of food, beverages, and other sales items.

RESTAURANT SALES SUMMARY SHEET

ABC RESTAUTRANT

DATE			CASHIER...................					SC ROLL NO...............................		
SHIFT&TIME								VOUCHER Nos....01-10		
MEAL										
S. NO.	VOUCHER NO.	KOT Nos	STEWARD'S NAME	AMOUNT	SALES TAX	LUXURY TAX	DISCOUNT	SERVICE CHARGE	AMOUNT		REMARKS
									CASH	CREDIT	
CASH RECEIVED.................................						SIGNATURE OF CASHIER............................					
NO. OF CASH VOUCHERS........................						SIGNATURE OF FRONT OFFICE CASHIER...................					
NO. OF CREDIT CARD VOUCHERS...............											

Computerized Checking Systems or Controlling System
In today's food service operations, computer has become an integral part and is used in every sphere of operations. Computerized pre- check systems are extensively used in food and beverage control.
The advantages of using modern technology in food service operations are as follows;

- It ensures good control over the operations.
- It increases productivity and reduce labor costs.
- It eliminates revenue leakages by ensuring that all the orders are billed.
- It reduces clerical errors to minimum.
- It avoids duplication of work.
- It saves time.
- It generates bills quickly without any mistake.

Electronic Cash Register: An electronic cash register is a mechanical device used to calculating and recording sales transactions. It usually prints a receipt for the customer. It has an attached drawer for storing cash. The cash drawer can be opened after a sale, except when special keys, which only senior employees have. This reduces the risk of cash pilferage. ECRs may be installed as standalone or linked systems. These systems are found in store restaurants, cafeterias and bars.

- **Advantages**: Electronic cash registers offer businesses numerous benefits including tracking customer transactions and speeding checkout time. Most models are easy to use yet provide accurate record keeping. Basic models include the keyboard, display and printer. Even low-cost cash registers include functions to record sales, calculate change, provide price look-ups and print customer receipts. Generally, electronic cash registers include software in the basic cost that allows you to charge the correct sales tax, run reports and identify sales by employee. Those that offer more advanced options often require you to purchase a separate software program depending on what type of records your business keeps. Security is another advantage. The cash drawer on an electronic cash register automatically locks, allowing only authorized users to log in with a password.

- **Disadvantages**: Although electronic cash registers are relatively easy to use, they require some training to operate. Models vary, so training on a new register is often necessary even if you have experience working with cash registers. The instructions for operating a cash register can differ depending on the model you purchase and the kinds of entries you can make on the machine. Cash registers also differ in mechanical features such as the number of keys and type of built-in printer. Another drawback associated with electronic cash registers is that you can lose data if the machine malfunctions or lose work place productivity during power outages.

Point of Sale (POS) Terminal

Hospitality point of sale systems are computerized systems incorporating registers, computers and peripheral equipment, usually on a computer network to be used in restaurants, hotels. They may be accessed remotely by restaurant corporate offices, and other authorized parties. Point of sale systems has revolutionized the restaurant industry, particularly in the fast food sector.

Typical restaurant POS software is able to create and print guest checks, print orders to kitchens and bars for preparation, process credit cards and other payment cards, and run reports. In the most recent technologies, registers are computers, sometimes with touch screens.

Another innovation in technology for the restaurant industry is wireless POS. Many restaurants with high volume use wireless handheld POS to take orders which are sent to a server. The server sends required information to the kitchen in real time. In hotels, POS software allows for transfer of meal charges from dining room to guest room with a button or two.

Now a day, Tablet POS systems are being used in most of the restaurants including table service operations. With the proliferation of low-priced touch screen tablet computers, more and more restaurants have implemented self-ordering through tablet POS placed permanently on every table. Customers can browse through the menu on the tablet and place their orders which are then sent to the kitchen. Most restaurants that have iPad self-order menus include photos of the dishes so guests can easily choose what they want to order. Most tablet systems upload all information to the Internet so managers and owners can view reports from anywhere with a password and Internet connection.

Modern day innovation, Mobile POS applications also include payments, online ordering, table side ordering by staff and table top ordering by customers. Regarding the payments, mobile POS can accept all kinds of payment methods from contactless cards, and chip-enabled cards.

POS systems are often designed for a variety of clients, and can be programmed by the end users to suit their needs. The selection of a restaurant POS system is critical to the restaurant's daily operation and is a major investment that the restaurant's management. The restaurant POS system interfaces with all phases of the restaurant operation and with everyone that is involved with the restaurant including guests, suppliers, employees, managers and owners.