Server's Guide for MicroSale

All components on the guest check or tab are recorded by the POS, such as modifiers, 'keyboard' modifiers, discounts, item voids, check void or tax exempt. Depending on your settings, the guest check can show all modifiers, no modifiers, price rolled together or separated out in a detailed summary.

Each order is entered on a guest check (or tab) by:

- table number
- check number
- guest name/phone number
- Express Order

Beginning a Table/Check

Starting a Table or a Check (without a table layout)

1. Log into the system with your number or swipe your employee card.
2. Press Start Table.
3. Type the name or number for this table and press **Done**.
4. Enter the number of guests at the table: you will be redirected to the order screen.
5. Ring in the order components and press done or send/stay.

Starting a Table or Check (with a table layout)
[Assuming table layout is turned on, and you are assigned to a specific layout]

1. Log into the system with your number or swipe your employee card.
2. Touch the table on the table layout screen where your guests are seated.
3. Enter the number of guests at the table: you will be redirected to the order screen.
4. Ring in the order components and press done or send/stay.

Closing a Table or Check (without a table layout)

Option 1
1. Log into the system with your number or swipe your employee card.
   On the Server Menu Screen, you can use the commands on the right of the screen, such as Multi Close, Close Check, etc.
2. Press the command first (such as CLOSE CHECK) then the table. Please note, in some set ups, you will have to print the check first.
3. After you press CLOSE CHECK and the table number, you will be directed to the Tender Screen.
4. Choose the necessary form of payment.

Option 2
1. Log into the system with your number or swipe your employee card.
2. Touch the appropriate table number
3. (You will be directed to the order screen) Press Close Check when on the order screen.
   > **NOTE: Unlike Quick Bar, you CANNOT SWIPE THE CREDIT CARD ON THE ORDER SCREEN. YOU MUST BE ON THE TENDER SCREEN**
4. Choose the necessary form of payment.

Closing a Table or Check (with a table layout)

In Full Service, you have a variety of ways to use commands. You may close a check using the Server Menu/Order Screen (as described above) or you may use the Table Layout Screen.

1. Log into the system with your number or swipe your employee card.
2. Touch Close on the bottom of the layout (displayed above)
3. Touch the table you want to close (it will direct you to the Tender Screen). *Touch Cancel Tender if you do not wish to close out the table.*
4. Choose the necessary form of payment.

Starting and Closing an Express Order

Use this feature to skip the usual begin-check procedures. An Express Order automatically begins a check with an assigned check number. After the order is completed, the only option is to Tender. This is an "express order" so the idea is to cash it out quickly.

1. Log into the system with your number or swipe your employee card.
2. If a table layout is not in use, simply press the **Express Order** button on the Server Menu.
3. If you have a table layout, press **Server Menu**, and then press **Express Order**.
4. Ring in the order components and pay out the order by pressing **Tender.**
   - If guest pays with cash, type in the amount using the keypad, then press **Cash.**
   - If guest pays by Credit Card press the **Credit Card** button, and it goes to the Swipe Card screen. Swipe the customer's credit card, and press **Send**.

Splitting a Check

The **Split Check** button allows the server to move menu items between seats, and then print separate checks. Entire seats can also be moved by touching the seat number (seat number in blue), and then touching the destination seat.

In this example, Table 55 wants to split their check. Menu items can be moved from one seat to another by touching an item to highlight it, and then touching the destination seat.
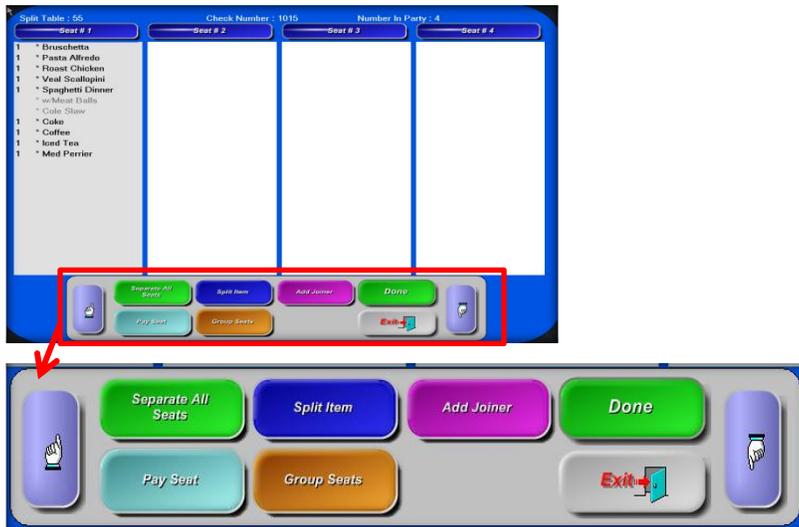
The **Separate All Seats** button will allow a server to print separate tickets for each seat.
Add Joiner allows server to add another seat to the table when an additional guest joins that table. This can also be used to split a check onto two or more seats when the entire order was rung up on seat 1.
**Pay Seat** button allows the server to select a specific seat to pay when a guest needs to leave early.
Group Seats allows the server to select two or more seats to be combined into one check.

Sharing an Item

If an appetizer was shared and needs to be split between the 4 seats, highlight the item, press **Split Item**, and select how many times it is to be split. If it is split 4 times, there will then be 4 menu items each with a **0.25** in front of them. Each partial item can then be moved to other seats as needed. When finished, press **Done.**

Split Item between 4 People - Move "0.25" Item to Seat 2,3,&4, leaving one on Seat 1:
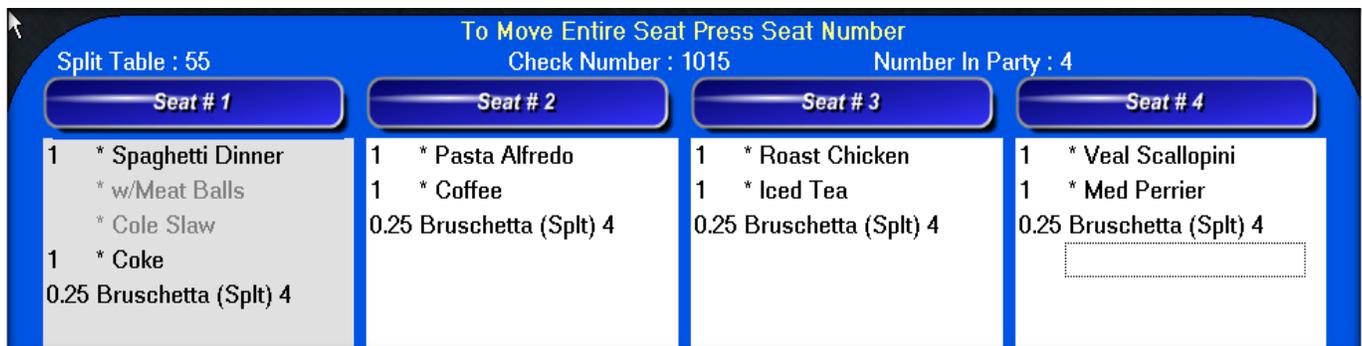
To separate the original check into 4 individual checks, simply move the menu items between seats and press **Done**. This table is now split and will appear on the Server Screen as 4 separate tables, one check for each seat number.

Using "Seats"

"Seats" are used to separate multiple orders on a single ticket. This is helpful when guests are sitting at the same table, but request separate checks. Seats also help when you need to assign food items to a specific seat; which helps eliminate the need to "auction" food off at large tables.

1. Enter the first seat normally.
2. Before typing in another person (seat)'s order, press the right arrow hand.
    It will ask you if you would like to add a seat: press **Yes**.
3. Ring in the second part of the order.
    From here, you can transfer items between seats by pressing **Review Order**.
Quickly and easily add more joiners. You can also print the seats from this screen.
4. Cashing out the check: If you would like to pay the entire check, press the desired tender option. Press the button **Pay By Seat** to cash out seats separately.
5. Highlight the seat you wish to cash out. Press the appropriate tender type button on the left. If guest pays with Cash, press **Cash** button, type in the amount that is given to you and press **Accept Amount** button.

For Credit Cards, press the **Credit Card** button then swipe the card, OR swipe the card on this tender screen.

View by Seat

On the order screen after you have split the check, press the left and right arrows on the left of the virtual check to view the orders individually. (You cannot swipe the credit card on this screen).

Hold and Fire

This feature lets you put all menu items on the virtual check at one time, then hold items to be fired (or sent) to the kitchen at a later time.

   Hold

   1. Begin a check.
   2. Enter in all menu items.
   3. Press **Hold**.
   4. Touch the menu item(s) to be held. You will see an "h" in front of the item to show that the items were not sent. Sent items show red with an asterisk. *Menu Item

   Fire

   When you are ready to send the order, follow the steps below:

   1. Choose the guest check.
   2. Touch the menu item(s) to take off the "h". After you press **Done**, those items will be sent to the kitchen. Sent items show red with an asterisk. *Menu Item

Check Functions and Commands

Remember: Press the function first then the check. "Tell MicroSale what to do first, and then tell it where to do it."

Undo Split

The **Undo Split** button will reconsolidate all of the menu items on the check. This is helpful when mistakes are made, or one guest decides to pay for the whole check.

Merge Table

The Merge Table button will allow you to combine checks together. This is helpful when a customer wants to move to a table where a friend is sitting, and both tables have already ordered. Press the **Merge Table** button. Touch the table you want to merge. Then at the top of the screen the statement *Press Destination Table* will come up. Now touch the table you want to merge the first table with. Next you will see a confirmation message, and a new check number will be issued.

Transfer Table

This function allows you to transfer open tables from one server's audit to another server's audit. This option is great for shift change overs or when a party moves to a server's section after ordering drinks at the bar while waiting for their table. Press the *Transfer Table* button, and log in with a manager access code to authorize the transfer.

On the left side, MicroSale will list all servers with open checks. On the right side, MicroSale will list all servers who have open audits. Select a server from the left to see a list of their open checks in the middle of the screen. Highlight the check or checks you want to transfer, and then select a server on the right to receive these checks.

In this example, Susie Server wants to transfer Table No. 41 to Billy Bartender.
After Billy Bartender is selected, the following message will appear:
"This is to confirm that you are transferring the check to the correct server." The check number and server name on the button will change after the transfer is complete.
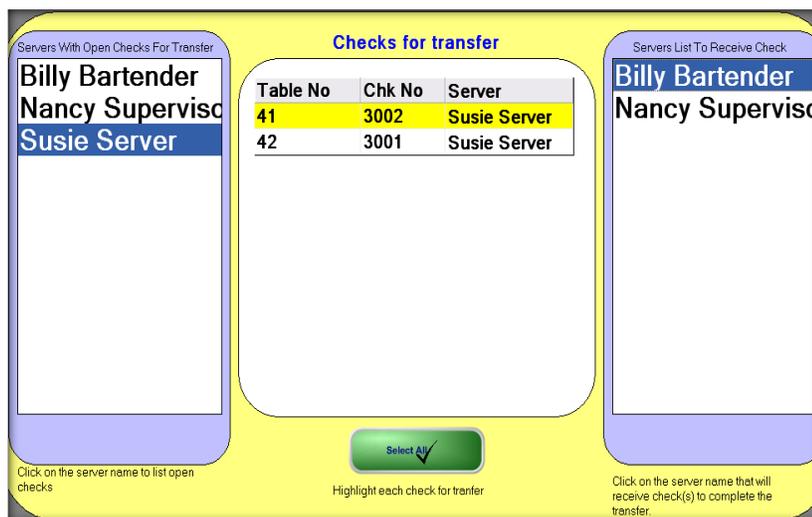
Reopen Check

Reopen Check allows you to open a check that was previously closed. It is recommended that this button have Manager Access assigned to it. This is used when a server accidentally closes the wrong check. After it is reopened, it can be edited and printed like other checks. It must be closed again like normal.

Multi Close

This function allows the server to close more than one check at a time to cash. Touch the **Multi Close** button, and then touch close check to close the selected checks to cash.

Open Drawer

After pressing **Open Drawer** on the server screen, you will see on the top of the screen the employee that is logged in. You should see your name or the assigned group audit you are using. If that employee is assigned to the cash drawer, it will open. However, if the person is not assigned, the drawer will not open.

Print Check

You must print the check before the check can be closed. Press **Print Check** then touch the check number to print the check.

Close Check

To close a check, press the **Close Check** button and then the button for the table you would like to close. This will take you to the Tender screen.

Important Note

If the check has not been printed, MicroSale will not let you close the check. This function can be disabled in *Register Options* allowing checks to be closed without first being printed.

Most restaurants accept forms of payment in addition to cash. This list of tenders will appear on the Tender Screen. The list can be customized in *Register Setup*.

Change Table Number

This function will allow you to change the number or name of the table. This is used if a server makes a mistake when starting a new table and wants to change the table number or when a party moves from one table to another.

Applying Tips

To add a credit card tip, press the **Apply Tip** button on the Server Screen. Then select the appropriate check, and press **Apply Tip**. Enter the tip amount and press **Done**. MicroSale can print a chit with the tip summary information for the server to keep track of the tips they have applied.

1. Log in with your server number.
2. If you are on the table layout screen, press the **Server Menu** button.
3. Press the **Apply Tip** button.
4. Type the check number and press the **done** button to open the check, or press the **Done** button without typing a check number to display a list of available checks to choose from.
5. Touch the field *Tip Amount* and type in the tip.
6. Press **Done** when finished.
7. To verify that checks were not forgotten, Press Apply Tip again and press done without typing in a check number, this will show missing tips in RED

Closing and/or Printing a Server's Audit

Go to the Server's Menu. Press Server Report. If audits are set as Manager Only, pressing this button will only print the audit. **PRINTING THE AUDIT DOES NOT CLOSE THE AUDIT.**
If you have access, it will take you to the Server Reports Screen. Press Server Audits (top left button).

Figure 4 Shows the Server Audit Screen. It will display all servers'/bartenders' names in the yellow area.
Select the Bartender's audit you wish to close. Then press Close Server Audit.
If there are open checks assigned to the audit, **IT WILL NOT LET YOU CLOSE THE AUDIT.**
If all checks are closed, it will prompt to verify that you wish to close the audit.-Figure 5