

# On Shift Procedures

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# Barback Duties During Service

**Who Does This:** Barback staff (support role)

**When:** Throughout operating hours (16:00 until close)

**Purpose:** Keep venue clean, safe, and running smoothly so bartenders can focus on making drinks

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## Quick Reference - Priority Tasks

These are your responsibilities during service. Check this list constantly:

**HIGH PRIORITY (Do immediately when you see them):**  Wet floors → wipe ASAP (slip hazard)

Broken glass → deal with immediately (injury risk)

Full rubbish bins → empty when 80% full

Spills on bar tops → wipe immediately

**MEDIUM PRIORITY (Do within 5-10 minutes):**  Empty tables → clear glasses and bottles

Restocking fridges → right side cold, left side restock

Washing dishes → keep up with incoming dirty glasses

Toilet supplies → check tissues/soap every 30 mins

**ONGOING (Do regularly throughout shift):**  Smoking area → check and clean every hour

Live hall tables → clear between sets

Outside alcohol → remove from patrons politely

**Your job is to be constantly moving and observing. If you're standing still, you're not working.**

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## Detailed Responsibilities

### AREA AWARENESS (Most Important)

**What "area awareness" means:**

- Always scanning the venue
- Looking for problems before they become big problems
- Anticipating needs (e.g., fridge getting empty, bin getting full)

- Being one step ahead

### **Mental checklist to run constantly:**

1. Are floors clean and dry?
  2. Are tables clean?
  3. Are bins getting full?
  4. Are fridges stocked?
  5. Are toilets OK?
  6. Is anything dangerous or out of place?
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# TASK 1: Clear and Clean Tables

### **When to do it:**

- As soon as customers leave a table
- If customers have empty glasses piling up, ask politely: "May I clear these for you?"
- Between live music sets (when people move around)

### **How to do it:**

1. Bring tray or bus tub
2. Collect all empty glasses and bottles
3. Check table for:
  - Napkins/rubbish
  - Spills (wipe with cloth)
  - Forgotten items (phones, wallets - give to bar manager)
4. Wipe table completely
5. Take glasses to dish pit
6. Return to find next table to clear

### **What good looks like:**

- No tables with old empties
- Clean, dry tables
- Venue looks tidy even during busy service

### **DON'T:**

- Don't clear a table if customers are still sitting there (unless they ask)
- Don't reach over customers - ask politely first
- Don't stack too many glasses (you'll drop them)

**Polite phrase to use:** "Hi, may I clear these for you? / Would you like me to take these empty glasses?"

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# TASK 2: Wet Floors - IMMEDIATE PRIORITY

## **Why this is critical:**

- Wet floors cause slips
- Customer falls = injury = lawsuit = very bad
- Staff slips with glasses = broken glass + injury

## **What to do when you see ANY liquid on floor:**

1. Stop what you're doing
2. Get mop or cloth IMMEDIATELY
3. Wipe up spill completely
4. Check nearby areas (spills spread)
5. If floor is still slippery after wiping, tell Kop (might need floor cleaner)

## **Common wet floor locations:**

- Around bars (drink spills)
- Path from toilets (wet shoes)
- Near ice machine (ice drops melt)
- Smoking area entrance (rain puddles)

## **What good looks like:**

- Floors always dry
- No sticky spots
- No puddles anywhere

## **If major spill (whole drink, beer bottle):**

1. Put "WET FLOOR" sign if we have one
  2. Clean it thoroughly
  3. Remove sign when dry
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# TASK 3: Deal with Broken Glass IMMEDIATELY

## Why this is critical:

- Broken glass causes serious cuts
- Can puncture shoes
- Small pieces easy to miss

## When glass breaks:

1. **DO NOT use your hands**
2. Tell nearby people: "Careful, broken glass"
3. Get broom and dustpan IMMEDIATELY
4. Sweep up ALL glass (big pieces and tiny pieces)
5. Put glass in separate bag marked "GLASS" (not in regular rubbish)
6. Wipe floor with wet mop after sweeping (catches tiny pieces)
7. Check area carefully - walk around slowly looking for any missed pieces

## Where glass often breaks:

- Bar areas
- Dance floor
- Around tables
- Outside smoking area

## What good looks like:

- Glass cleared within 1-2 minutes
  - Floor safe to walk on
  - No pieces left behind
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# TASK 4: Clear Rubbish Bins

## When to empty bins:

- When bin is 80% full (don't wait until overflowing)
- If rubbish is sticking out the top
- Every 2 hours minimum during busy service

## Bin locations:

- Behind both bars (2 bins each)
- Toilets (1 each)
- Smoking area
- Live hall (if event)

**How to do it:**

1. Get fresh bin bags from storage
2. Tie full bag securely (don't let rubbish fall out)
3. Take to external rubbish area
4. Put fresh bag in bin
5. Return to next bin

**What good looks like:**

- No overflowing bins
- Customers can always throw rubbish away
- External rubbish area tidy (bags in dumpster, not on ground)

**Special handling:**

- Broken glass bags: Mark "GLASS", handle carefully
  - Wet/sticky bags: Double bag them
  - Heavy bags: Get help, don't strain your back
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# TASK 5: Wipe Bar Tops

**When to wipe:**

- Whenever you see wet spots
- After someone spills a drink
- Every 15-20 minutes during busy service

**How to do it:**

1. Get clean cloth from under bar
2. Spray bar cleaner on cloth (not directly on bar - might spray drinks)
3. Wipe entire bar top section
4. Pay attention to sticky spots
5. Get fresh cloth when current one gets too dirty

**What good looks like:**

- Bar top clean and dry

- No sticky spots
- Customers not resting arms in puddles

#### **Where to focus:**

- Areas where customers rest drinks
  - Near beer taps (often wet)
  - Around POS system
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## TASK 6: Restock Toilets

#### **What to check every 30 minutes:**

- Toilet paper in each stall (should have at least 1 full roll visible)
- Hand soap dispensers (refill if low)
- Paper towels or hand dryer working
- General cleanliness

#### **How to restock:**

1. Bring supplies from storage
2. Check each toilet (men's and women's)
3. Replace empty toilet rolls
4. Refill soap dispensers
5. Quick wipe of sinks if dirty
6. Empty small rubbish bins if full

#### **What good looks like:**

- Customers never run out of toilet paper
- Soap always available
- Toilets relatively clean (deep clean is at closing, but keep tidy during service)

#### **If toilet is blocked or major mess:**

- Put "OUT OF ORDER" sign if you have one
  - Tell Kop or Fai immediately
  - Don't try to fix plumbing yourself
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# TASK 7: Check and Clean Smoking Area

**How often:** Every hour during service

**What to check:**

- Ashtrays full? (Empty if more than half full)
- Rubbish on ground? (Pick it up)
- Enough seating? (Rearrange chairs if needed)
- Area looks presentable?

**How to empty ashtrays during service:**

1. Make sure cigarettes are completely out (not smouldering)
2. Tip ashtray into bin
3. Wipe ashtray if sticky
4. Return to smoking area

**What good looks like:**

- Smoking area clean and inviting
  - No overflowing ashtrays
  - No cigarette butts on ground
  - Comfortable for customers
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# TASK 8: Always Wash Dishes

**This is continuous during service:**

- Glasses get dirty → wash them → put away → repeat
- Never let dirty glasses pile up

**How to stay on top of dishes:**

1. Check dish pit every 10-15 minutes
2. If more than 20 glasses waiting, stop what you're doing and wash
3. Load dishwasher properly (don't overload)
4. Run dishwasher when full
5. Unload clean glasses immediately
6. Put away in correct locations

## Glass types and where they go:

- Pint glasses → above front bar
- Wine glasses → hanging rack
- Shot glasses → behind back bar
- Specialty glasses → ask bartender

## What good looks like:

- Clean glasses always available for bartenders
- Dish pit never overflowing
- Fast turnaround (dirty glass washed and back in service within 10 mins)

## IMPORTANT:

- Check for chips/cracks (throw cracked glasses away - don't serve drinks in them)
  - Glasses must be completely clean (no lipstick marks, sticky residue)
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# TASK 9: Restock Fridges (FIFO Method)

## When to restock:

- When fridge is getting low (less than 20 bottles)
- During quiet moments
- After a rush of customers

## FIFO = First In, First Out

- Old stock at FRONT
- New stock at BACK
- This ensures oldest drinks sold first

## How to restock properly:

1. Go to walk-in fridge
2. Get products that are running low at bar
3. Open bar fridge
4. **Put cold drinks on RIGHT side** (ready to sell)
5. **Put warm drinks on LEFT side** (need time to get cold - restock area)
6. Move cold drinks from left to right as they chill
7. When restocking right side (cold area):
  - Pull existing stock forward

- Place new stock behind it
- **SHOW THE BRAND** - labels facing forward so customers see what beer it is

### **What good looks like:**

- Fridges always have enough cold stock
- No warm drinks in "ready to sell" section
- Products organized by type
- Labels visible

### **Products that run out fastest:**

- Chang beer (always need more)
- Singha beer
- Tonic water
- Coca Cola

### **Tell Fai immediately if:**

- Running low on any product
  - Something is completely out
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# TASK 10: Clear Live Hall Tables

### **When to do this:**

- Between songs (quick clear during applause)
- Between sets (thorough clear when band takes break)
- After event ends (final clear before everyone leaves)

### **How to do it:**

1. Wait for appropriate moment (end of song/set)
2. Move quickly with tray
3. Clear empties from tables
4. Don't interrupt people watching the band
5. Be quiet (don't drop glasses during quiet parts)

### **What good looks like:**

- Live hall tables stay relatively clean during show
- No towers of empty glasses blocking people's view
- You're efficient but not disruptive

## **DON'T:**

- Don't walk in front of stage during a song
  - Don't make noise during quiet songs
  - Don't clear if it blocks someone's view
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# TASK 11: Remove Outside Alcohol

**The rule:** No outside alcohol allowed in Speakerbox

## **How to identify outside alcohol:**

- Different brand bottles/cans than we sell
- 7-Eleven bags
- Bottles without our venue sticker
- Liquor bottles (we don't sell full-size bottles)

## **How to handle it politely:**

**What to say:** "Hi, I'm sorry but we can't allow outside drinks in the venue. We have [same product] available at the bar. Would you like me to get you one?"

## **If they refuse:**

1. Stay polite but firm
2. Explain it's venue policy
3. Offer to hold their drink outside until they leave
4. If they still refuse, tell Kop or security

**What to say if angry:** "I understand, but it's our venue policy for licensing reasons. I can get the manager to explain if you'd like?"

## **What good looks like:**

- Most people understand and comply
- Handled politely without confrontation
- Venue policy maintained

## **DON'T:**

- Don't be aggressive
- Don't argue
- Don't pour out their drink in front of them (rude)
- Don't let them keep it (undermines bar sales)

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# Things Lying Around - Clear Trip Hazards

## What to look for:

- Bags on floor (could trip someone)
- Cables from equipment (tape them down)
- Chairs pulled out into walkways
- Broken equipment
- Anything that shouldn't be there

## What to do:

1. Move bags to safer location (under tables, out of walkways)
2. Tell Kop if cables need taping
3. Push chairs back in
4. Report broken equipment to Kop
5. Keep walkways clear

## What good looks like:

- Clear pathways to fire exits
- No trip hazards
- Venue safe to navigate even when crowded

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# Priorities When It Gets Busy

## When venue is **PACKED** and you can't do everything:

### Priority 1 (Safety - Do First):

1. Wet floors
2. Broken glass
3. Trip hazards

### Priority 2 (Customer Experience):

1. Clear tables
2. Wipe bar tops
3. Empty bins that are overflowing

4. Toilet supplies

### **Priority 3 (When You Have Time):**

1. Restock fridges
2. Wash dishes
3. Smoke area maintenance

**Mental rule:** Safety first, customer comfort second, everything else when you can.

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## Working With Bartenders

### **Your job is to make their job easier:**

- Keep them stocked with clean glasses
- Keep bar top clean (they focus on drinks)
- Handle customer requests like "Can I get a straw?" or "Where's the toilet?"
- Tell them if you notice anything (e.g., "Fridge is running low on Chang")

### **Communication:**

- If you're going to storage, ask: "Need anything while I'm back there?"
- If you see a problem, tell them: "Bar top has a spill near the taps"
- Work as a team

### **What good looks like:**

- Bartenders can focus on making drinks
  - They don't have to stop and clean/restock
  - Bar runs smoothly
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## Common Mistakes

### **Mistake #1: Standing still, not observing**

- **Why it's bad:** Problems pile up, venue gets messy
- **Fix:** Always be scanning, always be moving

### **Mistake #2: Cleaning one area too much, ignoring others**

- **Why it's bad:** Other areas get neglected
- **Fix:** Rotate between areas, don't stay in one spot

### **Mistake #3: Not clearing broken glass immediately**

- **Why it's bad:** Someone gets injured
- **Fix:** Drop everything and deal with glass first

### **Mistake #4: Arguing with customers about outside alcohol**

- **Why it's bad:** Escalates situation
- **Fix:** Stay polite, get manager if customer refuses

### **Mistake #5: Overfilling rubbish bags**

- **Why it's bad:** Bags break, rubbish everywhere
  - **Fix:** Empty at 80% full
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## Emergency Situations

### Customer injured (slip, cut, etc.)

1. Call for Kop or Fai immediately
2. Don't move injured person
3. Get first aid kit if asked
4. Stay calm

### Fight or aggressive customer

1. Get security immediately
2. Stay back, don't get involved
3. Clear other customers away if possible
4. Let security/management handle it

### Fire or smoke

1. Sound alarm
  2. Tell manager immediately
  3. Help customers exit if safe to do so
  4. Don't try to fight fire yourself unless tiny and you're trained
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## Tips for New Barbacks

## First few shifts:

- Shadow experienced barback
- Ask questions constantly
- Start with simple tasks (clearing tables, washing dishes)
- Build up to complex tasks (restocking, customer interactions)

## How to get faster:

- Work in loops (clear tables → wash dishes → restock → repeat)
- Carry trays efficiently (don't make 10 trips when you could make 1)
- Learn where everything is stored
- Anticipate needs

## Physical tips:

- Wear comfortable, non-slip shoes
- Stay hydrated (keep water bottle somewhere safe)
- Take short breaks when Fai says it's OK (don't disappear without telling anyone)
- Pace yourself (it's a marathon, not a sprint)

## Most important:

- Be observant
  - Be proactive
  - Be helpful
  - Be reliable
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# Emergency Contacts

If something breaks or you need help:

Issue Type	Contact	Phone
Customer issues	Fai or Security	[Insert number]
Broken equipment	Kop	[Insert number]
Emergency	Eddie	[Insert number]

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# Version Control

Version	Date	Updated By	What Changed
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1.0	30/12/2024	Aaron	Initial creation from Fai's notes

**Last Reviewed:** 30/12/2024

**Next Review Due:** 30/03/2025 (review every 3 months)

**Document Owner:** Fai (Bar Manager)

# Table Service Procedure

**Time Required:** Ongoing throughout event

**Who Does This:** Designated bar staff or barback

**When:** Jazz Jam, Blues Jam, Funk the Box, or other seated events

**Device:** Sumni P2SE Handheld POS

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## Quick Reference - The Basic Loop

This is what you do continuously throughout the event:

### THE 5-MINUTE CYCLE:

1. **Scan tables** → Look for empty glasses/bottles
2. **Approach customer** → "Hi, can I clear this for you? Would you like another drink?"
3. **Take order** → Use handheld POS, process payment
4. **Go to bar** → Tell bartender order, collect drinks
5. **Deliver drinks** → Return to same table immediately
6. **Repeat** → Move to next table, start cycle again

### KEY RULE: Point-to-point service

- Take order from ONE table
- Go to bar
- Deliver to THAT table
- Then move to next table

**DO NOT take orders from multiple tables then go to bar - this gets confusing**

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## When We Use Table Service

### Events where we set up table service:

- Jazz Jam (regular)
- Blues Jam (regular)
- Funk the Box
- Any event where Eddie/Kop says "Set up tables and use table service"

### **Why we do this:**

- Older/seated audience who don't want to queue at bar
- Increases drink sales (lazy customers drink more if service comes to them)
- Better experience for these specific crowd types

### **How you know it's a table service night:**

- Check event runsheet OR ask Kop/Fai
  - Tables and chairs will be set up in venue
  - Handheld POS will be charged and ready at bar
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# BEFORE SERVICE STARTS (Setup)

## Equipment Check

**What you need:**  Sumni P2SE handheld POS (charged, powered on)

- Serving tray
- Bar towel (for wiping spills on tray)
- Backup handheld charged and in office (just in case)
- Manual PromptPay QR card (backup if WiFi fails)

### **Where to get handheld POS:**

- Stored in office when not in use (charging station)
- Moved to bar area before event starts
- Keep behind bar when not actively serving

### **Handheld POS check:**

1. Turn on device
2. Check battery (should be 80%+ at start of shift)
3. Open GPOS app
4. Check WiFi connected (WiFi icon in top corner)
5. Test by adding a product and canceling (make sure it works)

**If device won't turn on or app won't open:** Get backup device from office OR tell Fai immediately

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## Know Your Table Numbers

## Table numbering system:

- Tables are numbered (check physical signs or ask Fai)
- You don't NEED table numbers for most transactions (because you're paid at time of order)
- You ONLY need table numbers if customer opens a tab

**Walk around and memorize table locations before service starts** - makes everything faster

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# THE TABLE SERVICE WORKFLOW (Step-by-Step)

## STEP 1: Scan Tables & Identify Opportunities (Continuous)

### What you're looking for:

- Empty glasses or bottles on tables
- Customers looking around (might want service)
- Customers who've been sitting with same drink for 10+ minutes
- Tables you haven't checked in 5-10 minutes

### How to prioritize:

1. Tables with empties (highest priority - they've finished drinks)
2. Tables you haven't checked recently
3. Tables flagging you down

### What good looks like:

- You're constantly moving and observing
  - No table goes unchecked for more than 10 minutes
  - Customers don't have to wait with empty glasses
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## STEP 2: Approach Customer & Offer Service

**This is the part staff find hardest - here's exactly what to say:**

### Opening line (when clearing empties):



"Hi! Can I clear these for you? Would you like another drink?"

### **If customer says YES:**

“Great! What can I get you?"

### **If customer says NO:**

“No problem, just wave me down if you need anything!"

### **If customer looks uncertain:**

“We have [mention 2-3 popular drinks: Chang, Singha, cocktails] - what sounds good?"

### **If table is full (no empties yet):**

“Hi, just checking in - can I get you anything? Another round?"

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### **CONFIDENCE TIPS:**

- Smile and make eye contact
- Speak clearly (venue might be noisy)
- Don't rush them - let them look at menu if needed
- If they're mid-conversation, wait for natural pause or make eye contact first

### **What if they ignore you?**

- They might not have heard (music/conversation)
- Try again: "Excuse me, would you like another drink?"
- If still no response, move on - they'll flag you down when ready

### **What if they're rude?**

- Stay polite: "No problem, I'll check back later"
- Don't take it personally

- Tell Fai if someone is consistently aggressive
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## STEP 3: Take Order on Handheld POS

**Device location:** You should have it on you or nearby (don't leave it at bar while doing table service)

### How to take order on Sumni P2SE:

1. **Pick up handheld device**
  2. **Wake up screen** (tap screen if sleeping)
  3. **GPOS app should be open** (if not, tap GPOS icon)
  4. **Search for product:**
    - Option A: Use search bar at top (type "Chang" → tap result)
    - Option B: Browse category menu (Beer → Chang → tap)
  5. **Add product to order:**
    - Tap product once
    - It appears in order list on right side of screen
    - Check price is correct
  6. **Modify if needed:**
    - Customer says "no ice"? → Tap product → Add note "No ice"
    - Customer wants extra lime? → Tap product → Add note "Extra lime"
  7. **Add multiple drinks:**
    - Keep adding products until order is complete
    - Order list shows all items
  8. **Customer wants to add to existing tab?**
    - Customer should have TAB CARD (T001-T024)
    - Ask: "Can I see your tab card?"
    - On handheld: Tap "Open Tab" button
    - Select table number from list OR search by tab number
    - Add drinks to existing order
    - Skip to Step 4 (don't process payment - tab stays open)
  9. **Review order with customer:**
    - Read back: "So that's 2 Chang, 1 Mojito, correct?"
    - Let them confirm
    - Make any changes if needed
  10. **Process payment:**
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## STEP 4: Process Payment

**Two payment options: PromptPay or Cash**

**OPTION A: PromptPay QR (Most Common)**

### How to do it:

1. On handheld, tap "**PromptPay**" button
2. Device generates QR code on screen
3. Turn device to show customer the QR code
4. Say: "**Please scan this QR code to pay [amount] baht**"
5. Customer scans with their banking app
6. **WAIT** - device will beep and show "PAYMENT SUCCESS" when confirmed
7. **IMPORTANT:** Don't move to next step until you see "PAYMENT SUCCESS"
  - Takes 5-10 seconds
  - If takes longer than 30 seconds, customer might not have confirmed payment
  - Ask: "Have you confirmed payment on your app?"

### What good looks like:

- QR code displays clearly
- Customer scans easily
- Payment confirms within 10 seconds
- Receipt automatically records in POS

### If QR code won't generate:

- WiFi might be down
  - Use backup: Manual PromptPay QR card (scan this instead)
  - Tell Fai after serving customer
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## OPTION B: Cash

### How to do it:

1. On handheld, tap "**Cash**" button
2. Customer hands you cash
3. Enter amount received (device calculates change)
4. Device shows change amount
5. Tell customer: "Your change is [amount] baht"
6. **Go to bar to get change from till**
7. Return to customer with change + drinks

### What good looks like:

- Correct change calculated
- Customer receives change promptly
- Cash handed to bar manager/till at end of shift

### If you don't have change:

- Tell customer: "Let me get your change from the bar, I'll bring it with your drinks"
  - Get change from bar till
  - Bring change + drinks together
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## OPTION C: Add to Existing Tab (Credit Card Hold)

### When customer has tab card:

1. Customer shows you TAB CARD (T001-T024)
2. On handheld: Tap "**Open Tab**"
3. Select table number OR search tab number
4. Add drinks to existing tab
5. Say: "Added to your tab! I'll bring your drinks shortly"
6. **DO NOT process payment** - tab stays open
7. Customer will close tab at bar later

### IMPORTANT: Tab cards require credit card hold

- Tab should already be open (they got card at bar)
- If customer wants NEW tab via table service:
  - They MUST have CREDIT CARD (not debit)
  - Take card to bar
  - Bar staff opens tab and gives you tab card
  - Return to customer with tab card
  - Then take drink order

### What good looks like:

- Tab card verified
- Drinks added to correct tab
- Customer knows they'll pay at bar later

### If customer lost tab card:

- Ask table number
  - Check handheld for open tabs
  - If you can't find it, take them to bar to verify
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## STEP 5: Go to Bar & Collect Drinks

### What to do:

1. **Walk to bar** with any empty glasses/bottles from table
2. **Place empties in dish pit** (don't leave them on bar)

3. **Tell bartender the order verbally:**

- "I need 2 Chang, 1 Mojito for table service"

4. **Wait at bar** OR make drinks yourself if bar is quiet and you're trained

5. **Collect drinks** when ready

6. **Use serving tray** (don't try to carry more than 3-4 drinks)

**What good looks like:**

- Bartender acknowledges order
- Drinks made quickly (bar staff prioritize table service)
- Tray loaded safely (won't spill)
- Ready to deliver

**If bartender is swamped:**

- Be patient, wait your turn
- Don't interrupt mid-pour
- If really urgent, say "Table service order when you have a sec"

**If you can make drinks yourself:**

- Simple orders (beer, spirits + mixer)
- Don't attempt cocktails unless you're trained
- Still tell bartender so they know

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## STEP 6: Deliver Drinks to Table

**Point-to-point service: Go directly back to the table you just took order from**

**How to do it:**

1. **Carry tray carefully** (watch for obstacles, wet floors)
2. **Go straight to customer's table** (don't stop at other tables)
3. **Place drinks on table:**
  - "Here's your 2 Chang and Mojito, enjoy!"
4. **Ask if they need anything else:**
  - "Anything else I can get you?"
5. **If no:** "Great, I'll check back in a bit!"
6. **Move away** and start cycle again

**What good looks like:**

- Drinks delivered within 5 minutes of order
- Customer knows who brought their drinks
- Smooth, professional service

### **If you drop tray:**

- Stay calm
  - Clean up broken glass immediately (broom, dustpan)
  - Tell Fai - remake drinks
  - Apologize to customer, bring replacement drinks
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## **STEP 7: Repeat the Cycle**

### **Now move to next table and start again:**

- Scan for empties
- Approach customer
- Take order
- Process payment
- Get drinks
- Deliver
- Repeat

### **Timing:**

- Aim to check each table every **5-10 minutes**
  - During busy periods, prioritize tables with empties
  - During quiet periods, do full rounds
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## **TROUBLESHOOTING**

### **Problem: Handheld POS battery dying mid-shift**

**What you'll see:** Battery icon shows red, low battery warning

#### **Fix:**

1. Get backup handheld from office (should be charged)
  2. Swap devices
  3. Put dying device on charge at bar (charging cable at Live House POS station)
  4. Continue service with backup
  5. Tell Fai so device can fully charge for next shift
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# Problem: WiFi connection drops

**What you'll see:** WiFi icon disappears, "No connection" message

**Fix:**

1. **GPOS works offline** - continue taking orders
  2. Orders will sync when WiFi returns
  3. For PromptPay: Use manual PromptPay QR card (backup)
  4. Tell Kop WiFi is down (he'll restart router if needed)
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# Problem: Customer disputes bill

**What you'll see:** Customer says "I didn't order that" or "Price is wrong"

**Fix:**

1. Stay calm and polite: "Let me check the order for you"
2. Show handheld screen with itemized order
3. If you made mistake: "You're right, let me fix that"
4. If customer made mistake: "This is what we recorded - would you like me to get my manager?"
5. **Never argue** - get Fai or bar manager to handle

**For tab disputes:**

- Show customer full tab history on handheld
  - Bar staff can print full receipt
  - Manager can void incorrect items
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# Problem: Customer wants to split bill

**What you'll see:** "Can we split this?" or "I'll pay for mine, he'll pay for his"

**Fix:**

1. **Before taking order:** Ask "Separate bills or together?"
  2. Process each person's order separately on handheld
  3. Generate separate PromptPay QR for each person
  4. If already combined: "I can take you to the bar to split it properly"
-

# Problem: Handheld app freezes or crashes

**What you'll see:** Screen frozen, app not responding

**Fix:**

1. **Force close app:**
    - Press home button
    - Swipe up to close GPOS app
    - Reopen app
  2. **If still frozen:**
    - Restart device (hold power button)
  3. **If won't restart:**
    - Get backup device
    - Tell Fai
- 

# Problem: QR code won't generate for PromptPay

**What you'll see:** Blank QR screen, error message

**Fix:**

1. Check WiFi connection (top corner of screen)
  2. Try closing and reopening order
  3. Use **manual PromptPay QR card** (backup option):
    - Customer scans backup QR
    - Customer manually enters amount
    - Customer pays
    - You verify payment on their screen
  4. Process order as "Cash" in system (document it)
  5. Tell Fai so POS can be fixed
- 

# Problem: Printer not working (future feature)

**What you'll see:** Can't print drink ticket for bar

**Current situation:** We don't print tickets yet - you tell bartender verbally

**When printer feature is enabled:**

- Print ticket at table

- Hand ticket to bar
  - Bar makes drinks based on ticket
  - You collect when ready
- 

## Problem: Customer moved tables after ordering

**What you'll see:** Can't find customer at original table

**Fix:**

1. Look around venue (they probably didn't go far)
2. Ask nearby tables: "Did you see where these people went?"
3. If you find them: "Here are your drinks! Just so you know, if you move tables please let us know"
4. If you can't find them: Tell bar manager (possible walkout)

**This shouldn't happen because:**

- Customers pay BEFORE drinks arrive
  - If on tab, they have tab card
- 

## Problem: Customer wants cocktail not on menu

**What you'll see:** "Can you make me a [obscure cocktail]?"

**Fix:**

1. "Let me check with the bartender if we can make that"
  2. Go to bar, ask bartender
  3. If yes: Take order normally
  4. If no: Return to customer "Sorry, we don't have ingredients for that. Can I suggest [similar drink]?"
- 

# INTEGRATION WITH TAB SYSTEM

## Customer has existing tab (opened at bar)

**They should have TAB CARD (T001-T024)**

**How it works:**

1. Customer shows you tab card
2. On handheld: "Open Tab" → select tab number
3. Add drinks to tab
4. No payment needed (already on tab)
5. Drinks made and delivered
6. Customer closes tab at bar when leaving

#### **What good looks like:**

- Seamless service
  - Customer doesn't have to pay multiple times
  - Tab closes properly at bar later
- 

## Customer wants to open NEW tab via table service

#### **REQUIREMENT: CREDIT CARD ONLY (not debit)**

#### **How it works:**

1. Customer asks: "Can I open a tab?"
2. You: "Sure! I'll need your credit card"
3. Take credit card to bar
4. Bar staff:
  - Swipes/holds card
  - Gives you TAB CARD (T001-T024)
5. Return to customer with tab card
6. Now take drink order and add to tab
7. Customer keeps tab card for rest of night
8. Customer closes tab at bar when leaving

#### **Why credit card only:**

- Prevents walkouts (we hold their card)
- Credit cards have higher limits
- Debit cards get declined if account low

#### **What good looks like:**

- Customer has tab card
- Credit card held securely at bar
- Customer can order freely via table service
- Tab closes properly at end of night

### **If customer only has debit card:**

- "Sorry, we only accept credit cards for tabs"
  - "You can pay per order with PromptPay or cash"
- 

## Customer opened tab at bar, now wants table service

### **They should already have TAB CARD**

#### **How it works:**

1. Customer shows you tab card
2. On handheld: "Open Tab" → find their tab
3. Add drinks
4. Deliver drinks
5. Tab stays open

### **Easy integration - no special steps needed**

---

# TIPS FOR EFFICIENT TABLE SERVICE

## Physical Efficiency

### **Carry multiple empties at once:**

- Use serving tray for empties too
- Don't make extra trips

### **Plan your route:**

- Work in sections (front tables → back tables → repeat)
- Don't zigzag randomly across venue

### **Use dead time wisely:**

- Walking to bar? Scan other tables for empties
- Waiting for drinks? Clear nearby empties

### **Stay organized:**

- Keep handheld on you (don't put down and forget)
  - Know where your tray is
  - Don't lose track of which table you're serving
- 

## Customer Service Tips

### **Be proactive, not reactive:**

- Don't wait for customers to flag you down
- Approach tables every 5-10 minutes
- Read body language (empty glass = opportunity)

### **Upsell naturally:**

- "Another round?" (assumes they want more)
- "Can I get you anything else with that?"
- "We have [special/popular item] tonight"

### **Remember repeat customers:**

- "Same again?" (if you remember their order)
- Makes them feel valued
- Faster service

### **Keep it friendly:**

- Smile
  - Make eye contact
  - Chat briefly if they're friendly (but don't overstay)
  - Thank them when they order
- 

## Speed vs Quality

### **Prioritize:**

1. **Safety** (don't spill, don't drop, watch where you're going)
2. **Accuracy** (right drinks to right table)
3. **Speed** (fast is good, but not at expense of 1 & 2)

### **When venue is busy:**

- Focus on emptying empties (highest priority)

- Prioritize PromptPay over cash (faster)
- Make simple drinks yourself if you're trained
- Don't attempt complex cocktails when rushed

#### **When venue is quiet:**

- Take time to chat with customers
  - Wipe tables thoroughly
  - Check in more frequently
- 

# TRAINING NOTES FOR NEW STAFF

## First Time Table Service

#### **Before event starts:**

- Manager shows you handheld POS
- Practice adding products
- Practice generating PromptPay QR
- Walk through table numbers

#### **During event:**

- Shadow experienced staff first round
- They watch you do second round
- You do third round independently

#### **After event:**

- Manager reviews: What went well? What needs work?
- 

## Common Beginner Mistakes

#### **Mistake #1: Hesitating to approach customers**

- **Why it's bad:** Customers wait too long, lose sales opportunity
- **Fix:** Use exact scripts provided, practice makes it easier

#### **Mistake #2: Taking orders from multiple tables then going to bar**

- **Why it's bad:** Confusing, easy to mix up orders, slow
- **Fix:** Point-to-point only - one table at a time

### **Mistake #3: Forgetting to wait for PromptPay confirmation**

- **Why it's bad:** Customer leaves without paying
- **Fix:** Don't leave customer until you see "PAYMENT SUCCESS"

### **Mistake #4: Overloading serving tray**

- **Why it's bad:** Spills, drops, broken glasses
- **Fix:** 3-4 drinks max, make two trips if needed

### **Mistake #5: Not clearing empties when taking new order**

- **Why it's bad:** Tables get cluttered, have to make extra trip later
  - **Fix:** Always bring tray, clear empties each visit
- 

## Skills That Improve With Experience

- Reading customers (who wants service, who wants to be left alone)
- Balancing tray while walking through crowd
- Making drinks quickly
- Handling difficult customers
- Route planning (efficient table circuit)
- Upselling naturally

**Be patient with yourself** - first few shifts are awkward, gets easier quickly

---

# EQUIPMENT MAINTENANCE

## Handheld POS Care

### **Daily:**

- Wipe screen with clean cloth (not bar towel)
- Check for damage (report cracks, broken buttons)
- Charge overnight in office

### **Weekly:**

- Deep clean (remove any sticky residue)
- Check charging cable works

### **Never:**

- Don't submerge in water
  - Don't drop on hard floor
  - Don't leave outside or in direct sunlight
  - Don't use when hands are wet (water damage)
- 

## Serving Tray Care

### After each shift:

- Wash thoroughly
- Dry completely
- Store in designated spot

### Check for:

- Cracks or damage (wobbly trays drop drinks)
  - Clean (no sticky residue)
- 

# END OF SHIFT

## Close Out Procedure

1. **Return handheld POS to charging station in office**
2. **If you handled cash:** Give to bar manager/Fai
3. **Clean serving trays** (wash and dry)
4. **Report any issues:** Device problems, customer complaints, etc.
5. **Check tables one final time** (clear any remaining glasses)

## What to Report to Manager

- Device malfunctions
  - WiFi issues
  - Customer complaints
  - Damaged equipment
  - Suggestions for improvement
- 

# CUSTOMER SERVICE SCRIPTS

# Opening Scripts

## Clearing empties:

“Hi! Can I take these for you? Would you like another drink?”

## Proactive approach:

“Hi there! Can I get you anything to drink?”

## When they look interested:

“What can I get for you?”

# Upselling Scripts

## After first drink:

“Everything tasting good? Can I get you another round?”

## When they order one:

“Just one? Can I get you anything else?”

## Suggesting popular items:

“Our [specific cocktail] is really popular tonight, would you like to try one?”

# Closing Scripts

## When they decline:

"No problem! Just wave me down if you need anything."

#### After delivery:

“ "Here you go! Let me know if you need anything else."

#### Encouraging tab:

“ "Are you staying for the whole show? I can set up a tab for you if that's easier?"

## VERSION CONTROL

Version	Date	Updated By	What Changed
1.0	30/12/2024	Aaron	Initial creation

**Last Reviewed:** 30/12/2024

**Next Review Due:** 30/03/2025 (review every 3 months)

**Document Owner:** Fai (Bar Manager)

## EMERGENCY CONTACTS

Issue Type	Contact	Phone
Device/technical issues	Kop	[Insert number]
Customer issues	Fai / Security	[Insert number]
Emergency	Eddie	[Insert number]

# Tab System Workflow

**Time Required:** 2-3 minutes to open tab, 1 minute to add orders, 3-5 minutes to close tab

**Who Does This:** Bar staff at Speakeasy bar or Live bar

**When:** Customer requests to open a tab for multiple orders

**System:** GPOS POS system, T001-T024 tab cards, credit card holder

---

## Quick Reference - The Tab System At A Glance

### OPENING A TAB:

1. Customer asks to open tab
2. Request **CREDIT CARD ONLY** (not debit) and check expiry date
3. Find next available TAB card (T001-T024) in book
4. Place credit card in matching numbered slot
5. Give TAB card to customer
6. Open table in POS (Menu > Tables > Bar Tab > tap table number)
7. Take and serve initial order

### ADDING TO TAB:

1. Customer presents TAB card
2. Open table in POS (Menu > Tables > Bar Tab > tap table number)
3. Add drinks to order
4. Hit **Save**
5. Serve drinks

### CLOSING TAB:

1. Customer says "close tab" and returns TAB card
2. Open table in POS > tap **Total** > tap **Print**
3. Get credit card from matching slot in book
4. Show printed bill to customer
5. Ask "How would you like to pay?"
6. Process payment (cash/PromptPay/credit card)
7. Tab auto-closes when payment completes
8. Return credit card and receipt to customer
9. Put TAB card back in book slot

---

# WHY WE USE TABS

## **Benefits for customers:**

- Don't have to pay for each drink separately
- Can order from either bar (Speakeasy or Live bar)
- Faster service (no repeated payment process)
- Can split payment at end if needed

## **Benefits for venue:**

- Guaranteed payment (we hold credit card)
- Higher spend (customers order more when not paying each time)
- Faster service (less payment transactions)
- Better cash flow tracking

## **When to suggest tabs:**

- Customer ordering multiple rounds
- Groups staying for whole event
- Regular customers who prefer tabs
- Busy nights when speed matters

---

# EQUIPMENT & LOCATION

## Physical Components

### **TAB Card Holder (The "TAB Book"):**

- Flower-design name card holder
- Location: Speakeasy bar near POS station
- Contains 24 numbered slots (T001 through T024)
- Each slot has numbered sticker matching TAB card

### **TAB Cards:**

- Plastic cards numbered T001 through T024
- Customers carry these while tab is open
- Must be returned to close tab

## Credit Card Storage:

- Same holder as TAB cards
- Each numbered slot holds either:
  - TAB card (when available) OR
  - Credit card (when that tab is active)

## Visual System:

- Empty slot = TAB card is with customer (tab active)
- TAB card in slot = Available to use
- Credit card in slot = Tab active, customer has TAB card

## Security:

- Holder stored securely at Speakeasy bar
  - Not easily visible to customers
  - CCTV camera covers POS area
  - Only bar staff access
- 

# POS System

## Location in POS:

- Menu > Tables > Bar Tab

## Visual Display:

- Canvas showing all tables T001-T024
- Color-coded status system:
  - **Grey** = Not in use (available)
  - **Green** = Open with no orders yet
  - **Red** = Has unpaid orders
  - **Orange** = Bill printed (ready to close)

## How to tell which tabs are active:

1. Look at TAB book (empty slots = active tabs)
  2. Look at POS screen (non-grey tables = active)
- 

# OPENING A TAB (Step-by-Step)

# STEP 1: Customer Requests Tab

## Customer says:

“Can I open a tab?”

## You respond:

“Sure! I'll need your credit card to hold.”

---

# STEP 2: Verify Credit Card (CRITICAL)

## What to check:

1. **Card type:** MUST be **CREDIT CARD**, NOT debit card
2. **Expiry date:** Card must not be expired
3. **(Best practice):** Check ID matches card name if possible

## How to identify credit card vs debit:

- Look for "CREDIT" or "DEBIT" text on card
- Credit cards usually say "Credit Card" on front
- Debit cards say "Debit Card" or "ATM Card"
- Ask customer: "Is this a credit card or debit card?"

## If customer only has DEBIT CARD:

“Sorry, we only accept credit cards for tabs to guarantee payment. You can pay for each order with cash or PromptPay instead.”

## Why credit cards only:

- Can tap/swipe to charge if customer forgets to close tab
- Debit cards require PIN (customer not present at end of night)
- Debit cards may have insufficient funds
- Credit cards have higher limits

## If card is EXPIRED:

---

"Sorry, this card is expired. Do you have a different credit card?"

### What good looks like:

- Card is valid credit card
- Card not expired
- Customer confirms it's their card

## STEP 3: Find Next Available TAB Card

### How to find available card:

1. Look at TAB book holder
2. Find first slot that has **TAB card in it** (not a credit card)
3. This means that tab number is available
4. Note the number (e.g., T007)

### Visual check:

- TAB card in slot = Available
- Credit card in slot = In use (skip to next)

### If all slots have credit cards (all tabs in use):

- Rare scenario (usually only 1-2 tabs active per night)
- Tell customer: "Sorry, all our tabs are currently in use. You can pay per order with cash or PromptPay."
- Tell manager (we may need more TAB cards)

## STEP 4: Store Credit Card

### How to do it:

1. Take customer's credit card
2. Remove TAB card from matching numbered slot (e.g., T007)
3. Place credit card in that slot
4. Make sure it's secure and fully in slot

### IMPORTANT:

- Put card in CORRECT numbered slot
- Card must match TAB card number

- If you mix this up, you'll return wrong card to wrong customer

### What good looks like:

- Credit card securely in correct slot
  - You remember which number you used
  - TAB card now in your hand ready to give customer
- 

## STEP 5: Give TAB Card to Customer

### What to say:

“Here's your tab card number [T007]. Please keep this with you and show it whenever you order. You'll need to return it when closing your tab.”

### Customer instructions:

- Keep card safe
- Show card when ordering at either bar
- Return card when ready to close tab
- If they lose it, come find us

### What good looks like:

- Customer has TAB card
  - Customer understands they need to keep it
  - They know to show it when ordering
- 

## STEP 6: Open Tab in POS

### How to open tab:

1. **Open POS**
2. **Tap: Menu**
3. **Tap: Tables**
4. **Tap: Bar Tab**
5. **Visual canvas appears** showing all tables T001-T024
6. **Find the matching table number** (e.g., T007)
  - Should show **GREY** (not in use)
7. **Tap the table number once**
8. **Enter number of people** (customer party size)

- Example: Customer alone = 1, Couple = 2, Group = however many

## 9. Tap: Save

### What good looks like:

- Table now shows **GREEN** (open, no orders yet)
- Table number matches TAB card given to customer
- Party size entered

### If table shows RED or ORANGE instead of GREY:

- Someone didn't close this tab properly last time
  - Tell manager immediately
  - Use different tab number
- 

# STEP 7: Take Initial Order

## Now take and serve their first order:

1. Ask: "What can I get you to start?"
2. Add drinks to the order on POS
3. Hit **Save**
4. Make/collect drinks
5. Serve customer

## The tab is now active and ready for them to use all night

### What good looks like:

- Customer has drinks
  - Customer has TAB card
  - Tab shows RED in POS (has unpaid orders)
  - Credit card secured in matching slot
- 

# ADDING TO AN EXISTING TAB (Step-by-Step)

## Customer Returns to Order

### Customer approaches bar and shows TAB card

## You say:

“What can I get you?”

---

# STEP 1: Open Tab in POS

## How to do it:

1. **Open POS**
2. **Tap: Menu**
3. **Tap: Tables**
4. **Tap: Bar Tab**
5. **Find the matching table number** from customer's TAB card
  - Example: Customer shows T007 → find T007 on screen
  - Should show **RED** (unpaid orders) or **GREEN** (open but empty)
6. **Tap the table number once**
7. **Table opens** showing any existing orders

## What good looks like:

- Correct table opens
- You can see previous orders (if any)
- Ready to add new drinks

---

# STEP 2: Add Drinks to Order

## How to do it:

1. Take customer's order verbally
2. Add products to POS (same as normal order process)
3. Products appear in order list
4. Review with customer if needed

## You can add drinks from either bar:

- Customer opens tab at Speakeasy bar
- Later orders from Live bar
- Both bars access same POS system
- All drinks go on same tab

## What good looks like:

- All drinks added correctly
  - Quantities correct
  - Special requests noted (if any)
- 

## STEP 3: Save Order

### How to do it:

1. **Tap: Save button**
2. Order is now added to tab
3. Table status updates to **RED** (unpaid orders)

### What happens:

- Order saved to tab
- Running total increases
- No payment required yet
- No receipt prints (unless you manually print)

### What good looks like:

- Order saved successfully
  - You can see updated total (if you tap Total button)
  - Ready to make drinks
- 

## STEP 4: Serve Drinks

### Make or collect drinks and serve customer:

“Here you go! Just show your TAB card when you want to order again.”

**Customer continues to hold TAB card until they're ready to close tab**

---

## CLOSING A TAB (Step-by-Step)

### STEP 1: Customer Requests to Close Tab

### Customer says:

“Can I close my tab please?”

### You respond:

“Sure! Can I have your TAB card?”

### Customer must return TAB card to you

- They cannot close tab without returning card
  - This is how you know which tab to close
  - They cannot keep card as souvenir (they won't get credit card back)
- 

## STEP 2: Open Tab and Print Bill

### How to do it:

1. **Look at TAB card number** (e.g., T007)
2. **Open POS**
3. **Tap: Menu**
4. **Tap: Tables**
5. **Tap: Bar Tab**
6. **Find matching table number** (T007)
  - Should show **RED** (unpaid orders)
7. **Tap the table number once**
8. **Table opens** showing all orders
9. **Tap: Total** (bottom of screen)
10. **Payment screen appears** showing full total
11. **Tap: Print**

### What happens:

- Receipt printer prints full itemized bill
- Table status changes to **ORANGE** (bill printed)
- Tab not closed yet - waiting for payment

### What good looks like:

- Receipt prints successfully
- Shows all drinks ordered

- Shows total amount due
  - Customer can review it
- 

## STEP 3: Retrieve Credit Card from Holder

### How to do it:

1. Look at TAB card number customer returned (e.g., T007)
2. Go to TAB book holder
3. Find matching numbered slot (T007)
4. Remove credit card from that slot
5. Keep TAB card in your hand (don't put it back yet)

### CRITICAL:

- Get card from CORRECT slot matching TAB card number
- If you mix this up, you give wrong card to wrong customer

### What good looks like:

- Credit card retrieved from correct slot
  - Slot now empty
  - TAB card still in your hand
- 

## STEP 4: Show Bill to Customer

### Present printed bill:

“Here's your bill - total is [amount] baht. Please review it and let me know if everything looks correct.”

### Give customer time to review:

- Check all drinks are correct
- Check quantities
- Check prices
- Check total

### If customer disputes something:

- See "Troubleshooting: Customer Disputes Bill" section below

- Don't argue - get manager

**If customer confirms it's correct:**

“Great! How would you like to pay today?”

---

## STEP 5: Process Payment

**Three payment options:**

---

### OPTION A: Credit Card (Original Card or Different Card)

**Customer can pay with:**

- The credit card you're holding OR
- A different credit card

**How to do it:**

1. Take credit card (theirs or different one)
2. Insert or tap card on EDC machine
3. Wait for approval
4. Receipt prints from EDC
5. Tab automatically closes in POS
6. Give customer their credit card(s) and receipt

**What good looks like:**

- Card approved
  - Receipt prints
  - Tab closed (table returns to GREY)
  - Customer leaves with credit card
- 

### OPTION B: PromptPay QR

**Customer wants to pay via PromptPay:**

1. In POS payment screen, tap **PromptPay**
2. QR code generates
3. Customer scans and pays
4. Wait for "Payment Success" confirmation

5. Tab automatically closes
6. Give customer their credit card and receipt

**What good looks like:**

- Payment confirms quickly
  - Tab closes
  - Customer leaves with credit card
- 

## OPTION C: Cash

**Customer pays with cash:**

1. In POS payment screen, tap **Cash**
2. Customer gives you cash
3. Enter amount received
4. POS calculates change
5. Give customer change from till
6. Tab automatically closes
7. Give customer their credit card and receipt

**What good looks like:**

- Correct change given
  - Tab closes
  - Customer leaves with credit card
- 

## OPTION D: Split Payment

**Customer wants to split payment** (Example: "I'll pay 500 baht, my friend will pay the rest")

**How to do it:**

1. In payment screen, tap **Split** button
2. Enter first amount (500 baht)
3. Process first payment (PromptPay/cash/card)
4. POS automatically shows remaining balance
5. Process second payment
6. Tab closes when all payments complete

**What good looks like:**

- Each person pays their share
- Total matches bill
- Tab closes

- Everyone happy
- 

## STEP 6: Return Credit Card to Customer

### CRITICAL STEP - DON'T FORGET THIS:

“Here's your credit card and receipt. Thank you!”

### Hand customer:

- Their credit card
- Printed receipt

### Common mistake: Forgetting to return credit card

- Customer leaves without card
  - You have to find them or they return next day
  - Creates confusion
- 

## STEP 7: Return TAB Card to Book

### Final step:

1. Take TAB card (still in your hand)
2. Go to TAB book holder
3. Find the matching numbered slot (should be empty now)
4. Place TAB card back in slot

### What good looks like:

- TAB card in correct slot
- Slot ready for next customer
- System complete

**Tab is now closed and ready to be used again**

---

## TROUBLESHOOTING

# Problem: Customer Lost TAB Card

## What customer says:

“ I lost my TAB card / I can't find it”

## Fix:

1. Stay calm: "No problem, let me find your tab"
2. Ask customer's name
3. Go to TAB book - look through credit cards in slots
4. Match customer's name on credit card
5. Note the TAB card number from slot
6. You now know which tab to access

## Option A: Continue with same tab number

- Open that tab in POS
- Continue as normal
- When closing, they just tell you verbally which tab

## Option B: Move to new tab number (if card lost early in night)

1. Find new available TAB card
2. Open new tab in POS
3. Move existing orders to new tab (if possible) OR
4. Close old tab, open new tab with their credit card
5. Give them new TAB card

## What good looks like:

- Customer verified
- Tab accessible
- Customer can continue ordering

## What if someone finds lost card and tries to order:

- Our fault for not training customer to keep card safe
  - Still process orders (we have their credit card as guarantee)
  - Mention to customer when they return: "FYI someone found your card and ordered on your tab"
-

# Problem: Customer Leaves Without Closing Tab (Walkout)

## How you know:

- End of night, closing down
- You're closing special tabs (staff drinks, promo, wastage)
- You notice TAB cards still with credit cards in slots
- You check POS - tabs show RED (unpaid)

**Who handles this:** Bar Manager or Supervisor only

## Procedure:

1. Verify tab is genuinely unpaid (check POS)
2. Print the bill
3. Get credit card from slot
4. **Process payment by tapping/inserting credit card**
5. If card approves: Close tab, print receipt, store receipt safely
6. If card declines: See next section

## Store receipt in case customer returns:

- Keep in folder/binder
- Customer might come back next day: "I forgot to close my tab!"
- You can show them receipt and explain we charged their card

## What good looks like:

- All tabs closed at end of night
- Credit cards returned (if customer returns) or stored securely
- Receipts kept for customer follow-up

---

# Problem: Credit Card Declines at End of Night

## When this happens:

- Customer walked out without closing tab
- You try to charge their credit card
- Card declines (insufficient funds, card cancelled, etc.)

**Who handles this:** Bar Manager or Supervisor

## Procedure:

1. Try card 2-3 times (might be temporary issue)
2. If still declines, check if customer is known regular
3. **If known customer:**
  - Store credit card safely
  - Contact customer next day: "Your card declined, please come settle your tab"
  - Most regulars will return and pay
4. **If unknown customer:**
  - Document incident: Date, tab number, total amount, card details (photo)
  - Report to manager/Eddie
  - Consider police report if amount is large
  - Flag customer (don't allow tab in future)

#### **What good looks like:**

- Incident documented
- Manager aware
- Follow-up plan in place

#### **Prevention:**

- This is WHY we take credit cards (not debit)
- Credit cards have higher limits
- Most credit cards won't decline

---

## Problem: Customer Disputes Bill

#### **What customer says:**

“ "I didn't order this" or "This price is wrong" or "This total is too high"

#### **Fix:**

1. **Stay calm and polite:** "Let me check that for you"
2. **Show them printed bill** - review each item together
3. **Show them POS screen** - itemized list with timestamps
4. **If they're right** (genuine mistake):
  - "You're absolutely right, let me fix that"
  - Remove incorrect item: In POS, find item, tap Remove
  - Recalculate total
  - Reprint bill
5. **If they're wrong** (trying to dispute valid charges):
  - "This is what we have recorded across both bars"
  - Stay firm but polite

- Get manager if customer pushes back

**Who handles disputes:** Manager or Supervisor

- Don't argue with customer
- Don't make accusations
- Get manager to mediate

**Removing items from bill:**

- Manager approval required for items over [set threshold - ask Fai]
- Document reason for removal
- Reprint bill for customer to confirm

**What good looks like:**

- Issue resolved calmly
- Customer satisfied (or understands)
- Manager involved if needed

---

## Problem: Customer Wants to Keep TAB Card as Souvenir

**What customer says:**

“ "Can I keep this card? It's cool!" or "Can I buy this?"

**Fix:**

“ "Sorry, we need it back for our system. But you're welcome to take a photo of it!"

**Why they can't keep it:**

- We only have 24 cards
- Need them for other customers
- They're part of our operating system

**If customer insists:**

- Get manager
- Offer alternative: Photo, or mention we sell merch at bar

#### What good looks like:

- Customer understands
  - They take photo instead
  - Card returned to system
- 

## Problem: Tab Card Damaged or Wet

#### What customer returns:

“ Card is bent, ripped, covered in beer, etc.

#### Fix:

1. Accept damaged card
2. Note the number
3. Close tab as normal
4. After customer leaves: Assess damage
5. **If still usable:** Wipe clean, return to slot
6. **If destroyed:**
  - Remove from system
  - Tell manager (need to order replacement)
  - Print new number sticker when card arrives
  - We now have 23 cards instead of 24 (note in logbook)

#### What good looks like:

- Tab closes successfully despite damage
  - Card replaced if needed
  - System continues working
- 

## Problem: Multiple People Sharing One Tab

#### What customer says:

“ "We're sharing this tab" or "Add this to our group tab"

**Fix: Allowed - as long as we have ONE credit card:**

1. Multiple people can order using same TAB card
2. They show card when ordering at either bar
3. One person's credit card is held
4. When closing tab, they can split payment if wanted
5. Credit card returned to person who opened tab

**How to split payment at end:**

- See "Closing Tab > Step 5 > Option D: Split Payment"
- Each person pays their share
- Or they settle up between themselves outside venue

**What good looks like:**

- Clear communication about whose card is held
- Group knows they're all on same tab
- Payment splits easily at end

**What if group wants multiple separate tabs:**

- "No problem, we can do that"
- Each person needs their own credit card
- Each person gets own TAB card
- Each person orders independently

---

## Problem: All 24 Tabs Are In Use

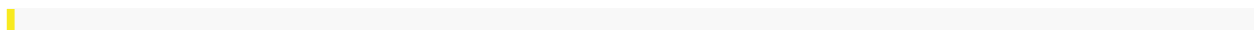
**What you see:**

- Customer wants to open tab
- You look at TAB book
- All slots have credit cards (no TAB cards available)

**How to check:**

- Look at POS Bar Tab screen
- All 24 tables showing color (not grey)

**Fix:**



"Sorry, all our tabs are currently in use right now. You can pay per order with PromptPay or cash, or wait a few minutes and I'll let you know when one becomes available."

#### **Most customers will:**

- Accept paying per order OR
- Wait for someone to close tab

#### **Very rare scenario:**

- Usually only 1-2 tabs active at a time
- Maximum we've seen is maybe 5-6 tabs
- If you hit 24 tabs, venue is VERY busy (good problem to have)

#### **Tell manager:**

- "We're running out of tab capacity"
- Manager may decide to order more TAB cards
- Or implement priority system (regulars first)

---

## Problem: Customer Presents Debit Card at Opening

#### **What customer says:**

“ "Here's my card" (and it's a debit card)

#### **Fix:**

“ "Sorry, we only accept credit cards for tabs because we need to be able to charge the card if you forget to close your tab. Debit cards require a PIN which you won't be here to enter. Do you have a credit card instead?"

#### **If customer doesn't have credit card:**

---

"No problem! You can pay for each order with PromptPay or cash instead."

### **Why we refuse debit cards:**

- Need PIN to charge (customer won't be present)
- Debit cards often have low/no balance
- Can't guarantee payment
- Creates problems at end of night

### **What good looks like:**

- Policy explained clearly
  - Customer understands
  - Alternative offered (pay per order)
- 

## **Problem: Foreign Credit Card**

### **Customer presents card from another country:**

#### **Fix:**

- **Accept it normally** (no special rules)
- Must still be credit card (not debit)
- Must not be expired
- Same procedure as Thai card

### **May have higher decline rate:**

- Foreign transaction fees
- Card issuer may block transaction
- If declines at end of night, follow standard walkout procedure

### **What good looks like:**

- Card accepted
  - Tab opens normally
  - Customer aware we hold their card
- 

## **Problem: Card Expiry Check**

### **When opening tab, card is expired:**

## Fix:

“Sorry, this card expired in [month/year]. Do you have a different credit card?”

### Why we check expiry:

- Expired cards won't process payment
- Protects us from walkouts
- Professional standard

### When to check:

- ALWAYS check when customer opens tab
- Look at front of card: expiry date bottom right usually
- Format: MM/YY (e.g., 06/24 = expired, 06/26 = valid)

### What good looks like:

- Card checked before accepting
- Only valid cards held
- Prevents end-of-night issues

---

# INTEGRATION WITH OTHER SYSTEMS

## Using Tab with Table Service

### Customer opens tab at bar, then sits at table:

#### When table service staff approaches:

1. Customer shows TAB card
2. Staff opens tab in POS (Menu > Tables > Bar Tab > select table)
3. Add drinks to tab
4. Hit Save
5. Deliver drinks

#### All drinks from table service go on same tab

- No separate payment needed

- Customer closes tab at bar when leaving
  - See "Table Service Procedure" SOP for full details
- 

## Tab Across Both Bars

### **Customer opens tab at Speakeasy bar:**

- Credit card stored at Speakeasy
- Customer has TAB card

### **Customer orders at Live bar:**

- Shows TAB card to Live bar staff
- Live bar staff opens tab in POS (same system)
- Adds drinks to same tab
- All drinks accumulate on one tab

### **When closing:**

- Customer returns to either bar
- Staff can close tab from either POS
- Credit card retrieved from Speakeasy holder

### **What good looks like:**

- Seamless experience across both bars
  - One tab, one payment
  - Customer doesn't have to remember which bar they opened at
- 

## Staff Drinks Tab (Separate System)

### **Staff have their own tab:**

- Not T001-T024 customer tabs
- Separate "Staff Drinks" table in POS
- Also appears on Bar Tab screen

### **Staff do NOT use TAB cards:**

- Staff add their own drinks
- Settled at end of shift or month
- No credit card required

### **Why separate:**

- Prevents confusion with customer tabs
- Easier accounting (staff drinks tracked separately)
- Different payment/settlement process

**What good looks like:**

- Staff drinks clearly separate
  - Customer tabs never mixed with staff drinks
  - Clear tracking for both
- 

# END OF NIGHT PROCEDURES

## Closing Down the Bar

**Before leaving:**

1. Check POS Bar Tab screen
2. Verify all tabs are closed (all tables show GREY)
3. Check TAB book - all slots should have TAB cards (not credit cards)
4. If any tabs still open, follow walkout procedure

**Who does this:** Person closing shift (usually Bar Manager)

---

## Reconciling Tabs

**What to check:**

1. TAB book matches POS screen
2. All TAB cards accounted for (should have all 24)
3. No credit cards left in slots
4. Any walkout receipts documented and stored

**If TAB card missing:**

- Check floor (might have fallen)
- Check customer left-behind items
- Document missing card
- Tell manager next day
- Continue with 23 cards until replacement arrives

**What good looks like:**

- All tabs closed
  - All TAB cards in book
  - No credit cards held overnight
  - System ready for next day
- 

# Walkout Documentation

## If you had to charge credit cards for walkouts:

### Document:

- Date and time
- Tab number
- Total amount charged
- Customer name (from credit card)
- Receipt printed and stored

### Store receipts:

- Folder or binder at bar
- Keep for 7 days (customer might return)
- "I forgot to close my tab last night!"

### What good looks like:

- All walkouts documented
  - Receipts organized
  - Manager aware of any issues
- 

# TIPS FOR EFFICIENT TAB MANAGEMENT

## Speed Tips

### Opening tabs faster:

- Memorize POS navigation (Menu > Tables > Bar Tab)
- Check card type and expiry in one glance
- Have TAB book positioned for easy access

### **Adding to tabs faster:**

- Customer shows card immediately when ordering
- Quick visual identification of table number in POS
- Add drinks while chatting with customer

### **Closing tabs faster:**

- Print bill while customer finishes last drink
  - Have credit card ready before asking payment method
  - Process payment quickly
- 

## Customer Service Tips

### **Suggest tabs proactively:**

- Customer ordering second round: "Would you like to open a tab? Saves paying each time."
- Group arriving: "Are you staying for the show? I can set up a tab for you."
- Regular customers: "Want your usual tab?"

### **Communication:**

- Explain system clearly to first-timers
- "Just show this card when you want to order"
- "Come find me when you're ready to close"

### **Make it easy:**

- Keep TAB cards visible so customers remember to show them
  - Check in with tab customers periodically: "Everything going well with your tab?"
- 

## Preventing Problems

### **Double-check credit card slot:**

- Match TAB card number to slot EVERY TIME
- Mixing these up is the biggest preventable mistake

### **Check expiry dates:**

- ALWAYS check when opening tab
- Saves problems at closing time

### **Return credit cards:**

- Make this a habit: close tab → return card IMMEDIATELY
- Don't serve next customer before returning card

### **Watch for debit cards:**

- Train yourself to spot them quickly
  - "DEBIT" usually visible on card front
- 

# TRAINING NOTES FOR NEW STAFF

## First Time Opening Tab

### **Before shift:**

- Manager shows you TAB book location
- Practice identifying credit vs debit cards
- Practice POS navigation (Menu > Tables > Bar Tab)
- Walk through one complete tab cycle

### **During shift:**

- Shadow experienced staff first tab
- They watch you do second tab
- You do third tab independently

### **After shift:**

- Review: What went well? What was confusing?
- 

## Common Beginner Mistakes

### **Mistake #1: Accepting debit cards**

- **Why it's bad:** Can't charge card at end of night, risk of walkout
- **Fix:** Always ask "Is this credit or debit?" before accepting

### **Mistake #2: Forgetting to return credit card**

- **Why it's bad:** Customer leaves without card, has to return next day
- **Fix:** Make it a ritual: close tab → return card → THEN move to next task

### **Mistake #3: Mixing up credit card slots**

- **Why it's bad:** Wrong customer gets wrong card = serious problem
- **Fix:** Double-check tab number matches slot number EVERY TIME

### **Mistake #4: Not checking expiry dates**

- **Why it's bad:** Card declines at closing time, causes delay
- **Fix:** Check expiry when opening tab, before storing card

### **Mistake #5: Forgetting to give customer TAB card**

- **Why it's bad:** Customer can't order at other bar, gets confused
  - **Fix:** Open tab → give TAB card → THEN take first order
- 

## How Long to Learn

**Basic competency:** 5 minutes instruction + 3 supervised attempts **Full confidence:** 5-10 tabs over 2-3 shifts **Expert level:** 20+ tabs

**It's easy once you understand the flow** - don't stress if first few attempts feel slow

---

# SECURITY & FRAUD PREVENTION

## Preventing Staff Fraud

### **Staff drinks tab:**

- Staff use separate tab (not T001-T024)
- Tracked separately in POS
- Manager reviews staff drinks regularly

### **POS tracking:**

- All actions logged with staff member name
- Manager can audit who opened/closed tabs
- CCTV covers POS area

### **Cash handling:**

- All cash payments tracked in POS
- Cash drawer counts at shift change

- Manager reconciles daily

### **What good looks like:**

- Clear separation between customer tabs and staff drinks
  - Full audit trail
  - No unexplained discrepancies
- 

## Preventing Customer Fraud

### **Credit card verification:**

- **(Best practice)** Check ID matches card name when opening tab
- We don't currently do this for regulars but should for unknowns
- Prevents stolen card usage

### **Signature check:**

- When customer pays with credit card, receipt includes signature
- We don't currently verify signature but could add this
- Extra protection against fraud

### **Card storage security:**

- Cards stored in non-visible location
- CCTV coverage
- Only bar staff access

### **What good looks like:**

- Cards secure
  - Known customers trusted
  - Unknown customers verified
- 

## Lost Credit Card Liability

### **If customer's credit card goes missing from our storage:**

- **Never happened yet** but important to plan for
- Venue likely liable (we accepted responsibility for card)
- Immediate steps:
  1. Check all slots thoroughly (might be misplaced)
  2. Check CCTV footage

3. Tell manager immediately
4. Inform customer
5. Document incident
6. Customer should cancel card with bank

**Prevention:**

- Secure storage location
  - Only bar staff access TAB book
  - CCTV coverage
  - Regular audits (no random credit cards left over)
- 

## COMMON QUESTIONS

"Can I open tab with my friend's credit card?"

**Answer:**

“Sure, as long as they're here to authorize it. The card holder needs to be present when opening the tab.”

**Why:** Prevents stolen card usage

---

"Can we have separate tabs?"

**Answer:**

“Yes! Each of you will need your own credit card, and you'll each get a TAB card.”

**Process:** Open multiple tabs, one for each person

---

"Can I add my friend's drinks to my tab?"

**Answer:**

---

"Sure! Just show your TAB card when ordering for them."

**Process:** Add all drinks to one tab, split payment if needed at end

---

## "What if I lose my TAB card?"

**Answer:**

“No problem! Come find me and I'll look up your tab by your name on the credit card.”

**Process:** See "Troubleshooting: Customer Lost TAB Card"

---

## "Can I close my tab and open a new one?"

**Answer:**

"Of course! Let me close this one first, then we can open a fresh tab."

**Why someone might want this:**

- Split night with different groups
- First tab was for dinner, new tab for drinks
- Wants to clear previous total from mind

**Process:** Close tab normally, then open new tab

---

## "I forgot to close my tab last night"

**Answer:**

"No problem! Let me check if we closed it for you."

**Process:**

- Check walkout receipts
- If we charged their card: Show receipt, explain we secured payment
- If we didn't charge (card declined): Ask them to settle now
- Return credit card if we still have it

**What good looks like:**

- Customer relieved we handled it
- Payment settled
- Credit card returned

# VERSION CONTROL

Version	Date	Updated By	What Changed
1.0	30/12/2024	Aaron	Initial creation

**Last Reviewed:** 30/12/2024

**Next Review Due:** 30/03/2025 (review every 3 months)

**Document Owner:** Fai (Bar Manager)

# EMERGENCY CONTACTS

Issue Type	Contact	Phone
Tab system technical issues	Kop	[Insert number]
Customer disputes	Fai / Manager	[Insert number]
Card declined / walkout	Bar Manager / Eddie	[Insert number]
Fraud / stolen card	Eddie / Police	[Insert number]
Emergency	Eddie	[Insert number]

# APPENDIX: VISUAL QUICK REFERENCE

# POS Color Code System

Color	Status	What It Means	Action Needed
GREY	Not in use	Tab available	Can open new tab
GREEN	Open, no orders	Tab active but empty	Ready for orders
RED	Unpaid orders	Tab has drinks on it	Normal - customer still drinking
ORANGE	Bill printed	Ready to close	Process payment

---

## Tab Opening Checklist

- Customer requests tab
  - Check card is **CREDIT** (not debit)
  - Check card **NOT EXPIRED**
  - Find available TAB card in book
  - Store credit card in matching slot
  - Give TAB card to customer
  - Open table in POS (Menu > Tables > Bar Tab > tap table)
  - Enter party size
  - Save
  - Take initial order
- 

## Tab Closing Checklist

- Customer returns TAB card
  - Open tab in POS
  - Tap Total
  - Tap Print
  - Get credit card from matching slot
  - Show printed bill to customer
  - Ask payment method
  - Process payment
  - Return credit card to customer (DON'T FORGET!)**
  - Return TAB card to book slot
- 

## End of Night Checklist

- All tabs closed (POS shows all GREY)
- TAB book has all 24 cards (no credit cards left)

- Any walkout receipts documented
  - TAB book stored securely
  - Any issues reported to manager
- 

**END OF TAB SYSTEM WORKFLOW SOP**