

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

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

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

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

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?"

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

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

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"
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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
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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
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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
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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
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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]?"
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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
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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
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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?
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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
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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)
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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
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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]

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