Employee Resource & Training Handbook

2020

Steve Bervin, Owner
509-366-4651

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General Information

Shawna Davis, Manager
509-707-8111

Parkade

509-586-6006

Hours

Sunday	10A.M. – 10P.M.
Mon – Wed	11A.M. – 12A.M.
Thurs – Sat	11A.M. – 2A.M.

Dax's

509-946-4884

Hours

Sunday	12P.M. – 9P.M.
Mon – Sat	11A.M. – 2A.M

Ty's

509-967-3896

Hours

Sunday	12P.M. – 12A.M.
Mon – Wed	11A.M. – 12A.M.
Thurs – Sat	11A.M. – 2A.M.

Karaoke Friday & Saturday 9P.M. – 1A.M.

Uptown

509-946-5330

Hours

Mon – Sun	8A.M. – 2A.M.
Karaoke Monday	8P.M. – 12A.M.

Procedure for All Bars

Start every shift by reading and signing the log. Catch yourself up on any promotions or changes that have happened since your last shift.

Basic Service

Whether alcohol, gambling, or food we follow the same procedure, in this order:

- Take order
- Deliver product
- Take cash or credit card with ID
- Ring into till and make change or start tab with credit card
  There is a $0.25 charge on any card ran for less than $5.00

Starting a Tab

After taking the order and delivering the product:

- Select "Check #"
- Enter customer name
- Press "OK"
- Select a number to assign to the customer
- Press "Guest #"
- Ring in item(s)
- Press "STR Check"
- DO NOT PRESS CASH

Running a Tab

A customer may run a tab only if they give you a credit card. **REMEMBER**: We DO NOT take American Express or Discover cards.

- If you know a customer, write "K" (know) on their tab slip. "Knowing" a customer means you know their phone number, where they live, etc.
- If you do not know a customer, verify their ID to their credit card and write "C" (checked) on their tab slip.
- On the bottom of the tab, put the ID info (ID # and expiration, birthdate)
- Write customer's name, your initials, and expiration date of card on the top of their tab slip.
- Tape card and tab slip to counter.

If you don't follow this procedure and the customer challenges the charges, YOU will be responsible for the charges.

Adding to an Existing Tab

After taking the order and delivering the product:

- Select "List Checks"
- Select the customer's name
- Press "Open"
- Add item(s)
- Press "Store Check" to continue running tab
- Press "Cash" to close tab. A receipt will print.
- Press "Print Check" to print customer's bill without closing the tab.

Closing a Tab

Confirm the name on the card with the guest before charging the card. You may be held responsible for incorrect charges.

- Charge card for stated amount
- Give merchant copy to customer to sign
- Stay with customer while they sign
- Give them customer copy with their card
- Stable signed merchant copy to the tab slip and receipt.
- Put every employee entitled to the tip on the top of the credit card slip and your name on the bottom, verifying YOU were the one who closed that tab.

If time allows add the tip amount into the credit card machine for that transaction. Put a circled T in the top-right corner of the credit card slip. If you are busy, get out a glass to put credit card slips in to adjust later. Finish your function.

WARNING: Always add customer's last name/initial to avoid confusing tabs with same first names.

Voids

All voids must have a slip filled out as to why the void/merch return was done and placed in the till. These totals should match the void amounts on your X and Z reports. Following procedure will prevent any voids or merch returns.

Selling General Merch

On the Liq/Beer page, there is the General Merch button for items like shirts and koozies. The General merch button may also be used if someone wants quarters for the pool table and has an open tab.

Opening the Bar

It is imperative that you are ON TIME for work. All 4 bars run on "BAR" time, which is 10 minutes ahead. If you are scheduled at 11:30, you must be present and ready to work at 11:20 actual time. If you are running late, call your assigned bar and call/text manager and owner with reason for tardiness.

Running a Z Report

After reading the logs, your next priority is to close out the previous night's till. This is called running a "Z Report". **To run a Z Report, press Z button**. The Z Report is the TOTAL. Once a Z Report has been ran, it clears the till to "ZERO".

An "X Report" is a **SUBTOTAL** and can be ran at any time (and as many times) during the shift.

Batching Visas

Day Shift Visas

After running your Z Report, your next step is to batch the previous shift's Visa's. This is a separate procedure from totaling out your till (Z Report). This is the total of all your credit card transactions. Follow this procedure on the credit card machine:

- Press "Reports" (#3)
- Press "Current" (#1)
- "Both" (#3)
- "By Reference" (#3)

Confirm that all the tips from the merchant copy Visa slips match the adjusted total from the batch report. Add up the tips per employee, per shift, and write them down.

Night Shift Visas

- Divide the amounts by how many people were one tip slips to figure out each employee's amount earned. **Example:** Four employees were on tabs that totaled $125. Divided into 4 equal parts is $31.25 per employee.

If everything matches:

- Press "manager" (#5)
- Print and Settle (#1)
- Total Visa amount
- Date and staple batch settlement report to the outside of envelope.
- Drop in designated safe with cash deposit.

Common Courtesy

If you adjust your tips missed from the prior day, please adjust every tip that was missed that day.

Making Tills & Balancing Books

Make sure to keep money and paperwork separate until you verify that all your book work is correct.

- Get money bags from safe
- Verify your $1000 cash till and put in register
- Count out $1000 supplemental cash and place in lock box under register

Day Shift Till

Follow these steps to balance your till after your shift:

- Add up coins to highest whole dollar amount ($11.37 = $11.00)
- Add $1's, $5's, and $10's to equal $1000 (including the coin DOLLAR amount from previous line)
- Add day-time Visa report sales amount (without tips) to remaining cash (CASH ON HAND). This amount should equal the CASH IN DRAWER for the day employee.
- If there was a "Games Processed" slip, we **SUBTRACT** that amount from your cash on hand, or your tills will be **OVER**.
- If there is a "Bills Paid", "Cash", or "Meal" slip, we **ADD** that amount to your cash on hand amount or your tills will be **SHORT**.
- Write cash on hand total on the Z Report under day employee, next to cash in drawer.
- Subtract cash in drawer to find over/short
- Write over/short on Z Report.
- Write Visa's, bills paid in cash, coupons, owner's paid-outs, and games on Z Report

Night Shift Till

Follow these steps to balance your till after your shift:

- Add up coins to highest whole dollar amount ($11.37 = $11.00)
- Add $1's, $5's, and $10's to equal $1000 (including the coin DOLLAR amount from previous line)
- Take night Visa report sales amount and **SUBTRACT** day Visa sales amount.
- Add remaining cash (should equal the cash in drawer for night employee)
- Write cash on hand total on the Z Report under day employee, next to cash in drawer.
- Subtract cash in drawer to find over/short
- Write over/short on Z Report.
- Write Visa's, bills paid in cash, coupons, owner's paid-outs, and games on Z Report

Making Tills & Balancing Books (cont.)

To find the total amount of physical cash you should have left over:

- Total Gambling + Total Products = Group Total on Z Report
- Add any amount from "Games"
- Subtract any amount from "Bills Paid/Cash"
- Subtract Visa totals (without tips)
- Subtract any meals or gift card amounts
- Add borrowed money
- Subtract lent money
- Subtract shortages
- Add overages
- Add the tax

The final number should equal the amount of cash left over from the Day and Night Shift tills. If the amounts don't match, then recount the cash bags to make sure they equal $1000. Then double check your numbers from the Reports/Bills/Paid Cash/Etc.

How to Read and Complete Your Reports

Shaded areas indicate how to find the information you will need to complete your reports.

Day	Date	Liquor	Food	Beverage	Beer/Wine	Discount	Misc.
Previous Day (yesterday)	Mo/Dy/Year	The amounts are found on the Z Report, middle section under From/To Groups Report.					

Total Gambling	Day Gambling	Night Gambling	Total Product	Day Product	Night Product	Total Visas (with tips)	Games
Amount on Line 34 on Z Report	Amount on Line 34 on X Report	Subtract Total from Day Gambling	Group Total on Z Report minus Gambling	Group Total on X Report minus Gambling	Subtract the Total from Day Product	Final Visa Report	Any cash added to till from darts/pool tables

Bills Paid Cash	Visas	Coupons/ Gift Cards	Borrowed/ Lent	Days Over/Short	Nights Over/Short	Tax	Total
Any receipts brought in/anything paid out (e.g., karaoke)	Visa total WITHOUT tips	Meal cards/ Gift cards	Any money borrowed or lent	Employee Names and Over/Short	Employee Names and Over/Short	Tax total is found on TOP portion of Z Report	Amount of total cash left over

How to Read and Complete Your Reports (cont.)

Finalize your reports with the over/short amount (if any) and signing your name. Please make note of how many "No Sales" and "Promos" are entered for both day and night tills. Once your reports are finalized, **stack your paperwork from TOP to BOTTOM and cash in this order**, for deposit:

- Tip Reporting slips
- Cash Borrowed/Lent
- Bills Paid Cash and receipts
- Checks
- $100's
- $50's
- $20's
- $10's
- $5's
- $1's
- All other paperwork (on bottom)

Wrap everything up with the bookwork date on the top and drop in the designated safe. If the tills are withing $10 over/short, you can drop Visa envelopes in safe as well.

If the Till is Off

If your till is over or short, group message everyone that worked on that shift and had access to that till, including the manager. Send a separate text to the owner (Steve Bervin). This needs to be done before noon. If you worked on the previous shift and receive a message about an over/short, you have until 3 P.M. to come in and correct any mistakes. Text the manager and owner once the issue is fixed. No response or not coming in to address issues, will result in any monetary differences being deducted from your Visa tips.

Shift Change

If you are coming on shift, complete any tasks such as sweeping sidewalks or patio first. Then swap out Day and Night tills and start helping customers. Customer service is priority. Let the employee leaving their shift be responsible for stocking and cleaning bar for next shift. You start bartending.

Changing Tills from Day to Night

Follow these steps when changing shifts from Day to Night:
- Night shift employee counts starting till (out of customer view, in back or kitchen)
- Night shift employee count $1000 supplemental cash drawer
- Day shift employee runs X Report, removes till, places X Report under NEW till
- Night shift employee puts in new till, enters Employee #
- Night shift employee is now in charge of bar, ESTABLISH SECTIONS
- Day shift employee puts their names on tabs staying open into night shift
- Day shift employee runs 2 Visa summaries (1 for Day/1 for Night tills)
- Day shift employee counts ending till (out of customer view)

Overlapping Shifts

If you have a mid-day shift, complete the following tasks first (unless bartender on shift needs immediate help). These tasks should take no more than 15 minutes. ASSIGN SECTIONS AND STICK TO THEM:
- Sweep walk or patio
- Check patio area and reorganize
- Check bathrooms

Now you can jump in and help customers. Overlapping shifts are so customers receive great service and we sell more product. Overlapping shifts are not meant to facilitate breaks or so stocking can be done.

Leave Your Shift Like YOU Like It

Before you leave for the night, set your coworkers up for success by leaving behind a workplace you would like to walk into:
- Stock ice, beer, food items (with back up)
- Check and stock liquor, juices, cups, straws, napkins
- Adjust all Visa tips (if not already done)
- Dump garbage

Closing the Bar

ONLY EMPLOYEES ARE ALLOWED IN THE BAR ONCE DOORS ARE LOCKED. Not following this rule will result in termination.

Please follow the Night Shift Closing Checklist to make sure you accomplish all your closing duties. Put your initials and time the task was accomplished by each duty on the checklist.
- Count spent pull tabs in gambling drawers (you can do this throughout the night if time allows).
- Check PLU Report for Gambling and pull any games over their pull point.
- Leave bar stocked, clean and ready for your coworkers to open in the morning.

The grill is open if the bar is open. Do not clean grill or pull floor mats until front door is locked.

Things to Know Before Working a Night Shift Alone
Learn these skills quickly. You will be expected to work alone sooner than you think:
- How to open the safe
- How to swap out tills
- How to clean the grill
- How to adjust tips
- How Gambling works (all of it)
- How the T.V.'s/Music work
- How to change receipt paper in register and Visa machines

Prior to cooking your Employee Meal, you must fill out a food ticket, ring into till and pay for the meal. Then you may cook your meal.

Waste sheets are to be used every shift. If you poor an incorrect drink, log it on the waste sheet before disposing. Sell the drink if you can.

I have read and understand all the contents of Procedure Information for All Bars.
Employee Signature_____ **Trainer's Initials**_____

Gambling

Gambling Procedure

Employees are **NOT** allowed to play the "In till You Win" game, or Hard Reserve games.

Counting Tickets

When making a gambling transaction, count all tickets in front of customer in these numbers per dollar amount:

- Piles of 5 tickets for $1 games ($5 piles)
- Piles of 2 tickets for .50 games ($1 piles)
- Piles of 4 tickets for .25 games ($1 piles)

Take the money and process through the till. ALL winning tickets $20 and over MUST be ran through the register.

Any winners $1 - $19:

- Deface (initial) ticket
- Exchange ticket
- Place winners in gambling drawer

Any winners $20 - $50:

- Deface (initial) ticket/NOT through dollar amount
- Verify win codes
- Run through till
- Staple receipt to winner, circle amount and game played
- MARK OF WINNING AMOUNT ON FLARE
- Exchange ticket or pay out the cash amount
- Place winning ticket in gambling drawer

Any winners $51 and over require a win slip:

- Follow all the previous steps
- FILL OUT WIN SLIP COMPLETELY/Have customer sign (real name, DOB)

Defacing Flares

Regardless of amount, winners need to be marked off flares. If all a numeric amount is represented on a flare, then it must be marked off. Always start with the bottom-right number. Draw a single line (black Sharpie only) from left bottom to top right (/), marking off numbers going right to left and bottom to top across the flare. You must draw a line through any number amount that has multiples listed on the flare. Double check drawers to make sure all winners have been marked off flare.
Not following all the steps may result in a $500 fine PER TICKET and termination.

Reserved Games

Games are reserved for 24 hours at a time, for up to 7 days. The owner (Steve) is the only one who can pull a reserved game or put it back into play. To reserve a game, a reserve slip must be filled out and a PLU report for that game stapled to the back. Do this EVERYTIME the customer finishes playing, even if they come in several times a day to play.

How to Reserve a Game

To reserve a game, a customer must play $100 into the game (no matter ticket cost) during their first visit; this includes playbacks. To continue reserving a game, different amounts are needed every depending on game cost:

- $20 to reserve .25 game
- $30 to reserve .50 game
- $50 to reserve $1 game

Updating a Hard Reserve Game

Follow these steps on the register to update a Hard Reserve game:

- Press PLU/Group Reports (**LEAVE IN X MODE OR YOU WILL ZERO OUT THE GAME**)
- PLU by Selected Group
- Select the game number
- Press OK
- Print
- Close

Food and Drink Promos

We promo drinks to gamblers. This is to make them feel special and ensure they continue to gamble. DO NOT PROMO EVERY DRINK. To promo a drink:

- Ring in item on till
- Press Promo
- Print receipt and have customer sign receipt
- Employee initials receipt
- Place signed receipt in glass next to register. This is so the customer knows this is of value and not done without management's knowledge.

We DO NOT promo single shots (no mixer)

Taking a Game Down

Follow these steps when taking a game out of play, to replace with a new game. Under Rep Tab (Z Out Games):

- Press PLU Reports, and press the "Z" in upper-left corner
- PLU by Selected Group
- Select Game #
- Press OK
- Print
- Close (twice)

Your next steps are too:

- Select Group Reports, and press the "Z" in upper-left corner
- Choose Selective Groups
- Select Game #
- Print
- Close

Repeat both steps in X mode to make sure the total have been cleared to zero.

- Close out of that tab
- Run the All Game Read to make sure the game has been cleared to zero. It will NOT be listed on this report until there has been play in that game.

Putting Up a New Game

Make sure to check ticket colors. We do not want to place same color tickets next to each other. It can cause confusion, especially during busy times. Follow these steps when putting up a new game:

- Run PLU report for that game (make sure it's at zero)
- Save receipt
- Get new flare and fill out information on a new game slip.
- Take WA State code stickers from back of flare, and place 1 sticker on new game slip.
- Write name and date on the clipboard next the game you are putting up.

Managing Your Games

You are responsible for having the correct game mix-up, and to know if a game is ready to remove from play, or at its "Pull Point". Run a PLU Report on all games when starting a shift. Be aware if a game is close to its Pull Point so you can pull it at the appropriate time. This is where your sales skills come into play. If a game is close to pulling, it's HOT! Sell it!! An All Game Read Report can be run anytime during a shift but should be ran and the beginning and end of shift at MINIMUM.

Settling Games

You will be using the scale to weigh tickets and determine their monetary value. Follow these steps to settle a game using the scale:

- Get a Game Settle Sheet and fill out the information available from the flare (Starting number of tickets, price per ticket, net amount from till print out, dates the game went and came down).
- Remove samples, paid out tickets, and flare from bag and add up amounts of paid out tickets. Write that total on game settle slip.
- Place a basket on the scale and press "TARE" to zero out the basket's weight.
- Put samples in the basket (uses same basket through process), enter sample amount and press "SAMPLE". This gives you the weight of each ticket.
- Write weight on game settle slip

Sample ticket amounts vary but should range from 300-400 tickets. Bundle tickets should weigh 0.6????, cardboard tickets should weigh 0.4????, and single paper tickets should weigh 0.2????.

- Remove basket and press "TARE"
- Place empty large paper bag on scale
- Remove empty bag and place bag full of unused tickets on scale
- Write number of remaining tickets (plus sample tickets) on game settle slip

How many tickets should you have?

Number of tickets in game – Remaining tickets = Number of tickets played

Number of tickets played X Amount of each ticket = Gross amount

Gross amount – Paid out tickets = Amount you should have

Amount you should have – Actual amount on tape = Over/Short

- Make a second slip and repeat the process of subtracting your amount on tape from the amount you should have.
- Staple slips to flare and write bar name and game number on flare.
- Put sample tickets and bags of paid out tickets in large, paper bag.
- Staple bag shut and write game number on bag.

If you are over or short, recount the bag with paid out tickets and samples. Check that you added the samples to the remaining ticket total. Redo entire process if necessary. If you're still over/short, write that you checked twice on the game settle slip.

I have read and understand all contents of Gambling Procedures.

Employee Signature_____ **Trainer's Initials**_____

Training

Setting Personal and Professional Expectations

Please read and initial our review of personal and professional goals for our employees.

Be Professional

You are a professional. You are good at what you do. This IS a real job. Always view yourself as a professional and others will too. Professionalism isn't one thing: it's what you say, what you do, and how you behave inside and outside of work. You represent this business no matter where you are. Bar business is exactly that, bar business. Things discussed during meetings and behind closed doors should not be discussed in public.

Do not discuss customers, coworkers, or other businesses on duty. Gossip will not be tolerated. DO NOT give customers your coworker's information or schedule. This is for safety purposes.

Trainee's Initials   **Trainer's Initials**

Goals

Make a list of your goals for each shift. Write this down and tape it next to the register. This can be any sales goal you choose. For Example: Selling a certain number of food items, upselling more drinks, any promotion we are running, selling pull tabs to a new customer, etc. Make your goals specific and obtainable.

Trainee's Initials   **Trainer's Initials**

Customer Service

The customer in our number one priority. They don't have to come to our establishment. We sell them personality, fun, and superb customer service. To succeed, you must have a natural sense of urgency. Whether it's a beverage, pull tab ticket or food, when the customer wants it, they want it now. Although you have many functions and jobs to complete, the customer's needs are top priority.

Trainee's Initials   **Trainer's Initials**

Setting Personal and Professional Expectations (cont.)

Please read and initial our review of personal and professional goals for our employees.

Dress Code

The following clothing/jewelry is not allowed while on duty:

- Ripped jeans
- Cut-off shorts
- Hooded sweatshirts
- Sweatpants
- Bullring nose piercings

Tattoos and piercings are allowed on duty if they aren't racially, culturally, or socially offensive.

Come to work with good hygiene and clean clothes. Take pride in your appearance. Perception IS reality. The more put together you are, the more money you make!

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Promotions

Promotions are everyone's responsibility. It is your responsibility to know what events and promotions are happening at that bar and sell it to EVERY customer. Excuses for being unaware about promotions will not be tolerated. If you see a sign/flyer, ask about it. Know what is going on every night of the week. Consider yourself a Fun Consultant!

Trainee's Initials   **Trainer's Initials**

Music and T.V.'s

You are responsible for the environment in your bar. Have T.V.'s set to appropriate. Know what is happening on T.V. that day (e.g. Nascar®, Professional or Collegiate sports, etc.). The T.V. schedule is in the newspaper. Have a T.V. Plan written down. Set music to appropriate station and volume level for time of day.

Trainee's Initials   **Trainer's Initials**

Company Goals Regarding Liquor Law Compliance

Please read and initial our company goals regarding liquor law compliance.

What Makes an ID Valid?

Valid identification MUST show:

- Photo
- Date of birth
- Signature
- ID expiration date

What ID Do We Accept?

These forms of identification are accepted in WA State:

- State issued ID (driver's license, permit, state ID card)
- Canadian Province issued ID
- Valid passport
- Valid paper ID with expired or punched hard copy
- U.S. Military ID
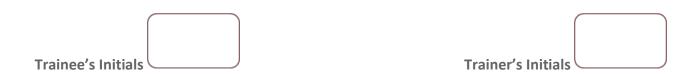- Punched ID (if punch isn't through numbers/photos and isn't expired)

ID We DO NOT Accept

- ID that appears to be altered in any way
- Paper ID with no hard copy
- Tribal ID
- ID presented in someone's wallet (must remove from wallet)
- Any ID that YOU don't feel comfortable accepting.

We have books that contain out of state and country ID information. Out of country people will usually have a passport. Ask for it.

Check ID of ALL customers appearing under the age of 35.

If you ID a person and they cannot show/refuse to show valid ID, they must leave the premises.

Trainee's Initials   **Trainer's Initials**

Customer Behavior and How to Manage It

Please read and initial our goals for managing customer behavior.

Inappropriate Customer Behavior

We reserve the right to refuse service to anyone. It is your responsibility to control your environment at all times. This starts with being aware of the signs of intoxication and being aware of your surroundings. **Aggressive, intimidating, or derogatory language and behavior is not tolerated**. If any fights occur inside the bar, the owner and manager must be notified

Stopping or Refusing Service

If you stop or deny service to a customer, they may remain on the premises and be offered food and a nonalcoholic beverage IF you have time to police them and they are not causing any problems. Offer to call a taxi or ride share for customers that you have stopped or denied service to. **Remember to note any time you have stopped service in the Incident Logbook.** If an incident occurs (stopped service, 86'd, called police) write it in the notes AND Incident Log. Use terms "stopped service" or "refused service" (vs "cut off"), as this may be used as evidence of an incident. Write the date, time, and name or description of the person. **This is VERY important**.

If you ask someone to leave and they refuse:

- CALMLY explain that you will call the authorities if they do not leave

If they continue to refuse to leave:

- Call the police
- Have them removed
- Press charges

If a customer is 86'd (not allowed back on premises), that includes all four bars. They must speak to the owner before being allowed to return.

Customers talking about fighting or drug use is prohibited.

Arm wrestling is prohibited.

Trainee's Initials   **Trainer's Initials**

Placing and Receiving Food & Beer Orders

Please read and initial the goals set for placing and receiving food and beer orders.

Placing a Food Order

Follow these steps when placing a Sysco® Foods order:

- Go through the Order Guide
- Mark amount needed of each item to be ordered (if unsure, look at past orders)
- Physically look at all items in the Order Guide to see how much stock was used

If you still have questions, ask another staff member, or call management.

Receiving Food and Beer Orders

Follow these steps with receiving a food or beer order:

- Before the delivery person puts away any order, the order must be checked by you.
- The driver must stack product in front (outside) the walk-in cooler.
- Make sure each item from the Order Guide is accounted for.
- Before a check is written to the beer delivery person, check to make sure all items are put away correctly in coolers, and that all kegs are installed correctly.
- All kegs must have a dated sticker from the distribution company, on them.
- Do not write a check to Sysco® as they bill us directly.

Trainee's Initials   **Trainer's Initials**

Liquor Breakage

Please read and initial the goals set for liquor bottle waste.

Liquor Bottle Breakage

Empty liquor and wine bottles get put into "Breakage" a crate located behind the bar. **DO NOT THROW IN THE GARBAGE.** During each shift, the bottles are counted and recorded in the Breakage Log. It is important the Breakage Log is accurate, as this is how we know what liquors and wines to order. Once all breakage has been recorded the bottles can be thrown away.

All wine bottles sold by the glass, must be dated and initialed when opened. Red wine DOES NOT store in the cooler. Use the grey cork and pump, to reseal the wine to keep it fresh longer.

Trainee's Initials   **Trainer's Initials**

Checks

Please read and initial the goals set for handling checks.

Who Can Write and Cash Personal Checks?

Only persons listed in the Check Rolodex (in the iPad), can write and cash checks. Only the owner can add or delete names from Check Rolodex. If a customer wants to write a check:

- Ask for their first and last names and if they're listed in the rolodex
- Verify they are in the rolodex (ask for ID if unsure)
- Write their Customer Number on the check, and your initials

If you take a check from someone **not** in the Check Rolodex, it may result in immediate termination, and you accepting responsibility for cashing the check.

Writing Checks to Vendors

Follow these steps in this order, when writing checks to vendors for food or beverage delivery:

- In the Check Registry write check number, date, who check is to, amount, your initials
- Write check number on invoice
- Place invoice in checkbook
- Write check, give to vendor

Trainee's Initials ☐   **Trainer's Initials** ☐

I have read, initialed, and understand all parts of the training manual.

Employee Signature_____ **Trainer Signature**_____

Troubleshooting

Here are some helpful tips to use before calling for help.

Before You Call, Try This!

- **Problem**: No beer will poor – **Solution:** CO2 is out, change tank
- **Problem**: One beer tap won't poor – **Solution:** Keg is empty or untapped
- **Problem**: Pop is too sweet, no carbonation – **Solution:** CO2 is out, change tank
- **Problem:** Pop is all carbonation, not sweet – **Solution**: Syrup is out, change box
- **Problem:** Register shows "Internal Print Error" – **Solution:** Paper is inserted incorrectly
- **Problem:** Fryers were on, now no power – **Solution:** Push reset button by temperature dial
- **Problem:** Register screen freezes – **Solution:** Unplug for a few minutes and plug back in