**Cash Register Operations**

* Cash Sales:
  1. Take order: If purchasing >1 item, press number key, then menu item key (e.g., press 2, then hotdog key for two hotdogs)
  2. Repeat order verbally to customer after entering all items to ensure accuracy
  3. Press *Subtotal* key; an error message – *order type not active -* will show if you proceed to step 5; without doing step 3
  4. Inform customer of amount
  5. Place cash on tiller (above cash drawer); enter cash amount given to you – either press a dollar amount key ($5/$10/$20); or enter amount using correct # of digits to include cents
  6. Press *Cash* key; drawer should open – if not, then the drawer was never assigned
  7. Count change back to customer; should match amount on register display
  8. Put customer receipt near you to refer to for filling order
  9. Fill order
  10. Give order/receipt to the customer and *thank them*
* Credit Card Sales
  1. Follow cash steps through step 4
  2. Take credit card; turn over; check for signature; if no signature, ask for ID, have customer sign their card
  3. Press *Credit Card* key
  4. Once prompted, swipe. Wait for acceptance/decline.
  5. Assuming acceptance, return the card; if under $50 press *Print Receipt* key immediately; if $50 and over, the register will automatically print 2 receipts w/customer signing one
  6. Follow cash steps 8-10 above
* Credit Cards with Chip (2016 practice)
  + Follow cash steps through step 4
  + Press Manual Auth key
  + Swipe credit card/ask for authorization info
  + Enter # and date at prompts
  + Follow credit card steps 5-6 above
* Offline Credit Cards (Cash register is offline)
  + Follow cash steps through step 4
  + Press Manual Auth key
  + Swipe credit card/ register prompts for authorization #
  + Enter six zeros (000000); press *Enter/Yes* key when done
  + Press *CCARD Final* key – must do this or order will not be stored and inventory will be off
  + Follow credit card steps 5-6 above
* Mix of credit card/cash/vouchers
  + Follow cash steps through step 4
  + Enter amount to be paid by cash, then press Cash key
  + Enter vouchers to be paid and treat as cash, then press Cash key (Delaware North Dollars – no change given)
  + Enter amount to be paid by credit, then press Credit Card key; when balance due is zero, complete sale
  + Follow cash steps 8-10 above

(Continued on back)

For each transaction, check for a total/completion *before* customer leaves; if customer leaves and the register has menu items on it that the current customer did not order, then the previous customer likely left without paying. This happens when attempting to fill orders as one is taking them. ***Reminder*: Complete the transaction first; then, fill the order.** If you have a runner assisting, the order should remain behind the counter until the transaction is completed.

**Stand Leads**

* Check for a spare receipt paper roll; if need, ask for one at a larger stand or ask supervisor
* Provide a pen at each register
* Assign cash drawer
  + Press *Assign Cash Drawer* key
  + Swipe cashier card (not stand lead card)
  + Swipe again if prompted
  + *If the cash drawer does Not open, then the drawer was Not assigned properly*; consider testing, then immediately follow with a Cashier Correct.
* Certificates, etc.
  + Orioles 50% - only for Orioles Front Office Staff only. Must display a MAROON I.D. card. MAROON BADGES *CAN PURCHASE* ALCOHOL
  + Orioles 40% - only for Orioles Front Office Staff. Must display a GREEN I.D. card. GREEN BADGES *CAN NOT* BUY ALCOHOL
  + Orioles Gift Certificate – treat like cash; change is given. No expiration date.
  + Flight Deck Voucher – treat as cash, change given; check expiration date/look for the word “voucher”.
  + Bird Bucks – treat as cash, change given; check expiration date!
  + Delaware North Dollars – never seen, but could happen. Has Delaware North logo on it. Check expiration date. NO change is given.
  + See stand binder for more info. Remember to record certificates on small form given with the ATM card. Stick in your moneybag and bring down with final drop.
* DNC Manager Meal
  + Follow cash steps through step 3
  + Press Mgr Comp key
  + Swipe cash lead card, manager’s card
  + Press Mgr Tender
  + Receipt will print
* Voids: The *Void* key acts like a *backspace*, and deletes an entered item; **can only be done *before* hitting the *Subtotal* key**
* Cashier Corrects: Voids an entire transaction
  + **Can only be done *after* hitting the *Subtotal* key and *before* *you enter cash amounts or Credit Card key***
  + Press *Cashier Correct* key
  + Swipe stand lead card
  + Receipt will print; write excuse; place in cash drawer
* Gratis: Use *Guest Comp* key
  + Swipe stand lead card
  + Receipt will print; write excuse; place in cash drawer
* Credit Cards: If the credit card **is not accepted, check to see if the cashier pressed the *Subtotal* key** – look for a subtotal on the receipt/register display
* All other issues/last resort: Press *Sign Off* key, then reassign drawer