

	Document No: <b>MWFS-PM-003</b>
Procedures Manual: <b>METROWORLD FOOD SERVICES</b>	Revision No. <b>00</b> Effectivity Date: <b>mm/dd/yy</b>
Document Title: <b>Cashiering Procedure</b>	

## 1.0 OBJECTIVE

To establish a standardized cashiering process for MetroWorld Food Services, ensuring efficiency, accuracy, and compliance with company policies.

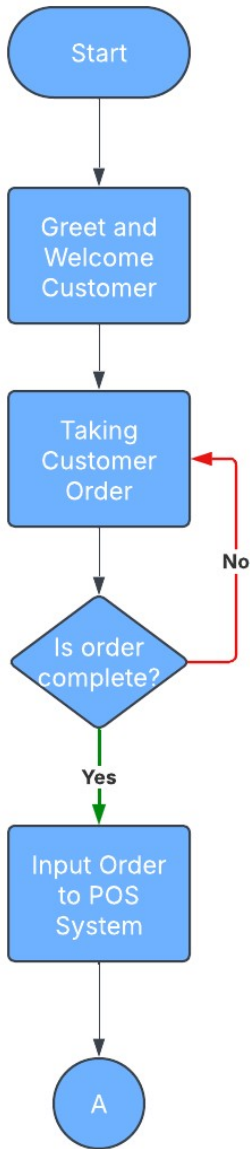
## 2.0 SCOPE

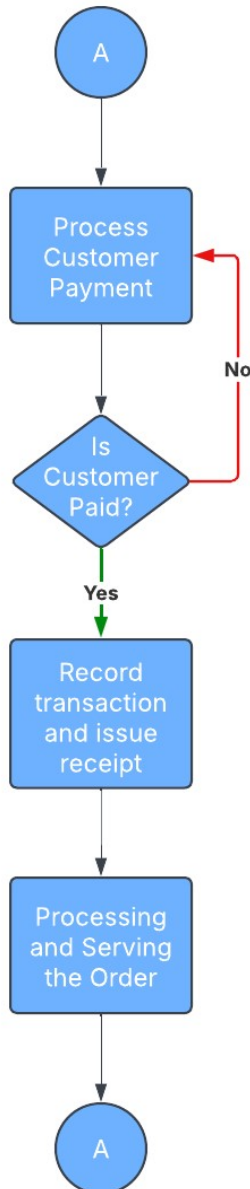
This procedure applies to all cashiers and service crews handling transactions at MetroWorld Food Services.

## 3.0 DEFINITION OF TERMS

- 3.1 **POS (Point-of-Sale) System:** The system used to record sales transactions.
- 3.2 **Cashier:** Responsible for handling payments and recording transactions.
- 3.3 **Barista:** Responsible for preparing and serving beverages, food settings and garnishing and verifying orders before serving.
- 3.4 **Bartender:** Responsible for preparing and serving beverages such as cocktails, beer, wine, and other drinks in the bar.
- 3.5 **Service Crew:** The staff assisting customers with orders and payments.

#### 4.0 A. STEP-BY-STEP PROCEDURE FOR CASHIERING

ACTIVITY	RESPONSIBILITY	DETAIL
 <pre> graph TD     Start([Start]) --&gt; Greet[Greet and Welcome Customer]     Greet --&gt; Taking[Taking Customer Order]     Taking --&gt; Complete{Is order complete?}     Complete -- No --&gt; Taking     Complete -- Yes --&gt; Input[Input Order to POS System]     Input --&gt; A((A))           </pre>	<p>Cashier</p>	<p><b>Don Miguel Cafe - Pay as You Order System</b></p> <p><b>Greeting and Welcome:</b>        Note: The customer places their order at the cashier counter.</p> <ul style="list-style-type: none"> <li>➤ Greet customers as they walk in with a warm and friendly attitude.</li> </ul> <p><b>Taking the Order:</b></p> <ul style="list-style-type: none"> <li>➤ Make sure the menu is easily accessible/visible. Be ready to explain items and offer recommendations.</li> <li>➤ If the customer seems undecided, offer to help them with suggestions based on their preferences.</li> <li>➤ Ask specific questions about their drink preferences (size, milk type, extra shots, sugar level, etc.) and any food items.</li> <li>➤ Once confirmed, inputs the order into the <b>POS system (see POS staff manual)</b>, upon receiving an order the system will automatically print copies, one directly in the kitchen</li> </ul>



Cashier

Service Crew

for food orders, while the cashier will hand drink orders to the assisting barista.

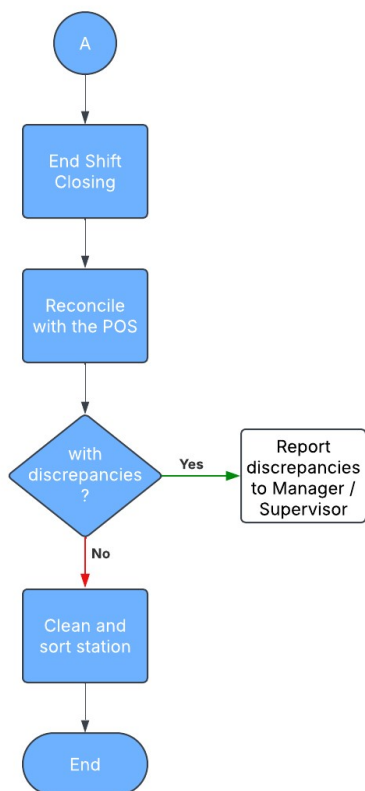
*(Note: In the event that any orders drinks or food items are not available, promptly notify the customer and offer alternative or substitution and obtain the customer's approval before proceeding.)*

#### Processing of Payment:

- Double check for any discounts, promotions or special offers and informs the customer of the total amount due.
- The customer makes payment via an accepted method. (cash, cards, mobile payment)
- The cashier records the transaction, issues an official receipt.
- After processing payment, thank the customer and advise to have a seat first, wait for their order to be served or called for pickup.

#### Processing and Serving the Order:

- Upon kitchen confirmation, the service crew will collect prepared



Cashier

food orders, forwarded to the barista for verification, final food setting and garnishing. Once complete, the barista will hand the orders back to the service crew, food and drinks will be served concurrently, based on preparation time.

- Check if the customer needs anything else (additional condiments, stirrers, extra napkins, etc.,)

#### End Shift Closing:

- At the end of your shift, balance the cash drawer, reconcile with the POS system, and report any discrepancies to the **Manager/Supervisor**.
- Ensure that your station is clean, and all receipts, payments, and financial transactions are accurately documented.







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	Service Crew	<p>change (for cash payments) to the customer.</p> <ul style="list-style-type: none"> <li>➤ Always thank the customer.</li> <li>➤ The service crew clears the table and prepares it for the next customer.</li> </ul> <p><b>5.0 Cash Handling and Daily Remittance</b></p> <p>For procedures related to cash handling and daily remittance, refer to <b>Policy MWFS-P-002</b>.</p>
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