

Revision No. 00

Procedures Manual: METROWORLD FOOD SERVICES Effectivity Date: mm/dd/yy

Document Title: Cashiering Procedure

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.



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4.0 A. STEP-By-STEP PROCEDURE FOR CASHIERING

ACTIVITY	RESPONSIBILITY	DETAIL
Greet and Welcome Customer	Cashier	Don Miguel Cafe - Pay as You Order System Greeting and Welcome: Note: The customer places their order at the cashier counter. Greet customers as they walk in with a warm and friendly attitude.
Taking Customer Order Is order complete? Yes Input Order to POS System A		Taking the Order: Make sure the menu is easily accessible/visible. Be ready to explain items and offer recommendations. If the customer seems undecided, offer to help them with suggestions based on their preferences. Ask specific questions about their drink preferences (size, milk type, extra shots, sugar level, etc.) and any food items. Once confirmed, inputs the order into the POS system (see POS staff manual), upon receiving an order the system will automatically print copies, one directly in the kitchen



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No Customer Paid? Yes and issue the Order

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

Service Crew

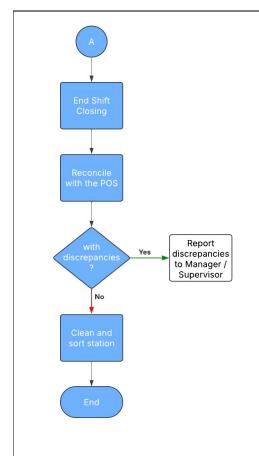
Cashier



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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.

food orders, forwarded to the barista for verification,

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.

Cashier

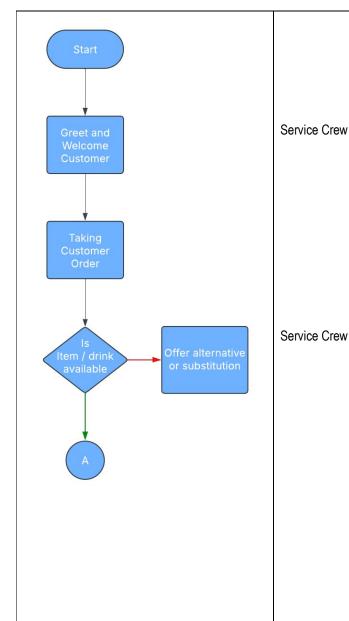


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(After Meal Payment)

Greeting and Welcome:

Welcome customers as they walk in with a warm and friendly attitude offer them seats and provide the menu.

4.2 Pier Dos Resto Bar & Lab-As Restaurant - Dine-In Setup

Taking the Order:

- > The customer places their order with the service crew. The service crew must double check for any applicable discounts.
- > Following order taking, the service crew verifies the order by reciting back to the customer to ensure accuracy.
- > Lab- As: For orders with inasal, the service crew makes a copy of the order and hand it over to the production staff, who will then give item to the griller. (actual practice)
- > Pier Dos: Order for Sodas, cocktails and other alcoholic drinks the service crew makes a copy of the order and hands it to the bartender. For VIP Function Room



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orders, we offer the special Lab-As menu. After taking the order, the Supervisor will radio Lab-As Restaurant to initiate food preparation. To ensure accuracy the Lab-As personnel taking the orders must repeat backthe orders to confirm understanding. The orders are then forwarded to the cashier.

(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.)

Service Crew

Cashier

Order Submission:

- The service crew hands the original order to the cashier.
- > The cashier verifies the order for accuracy.
- Once verified, inputs the order into the POS system (see POS staff manual), upon receiving an order, the system will automatically print copies, one directly in the kitchen for food orders.

(Note: In contrast to our "pay as you order process", the cashier will utilize the "Park

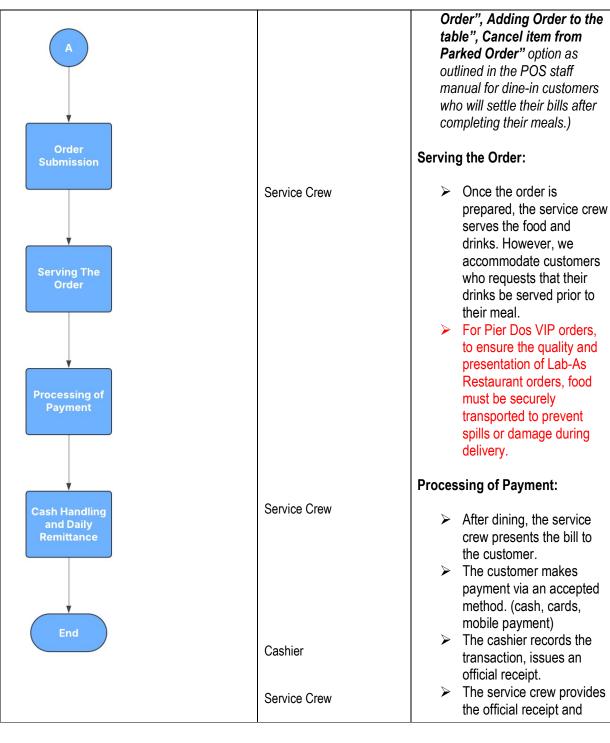


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