



P. O. S.

Policy

&

Procedures

Click to Begin



Error!

Please follow the on-screen
instructions to continue.

Go Back



Complete

Please navigate to the next module
in the course to continue.

Restart Course

The logo features a dark blue circle with the text "Food / Beverage POS" in white. To the left of the circle are three curved, leaf-like shapes in green, orange, and blue.

Food / Beverage POS

Refunds

- If a customer is truly unhappy with a product, a shift leader or manager may approve an exchange or refund.

ID

- As a precaution, employees must verify any card purchase of over \$50 with a government Id card.

Exchanges

- Unopened, pre-packaged food can be exchanged. Freshly made-to-order items can also be exchanged if the customer is truly unhappy with the product.
- Only a shift leader or manager may approve this exchange.

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The logo features a dark blue circle with the text "Open Play" in a white sans-serif font above "POS" in a larger white sans-serif font. To the left of the circle are three overlapping curved shapes: a green one at the top, an orange one in the middle, and a blue one at the bottom.

Open Play POS

Refunds

- Open Play **Does Not** guarantee a game. No refunds will be given to any player regardless of how long they were participating.

Receipt

- Upon completing an Open Play transaction, you must record the receipt number on the Open Play Sign-In sheet. There is a special line for it in the *Department Use Only* field.

Payment

- Open Play **Requires** cash payment with exact change only. However, a credit card may be used during normal registration hours, Monday - Friday, 8 a.m. - 5 p.m.
- If a credit card or check is used, they must process the payment at the front desk before they are permitted to play.

Next Page

The logo features a dark blue circle with the text "Special Events POS" in white. To the left of the circle are three curved, leaf-like shapes in green, orange, and blue.

Special Events POS

Refunds

- There are no refunds or exchanges for items sold related to Special Events. All ticket sales are **Final**

Tickets

- Each facility stores the special event related items in a different location. Be sure to know when you are running low. If you are, contact the organizer for more to be sent.

Customers

- Not every customer has an account. However, if they do, their account should be used to record the transaction. Be sure to ask before finishing the receipt.
- If they do not have an account, you may use the default: "Drop-In Customer"

Finish