

TRAINING DAY 3

Quiz Day 2

Digital Dining Class 2

Splitting Checks

- We gladly split checks for parties that request it. Separate checks are usually requested for the following scenarios:
 - Corporate meal – all the food on one check, all the alcohol on another check
 - Every guest at the table wants what they consumed to be on its own separate check
 - Two or more couples dining together and each couple wants their own separate check
- NOTE: You are not always informed of separate checks at the beginning of the meal so it is CRUCIAL that you remain aware of who ordered what and maintain some sort of organization system in your order book. Organize yourself as if EVERY table *could* request separate checks of some form.
- If you ARE informed of a separate check request prior to the start of the meal, begin your separation immediately. The computer will then PROMPT you to stay organized as the table continues to order.
- Process for separating checks:
 - Open the table
 - Hit CHECK OPTIONS
 - Hit SEPARATE CHECKS
 - On the left-hand side of the screen in the column labeled PERSON 1 – touch the item (or items) that you want to move – you can highlight as many things as you would like and move them together
 - Hit the space in the column PERSON 2 to move the highlighted items over
 - When all of the checks are separated appropriately, hit EXIT

Splitting Items

- We can also split items across multiple checks. For example, two couples shared a bottle of wine and would like to split the cost of the bottle evenly.
 - After splitting their meals on Person 1 and Person 2, hit CHECK OPTIONS
 - Hit SPLIT AN ITEM
 - Select the item you would like split among multiple checks
 - Select the checks over which they will be split
 - Hit DONE

Taking Payment

- The payment command buttons are accessed by hitting FINISH in the bottom-left hand corner.
 - All credit card payments must first be verified – hit VERIFY
 - All other forms of payment (cash, gift card, Skidmore ID, House Account) can be handled by hitting PAY

Cash Payments (Whole Check)

- Bottom-left – FINISH, then PAY
- Hit the dollar icon and enter the amount of the cash payment on the keypad, hit ENTER.
 - The dollar icon will turn neon green and display the amount of the pending payment.
- Hit ACCEPT PAYMENT
- You are NOT required to keep the close-out chit for cash payments.

Gift Card Payments (Whole/Partial Check) – Example: \$47 check total

- If the guest has a \$50 gift card and will be paying the whole check:
 - Bottom-left – FINISH, then PAY
 - Hit Gift Card in the far-right column and swipe the card on command.
 - The computer will process the request and slips will print that say “Digital Dining Gift Card” on the Card Type line. You do NOT need to have the guest sign these slips or save them.
 - Enter \$47.00 in the keypad, hit ENTER
 - Hit ACCEPT PAYMENT
- If the guest had a balance on their gift card, you can print them a Gift Card Transaction Report:
 - Open an active table
 - Hit CHECK OPTIONS
 - Hit GIFT CARD FUNCTIONS
 - Hit GET BALANCE
 - Swipe the gift card when prompted to “Enter Gift Certificate ID”
 - A Gift Card Transaction Report will print that will show the balance on the card and any transactions that have gone through on the card at the very bottom.
- If the guest has a \$30 gift card and will be paying a portion of the check:
 - Bottom-left – FINISH, then PAY
 - Hit Gift Card in the far-right column
 - Hit Partial Payment – enter \$30.00 in the keypad, hit ENTER
 - Hit ENTER on the keyboard
 - Hit ACCEPT PAYMENT
- Prepaid Gift Cards/How to tip on them/How to use them
 - 25% less than Gift Card total= partial payment verification
 - Redeem the total at payment
 - Do partial payment under VERIFY, not under Gift Card (can not just swipe)
- How to tip on a gift card
 - Finish
 - Pay
 - Gift Card
 - Then go back in
 - Finish
 - Pay
 - Enter total amount
 - Accept payment

House Account – Skidmore Account as an example (All house account guests must Clear write their name and Dept if Skidmore)

- Before printing the check for a guest that will be using their house account:
 - Open the check
 - Hit Check Options, then HOUSE ACCOUNT CHECK
 - Hit FINISH, then PRINT
- To close out a check to a House Account:
 - Bottom-left – FINISH, PAY
 - HOUSE ACCOUNT, then select the SKIDMORE ACCOUNT, hit ACCEPT
 - Enter the total amount of the check, hit ENTER
 - When prompted to “Enter Receipt Details” – enter the last name of the person using the account, then hit ENTER

- *In the case of the Skidmore Account – professors must write their last name and their department on their itemized check*
- Hit ACCEPT PAYMENT
- Hold onto any House Account charges and hand them in on top of your server report at the end of the night.

Credit Card Payments (Whole Check)

- Bottom-left – FINISH, then VERIFY
- Swipe the guest's credit card – you will immediately jump back to the main sign in screen
- After a moment, the verification slips will print. The one with the signature line is the restaurants, the one without the signature line is the guest's copy.
- After the guest signs the verification slip:
 - Sign back into the table
 - Bottom-left – FINISH, then PAY
 - A keypad with your credit card verification will automatically pop up. Enter the TOTAL amount the guest signed for (check total *and* tip), hit ENTER.
 - The left-hand side of the screen will summarize the check:
 - Sales Total
 - Sales Tax
 - Tip Total (this should match the verification slip with signature)
 - Total (again, this should match the verification slip with the signature)
 - Amount Due (should be ZERO)
 - Hit ACCEPT PAYMENT
 - Staple the close-out chit on top of the signature slip.

Checks with automatic gratuity

- Automatic Gratuity can be added at manager discretion for parties of 6 or more.
- The automatic policy is as followed
 - Advise Mngt that you would like auto gratuity added to the check (beware that often times allowing the guest to add gratuity typically works in your favor as auto gratuity only adds 20% exactly)
 - Circle and initial the gratuity on the check and advise the guest that automatic gratuity has been added
- If the guest adds additional gratuity you must go back to the guest and advise them that gratuity has already been added and if they wish to add additional gratuity they must initial the extra gratuity.
- If this process is not completed mngt will not add the additional gratuity
- Apply applicable gratuity by going to
 - Check Options
 - Tips for 1 check
 - Use this if 1 person is paying the bill
 - Tips for separate checks
 - Use this is the check is being split
 - Go to finish, pay

Event Deposit

- Most BEO's have been charged a banquet deposit. Before giving the check to the guest apply the deposit by paying the amount to the House Account:banquet Deposit. Be sure to write the event name in the details section

Preferred Guest Cards – How to add a Preferred Guest

- While the check is open go to:
 - Check options
 - Cap functions
 - Customer card
 - Swipe the PG card
 - Add guests first name
 - Add guests last name
 - Add phone number

- How to tag a check with a Preferred Guest Card
 - Check options
 - Cap functions
 - Customer card
 - Swipe card (or cap name search)

- How to add multiple Preferred Guests to one check
 - Separate the items onto two checks
 - If they want to split the points EVENLY-
 - Check options
 - Split an item
 - Split each item on the check in half
 - Finish, print, final split
 - Then go into each check and tag it individually
 - If they want to split points but only one guest is paying, they will have to sign two individual credit card receipts

- How to look up PG points
 - Open a check
 - Check options
 - Cap functions/Frequent diner
 - If you have the card you can swipe at this time or “name search” by last name
 - Tag check and print
 - Listed on the bottom of receipt is what is redeemable today

- How to reissue a PG member a new card
 - Open a check
 - Choose check options
 - Choose Cap Function
 - Choose Name Search
 - Type in the last name whose PG card you would like to reissue
 - Choose guest you are looking up (if there are multiple choices)
 - After highlighting the guests name, choose edit to the right of accept on the bottom left
 - Choose customer number
 - Hit back space
 - Enter the number listed on the back side of the New PG card to be issued
 - Hit enter after inputting the number
 - Choose save on the lower left hand side
 - Choose accept

Cap Credit

- How to redeem Cap credits – Have the guest write the amount on the itemized receipt and initial by the amount as well, then staple the ticket to their signature and hand it in.
 - Finish-Pay
 - Cap credits
 - Enter the amount the guest would like to redeem, then press ENTER
- How do we clear a cap status
 - Check options
 - Cap functions
 - Cap clear status

How to sell a gift card

- Open a table
- Check options
- Gift card function
- Gift card
- Choose Amount
- Enter the last name of the person purchasing the gift card (Should the card get lost we can look it up by the date it was sold and the person who bought it)
- Swipe the gift card
- Finish, pay

Credit Card Payments (Split Evenly – 2 or more Credit Cards)

- Bottom-left – FINISH, then VERIFY
- Hit SPLIT EVENLY – the keypad will prompt you to enter how many ways the check will be split – with 2 as an example, hit “2”, then ENTER
- Swipe the first credit card for “Amount for Split 1” first.
- Take the second credit card and swipe it immediately after for “Amount for Split 2”
- Two sets of verification slips will print in the same order that you swiped the credit cards.
- An FYI re: split evenly among more than 2 cards:
 - This same process can be used for as many cards as the guest would like. The computer will automatically calculate the split amounts, but you are responsible for keeping the credit cards and verification slips organized and properly paired.
- After the guests’ sign their verification slips:
 - Bottom-left – FINISH, then PAY
 - You will see icons on the right-hand screen for each verification. Each icon will have the card type, verification amount and the credit card holder’s last name. It is in your best interest to put the verification slips in the order they appear on the screen, especially if you have multiple cards.
 - Hit the first gray verification icon – enter the TOTAL amount the guest signed for (check total *and* tip), hit ENTER
 - Hit the next gray verification icon and follow the above procedure until all the slip totals are entered, then hit ACCEPT PAYMENT.
 - Staple the close-out chit to ALL the signature slips.

Credit Card Payments (Partial Payment on Credit Card with Remainder in Cash)

Version 1 – “Put \$50 on the card and the rest is in cash.”

- Bottom-left – FINISH, then VERIFY
- Hit PARTIAL PAYMENT – the keypad will prompt you to enter the amount that you would like put on the card – enter that amount, hit ENTER.
- Swipe the credit card.
- The computer will automatically show you the amount left on the check. If the remainder of the check is being paid in cash, hit EXIT for your verification slips to print.
- After the guest signs the verification slips:
 - Bottom-left – FINISH, then PAY
 - Enter the TOTAL amount the guest signed for (check total *and* tip), hit ENTER
 - Hit the DOLLAR icon and ENTER on the keypad to absorb the rest of the check payment with cash
 - Hit ACCEPT PAYMENT
 - Staple the close-out chit to the signature slip.

Version 2 – “Here’s \$50 in cash, put the rest on the card.”

- Bottom-left – FINISH, then PAY
- Hit the DOLLAR icon and enter the amount of cash you will be applying towards the check, hit ENTER
- Hit ACCEPT PAYMENT
- Re-open the table – hit FINISH, then VERIFY – swipe for the remaining amount
- After the guest signs the verification slip:
 - Bottom-left – FINISH, then PAY
 - Enter the TOTAL amount the guest signed for (check total *and* tip), hit ENTER
 - Hit ACCEPT PAYMENT
 - Staple the close-out chit to the signature slip

Credit Card Payments (2 or more Credit Cards with Set Amounts, Remainder in Cash)

“Put \$50 on the first card, \$25 on the second card and the rest in cash.”

- Bottom-left – FINISH, then VERIFY
- Hit PARTIAL PAYMENT, enter \$50.00 for the first authorization, hit ENTER, swipe the first credit card
- Hit PARTIAL PAYMENT again, enter \$25.00 for the second authorization, hit ENTER, swipe the second credit card
- Hit EXIT for the verification slips to print
- After the guest signs the verification slips:
 - Bottom-left – FINISH, then PAY – you’ll see both verifications on the right hand screen
 - Hit the icon for the first verification (\$50), enter \$50.00, hit ENTER on the keypad
 - Hit the icon for the second verification (\$25), enter \$25.00, hit ENTER on the keypad
 - Hit the DOLLAR icon, hit ENTER on the keypad
 - Hit ACCEPT PAYMENT

Credit Card Payments (Partial Payments – Gift Card and Credit Card)

“Here’s a \$50 gift card, put the rest on the credit card.”

- Bottom-left – FINISH, then PAY
- Hit GIFT CARD, swipe the gift card when prompted
- The computer will automatically register the amount on the gift card and pop up a keypad with that amount in the blue band on the top
- Enter the total amount of the gift card, hit ENTER x2
- Hit ACCEPT PAYMENT
- Re-open the table – hit FINISH, then VERIFY, swipe the credit card for the remainder
- After the guest signs the verification slips:
 - Bottom-left – FINISH, then PAY
 - The credit card verification will immediately pop up – enter the TOTAL amount the guest signed for (check total *and* tip) – hit ENTER
 - Hit ACCEPT PAYMENT

Credit Card Payments (Separate Checks – Multiple Credit Cards for Multiple Checks)

Every guest has a separate check and every guest is paying with a separate credit card.

- Bottom-left – FINISH, then VERIFY
- Select the check you would like to verify (it becomes neon green when selected)
- Bottom-left – DONE
- Swipe the card for the first check
- Select the next check you would like to verify
- Bottom-left – DONE
- Swipe the credit card for the second check
- *Repeat this process for as many separate checks and accompanying credit cards you have*
- After the guest signs the verification slips:
 - FINISH, then PAY – you will see both checks on the right-hand screen with the word “Verified” beneath it
 - Hit the first check you would like to close out (it becomes neon green when selected)
 - Bottom-left – PAY
 - Enter the TOTAL amount the guest signed for, hit ENTER
 - Hit ACCEPT & NEXT
 - The second credit card verification will pop up – enter the TOTAL amount the guest signed for, hit ENTER
 - *Again, repeat the above process until all of the credit cards have been accounted for*
 - Hit ACCEPT PAYMENT

Credit Card Payments (Separate Checks – Multiple Forms of Payment for Multiple Checks)

Every guest has a separate check and every guest is paying with a different form of payment. For example: Person 1 is paying with a credit card, Person 2 is paying with cash, Person 3 is paying with a gift card and Person 4 is paying with a credit card.

- It is in your best interest to verify the credit cards first and get the slips back to the guest’s to sign while you pay out the other checks.
- FINISH, then VERIFY – select the first check that will be paid by credit card (Person 1) – hit DONE
- Swipe the accompanying credit card
- Select the second check that will be paid by credit card (Person 4) – hit DONE
- Swipe the accompanying credit card
- Hit EXIT for the verification slips to print
- Re-open the table – hit FINISH, then PAY

- Select the check that will be paid by gift card (Person 3) – hit PAY
- Hit GIFT CARD – swipe when prompted, hit ENTER x2 – hit ACCEPT & STAY
- FINISH, then PAY – select the check that will be paid by cash (Person 2) – hit PAY
- Hit DOLLAR icon, hit ENTER, hit ACCEPT PAYMENT
- After the guest signs the verification slips:
 - FINISH, then PAY
 - Select the check you would like to close first – hit PAY, enter the TOTAL amount the guest signed for, hit ENTER, hit ACCEPT & NEXT
 - Your next credit card verification automatically pops up – enter the TOTAL amount the guest signed for, hit ENTER
 - Hit ACCEPT PAYMENT

Credit Card Payments (With Gratuity Added – One Credit Card and Cash)
“\$50 on the card and the remainder in cash.”

- Apply gratuity
 - Check Options
 - Tips for separate checks
 - Use this as the check is being split
- FINISH, then VERIFY, select Person 1, hit DONE
- Hit PARTIAL PAYMENT – enter \$50.00, hit ENTER
- Swipe the credit card, hit EXIT for credit card slips to print
- After the guest signs the verification slips:
 - FINISH, then PAY – enter \$50.00, hit ENTER
 - Hit the DOLLAR icon, hit ENTER
 - Hit ACCEPT PAYMENT

Credit Card Payments (With Gratuity Added – Two or More Credit Cards and Cash)
“\$50 on three cards and the remainder in cash.”

- Apply gratuity
 - Check Options
 - Tips for separate checks
 - Use this is the check is being split
- FINISH, then VERIFY, select Person 1, hit DONE.
- Hit PARTIAL PAYMENT – enter \$50.00, hit ENTER
- Swipe the first credit card
- Hit PARTIAL PAYMENT – enter \$50.00, hit ENTER
- Swipe the second credit card
- Hit PARTIAL PAYMENT – enter \$50.00, hit ENTER
- Swipe the third credit card
- Hit EXIT for the credit card slips to print
- After the guest signs the verification slips:
 - FINISH, then PAY
 - Select the first verification icon from the right-hand screen, enter \$50.00, hit ENTER
 - Select the second verification icon from the right-hand screen, enter \$50.00, hit ENTER
 - Select the third verification icon from the right-hand screen, enter \$50.00, hit ENTER
- Hit the DOLLAR icon, hit ENTER
- Hit ACCEPT PAYMENT

Credit Card Payments (With Gratuity Added – Gift Card and Credit Card)

“\$50 gift card, the rest on a credit card”

- Apply gratuity
 - Check Options
 - Tips for 1 check
 - Use this if 1 person is paying the bill
 - Tips for separate checks
 - Use this if the check is being split
- FINISH, then PAY, select Person 1, hit DONE.
- Hit GIFT CARD, hit PARTIAL PAYMENT, enter \$50.00, hit ENTER, swipe the gift card
- Hit ENTER x2
- Hit ACCEPT PAYMENT
- Hit FINISH, then VERIFY
- Swipe the credit card for the remaining amount
- After the guest signs the verification slips:
 - FINISH, then PAY
 - Enter the TOTAL amount that the guest signed for, hit ENTER
 - Hit ACCEPT PAYMENT

Credit Card Payments (With Gratuity Added – Partial Payments on Multiple Credit Cards (No Cash))

“\$45 on this card, \$60 on this card, \$25 on this card and the balance on this card”

- Apply gratuity
 - Check Options
 - Tips for 1 check
 - Use this if 1 person is paying the bill
 - Tips for separate checks
 - Use this if the check is being split
- FINISH, then VERIFY, select Person 1, hit DONE.
- Hit PARTIAL PAYMENT, enter \$45.00, hit ENTER, swipe the first credit card
- Hit PARTIAL PAYMENT, enter \$60.00, hit ENTER, swipe the second credit card
- Hit PARTIAL PAYMENT, enter \$25.00, hit ENTER, swipe the third credit card
- Take the final credit card and swipe for the remainder of the check
- Hit EXIT to get the credit card slips to print.
- After the guests sign their credit card slips:
 - FINISH, then PAY
 - Select the first verification icon from the right-hand screen, enter \$45.00, hit ENTER
 - Select the second verification icon from the right-hand screen, enter \$60.00, hit ENTER
 - Select the third verification icon from the right-hand screen, enter \$25.00, hit ENTER
 - Select the last verification icon from the right-hand screen, enter the TOTAL amount of both check balance and gratuity and hit ENTER
 - Hit ACCEPT PAYMENT

BAR CLASS 3
BEER SELECTIONS

Lagers and Ales - Lager is one of two types of beer (Ale being the other) and it is distinguished by its yeast. Lager yeast ferments at colder temperatures and settles on the bottom of the fermenting tank, while Ale yeast ferments at warmer temperatures and settles on the tops of fermentation tanks.

Pilsner - A modern pilsner has a very light, clear color from pale to golden yellow, and a distinct hop aroma and flavor. Czech pilsners tend toward a lighter flavor with a good example being Pilsner Urquell.

While in a German style can be more bitter or even "earthy" in flavor.

Stout and Porters - Stouts and porter are dark beers made using roasted malts or roast barley

Our Beer Selections:

DZ MARKETING PROGRAMS

Much of our company's revenue is generated through activities outside our regular dinner service and main dinner menu. Both restaurants offer food to-go, are involved with outside catering, do private events and participate in culinary community activities as well as creating many in-house promotions to drive revenue which ultimately impacts your pocket. Again, your knowledge of these events is crucial. The office takes a great amount of time, money and effort to create as many opportunities for our guests to dine as possible. Every crewmember's support, enthusiasm and communication with our guests for any and all promotions and guest offerings is required. You speak with our guests everyday – let's make sure they know what is going on with the restaurant group.

LIST OF "BEYOND THE MENU" OFFERINGS:

Social Responsibility

Since 1998 DZ Restaurants has raised and contributed over \$300,000 through our fundraising initiatives. We have also been able to contribute thousands of volunteer hours to local non-profit organizations. Our success relies on the strength and support of the communities in which we do business.

There is great opportunity for your organization to benefit from this partnership. Please contact Director of Marketing Bill Gathen at 518-583-1142 with any questions that you may have. We look forward to learning more about your organization and hope you will consider inquiring about the Raising Dough program.

Our efforts include but are not limited to:

- In-restaurant Fundraising events
- Wine and Food Tastings
- Matched Donation and Guest Fundraising
- Food Donations
- Volunteer Efforts
- Food stations at off-premise fundraisers
- Social Media Fundraising Campaigns
- Gift Certificate Donations

DZ Restaurants Preferred Partners

The DZ Restaurants Preferred Partner Program is a program designed to give hotel concierge and businesses an opportunity to earn 10% back on all referrals that they send to all four of our restaurants.

Much like our preferred guest program this program is designed to reward the people who refer their guests to DZ Restaurants.

Reward Dollars can be earned and redeemed at all DZ Restaurant locations including Chianti Ristorante, Forno Bistro, and Boca Bistro. The Rewards Dollars they earn on their DZ Restaurant Preferred Partner Card NEVER expire.

The process is as followed:

- The Hotel staff must make a reservation at any of our four restaurants and let our team know that they are enrolled in the partnership program so the reservation is properly tagged.
- The hotel may use earned points to reward guests and clients as well as employees. (our hostess will see the partner card indicating the amount of \$ authorized for the guest to spend)
- When taking the reservation, it is important that the preferred partner # is reflected on the reservation
- It is important that these guests receive the best DZ dining experience as our partners are trusting their guests with us.
- Please call the DZ Sales Office at 518.583.1142 with any questions.
- The host will give you this card when the guests are seated, as a visual reminder for you to tag the check to the appropriate hotel property. If the guests themselves are PG members, then they get the points.

DATE: _____ - _____ - _____	PTR: _____ <small>(POINTS TO REDEEM) FOR PARTNER USE ONLY</small> <input type="checkbox"/> CHIANTI <input type="checkbox"/> PASTA PANE <input type="checkbox"/> FORNO BISTRO <input type="checkbox"/> BOCA BISTRO
PARTNER ID# _____	
NAME OF PARTY: _____	
PARTNER SIGNATURE: _____	

Preferred Guest Program

Preferred Guest Rewards Dollars can be earned and redeemed at all DZ Restaurants locations including Chianti Ristorante, Forno Bistro, and Boca Bistro and unlike other preferred guest programs the Rewards Dollars you earn on your DZ Restaurant Preferred Guest Card NEVER expire.

- **Members** – Members earn 10% DZ Reward Dollars back on their Preferred Guest Card for all DZ Restaurant purchases

DZ Restaurants Preferred Guest Program Benefits

- \$20 Gift to any DZ Restaurant on member's birthday, spouse's birthday and wedding anniversary
- 10% off wine by the bottle every day at all DZ Restaurants*
- Exclusive Preferred Guest Only Events, event pricing and special offers
- Sneak Preview of special events, dinners and cooking schools

**DZ Reward Dollars cannot be earned on Gift Card purchases. Reward Dollars are not redeemable for cash and are non-transferable. Members must provide a valid email address and other information to register their account. 10% off wine benefit eligible on wines by the bottle \$100 or less. Preferred Guest Reward Dollars can be earned and redeemed at all DZ Restaurant locations including Chianti Il Ristorante, Forno Bistro, and Boca Bistro. The Reward Dollars you earn on your DZ Restaurant Preferred Guest Card NEVER expire.*