

SAMPLE MANUAL PAGES

PERSONAL APPEARANCE

First impressions are made in seconds. When you interact with our guests, you need to make a great first impression and that starts with your personal appearance. The reason we have dress codes and uniforms for our staff is

- 1) We want our guests to easily distinguish members of our team from everyone else in the establishment in case they need something.
- 2) We want to make sure that your dress is appropriate for the tone we are trying to set for our guests in the restaurant.

The following information will give you an idea of what we expect in terms of your work apparel. Keep in mind if you do not adhere to these rules you can be sent home and not allowed to work your schedule shift or even fired if the problem persists. At (your restaurant), we take the personal appearance of our team very seriously.

Uniform or Dress Requirements

As a cashier, you will be making the first impression on by our guests and must, therefore, dress according to our requirements. Below is an explanation of what you will be required to wear at all times during your shift:

- Restaurant name tag printed with your name
- (Pants description)
- (Shirts description)
- (Shoes description)
- (Other description)

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RECEIVING CUSTOMER PAYMENTS

The major part of your job will be accepting payments from customers. Currently, we accept cash and credit/debit card payments only. Personal checks are not permitted as payment. If a customer attempts to pay with a personal check, kindly remind them that only cash and credit/debit payments are accepted. If the problem continues, ask your manager for assistance.

CASH PAYMENTS

When you accept cash payments, you should count the money given to you both for your protection and for the customer's. Accuracy is very important. Also, if you receive a \$20 bill or larger, you need to check that bill for its authenticity.

Instructions on how to verify the legitimacy of bills will be discussed during your training. After accepting the cash payment, you will need to make change for the customer. When making change, use the largest bills and coins possible for the convenience of the customer. For example, if a customer pays for a \$7 meal with a \$20, you should return a \$10 bill and three \$1 bills as change, not two \$5 bills and 12 quarters. Always make sure that you have sufficient change in your tray. When you begin to run low on quarters or dollar bills, alert the manager as soon as possible so your customers will not be forced to wait.

When you return the change to the customer, place it in their palm not on the counter. Remember to smile, thank them for their patronage, and give them a receipt for their purchase.