

CHAPTER - 3

SALE CONTROL SYSTEM

A. KOT/Bill Control System (Manual)

Taking customer food and beverage orders

Methods of order taking

Essentially there are four methods of taking food and beverage orders from customers. These are summarised below:

Main methods of taking food and beverage orders

Triplicate	Order is taken; top copy goes to the supply point; second copy is sent to the cashier for billing; third copy is retained by the server as a means of reference during service
Duplicate	Order is taken; top copy goes to the supply point; second copy is retained for service and billing purposes
Service with order	Order is taken; customer is served and payment received according to that order, for example, bar service or takeaway methods
Pre-ordered	a) Individually, for example, room service breakfast b) Hospital tray system c) Events

Triplicate checking method

This is an order taking method used in the majority of medium and large first class establishments. As the name implies, the food check consists of three copies. To ensure efficient control the server must fill in the following information in the four corners of the check:

- table number
- number of covers
- date
- signature of server taking the order

The triplicate food check

- The top copy of the food order goes to the kitchen and is handed to the aboyeur at the hotplate (pass).
- The duplicate goes to the cashier who makes out the customer's bill.
- The flimsy, or third copy, is retained by the waiter at his or her workstation for reference.
- Any checks or bills that have to be cancelled should have the signature of either the head waiter or supervisor on them, as should checks and bills which have alterations made on them.

Duplicate checking method

This is a control system that is more likely to be found in the smaller hotel, popular price restaurant and cafes and department store catering. It is generally used where a table d'hôte menu is in operation and sometimes a very limited a la carte menu.

As the name implies, there are two copies of each of these food checks, each set being serial

numbered. A check pad, or bill pad as it is sometimes termed, usually contains a set of 50 or 100 food checks. The top copy of the food check is usually carbon-backed but if not a sheet of carbon must be placed between the top and duplicate copy every time a fresh order is taken. For control purposes the top copy may have printed on it a server's number or letter. This should be the number or letter given to a waiter on joining the staff. The control and accounts department should be informed of the person to whom the number applies, and he or she retains it throughout their employment.

Beverage orders

For beverage orders an efficient system must operate here to ensure that:

- the correct wine and other drinks are served at the right table
- the service rendered is charged to the correct bill
- a record is kept of all wine and other drinks issued from the bar
- management is able to assess sales over a financial period and make comparisons

The various order taking processes are similar to those for foods. Sometimes a duplicate check pad is used. The colour of the wine check pad may be pink or white, but is generally pink or some other colour to distinguish it from a food check.

top copy to dispense bar

Name of Establishment

Table No. 10 No of covers 3

2 sweet sherries

1 pale ale

1/2 x 16

1 x 40

Date 24/3/14 Signed CEH

Wine check

Special checks

In certain instances, when the triplicate checking system is in operation, it may be necessary to write out special checks, as described below.

1. **To follow/suivant**
2. **Supplement**
3. **Accident**

It occasionally happens that the server may have an accident in the room and perhaps some vegetables are dropped. These must be replaced without any extra charge to the customer. Here a check must be headed 'accident'. It will show the number of portions of vegetables required and should be signed by the head waiter or supervisor in charge. No charge (n/c) is stated on the check to ensure that no charge is made to the customer.

Name of Establishment	
Table No.4	No of covers 2
Accident 2 vegetables N/C	
Date 2/2/10	Signed CEH

Food check: accident

Other checking methods

Single order sheet

A further simple form of checking is the single order sheet which is used in cafes, quick turnover restaurants and department stores. It is a simple form of ordering which may be used in various forms of operation.

Menu order and customer bill

This shows the menu order and customer's bill combined on one sheet and is allocated to each party. Each customer's requirements are written down in the column next to the price column.

Customer self-complete order

A more modern trend is to ask customers to take their own food and drink order. This method is often found in bar operations and it allows staff to concentrate on the service of food (plate service) and beverages, and to accept payments.

Food and beverage revenue control

A control system covering the sale of all food and beverages in a foodservice operation is essential to maximise returns. The type of control system used will vary from one operation to another.

In a large establishment a control and accounts department will be in overall charge of the efficient running and working of the control systems used. In a smaller establishment this may be managed by an assistant manager, who will personally carry out the necessary daily and weekly checks. All control systems should be as simple as possible, making it easier for the food and beverage service staff to operate, and for the control and accounts department staff to check for any errors and omissions and have them rectified.

B. Making bill

Billing methods

The seven basic billing methods are described below:

Method	Description
Bill as check	Second copy of order used as bill
Separate bill	Bill made up from duplicate check and presented to customer
Bill with order	Service to order and billing at same time, for example bar or takeaway service methods
Pre-paid	Customer purchases ticket or card in advance, either for specific meal or specific value
Voucher	Customer has credit issued by third party for either specific meal or specific value, for example a luncheon voucher or tourist agency voucher
No charge	Customer not paying – credit transaction
Deferred	Refers to, for example, function catering where the bill is to be paid by the organiser, or customers who have an account

Note: All billing methods are based upon these seven concepts. The main systems used to support these methods and the different payment methods are described below.

C. Cash handling equipment

Systems for revenue control

The four basic methods for order taking are shown earlier. The seven basic methods of billing are also shown earlier. The systems that are used to support the various order taking and billing methods are summarised below.

- **Manual systems:** using hand-written duplicate or triplicate checks for ordering from kitchen and bar and for informing the cashier. Often used with a cash till or cash register. This system is found in many high class restaurants and in popular catering.
- **Pre-checking system:** orders are entered directly onto a keyboard that then prints each order check with a duplicate and retains a record of all transactions. The keyboard may be pre-set or pre-priced. This system may be found in many full-service restaurants and in popular catering.
- **Electronic cash registers:** allows for a wider range of functions including sales analysis. ECRs may be installed as standalone or linked systems. These systems are found in store restaurants, cafeterias and bars.
- **Point-of-sale control systems:** have separate keyboard terminals in the various service areas, which are linked to remote printers or visual display units (VDUs) in the kitchen, bar, etc. The terminals can be fixed or set in docking stations for hand-held use. In hotels, this equipment may also be linked to the hotel accounting systems. This system is also found in many modern restaurants.

D. Record keeping (Restaurant Cashier)

The **cashier's duties** for table and assisted service may include:

- issuing and recording of check books
- maintaining cash floats
- preparation of customer bills
- maintaining copies of the food and wine orders together with the bills in case of server or customer queries
- counter-signing spoilt checks
- receiving payments (which may include cash, credit card and cheque payments as well as luncheon vouchers or other forms of pre-paid voucher)