RQF LEVEL:5

TRADE: FOOD AND BEVEREGE SERVICE

MODULE CODE: FBSPM501

TEACHER'S GUIDE

Module name: USING PROPERTY MANAGEMENT SYSTEM IN F&B SERVICE

Table of Contents

Acronyms

POS- Point of sale

Pop-point of purchase

VAR – Value-Added Reseller

mPOS – Mobile Point of Sale

ISV – Independent Software Vendor

PCI – Payment Card Industry

ISO – Independent Sales Organization

DMR – Direct Marketing Reseller

NFC – Near Field Communication

RFID – Radio Frequency Identification

mCommerce – Mobile Commerce

mP2P – Mobile Peer-to-Peer

P.O – Purchase order

CRM- Customer relationship management

Introduction

The module of using the Property Management System (PMS) in Food and Beverage Service will equip the learner of Level V, Certificate V with the knowledge, skills and attitudes required to use a PMS in Food and Beverage Service.

At the end of this module, the leaner will be able to Setup administration of POS, to perform Point of Sales (POS) operations, perform stock Control System and operate Conference Management System

The growth of software and hardware in hotels is helping increase revenues and decrease costs", Stephenson continues, "however, this innovation is stifled because integration with core hotel data is extremely hard. We are trying to remove this friction because, in our opinion, start ups should not have hundreds of customers just to get on a PMS' radar".

There are a number of benefits associated with the use of a point-of-sale system within hospitality, including improved payment processing, faster access to information, and more convenient service for customers, ultimately resulting in an improved guest experience in hotels, restaurants and other similar settings

Module Code and Title **: FBSPM501 USING A PROPERTY MANAGEMENT SYSTEM IN F&B SERVICE**

Learning Units:

1.set up and administrate point of sales

2 Use Point Of Sales (POS)

3 Use Stock Control System in food and beverage

4. Use Conference Management System in F&B service

Learning Unit 1: set up and administrate point of sales

STRUCTURE OF LEARNING UNIT 1

Learning outcomes:

1.1 Handle employees and security settings

1.2 Setup of a Restaurant Point of Sale

1.3 Set-up of products in a restaurant Point of Sales

1.4 Configure suppliers in a restaurant POS

1.5 Configure employee activity log in POS

1.6 configure travel agency and company

1.7 configure conference facilities in POS

Indicative content 1.1 Add employees in a POS

Learning outcome 1.1 Handle employees and security settings

A point of sale (POS) system is a tool that allows your customers to pay for products or services while your hotel can accept payments. Every time they pay, they complete a POS transaction

Importance of point of sale in business

It helps a business to keep track of your sales.

To generate different reports

To create quick overviews and charts of your performance.

To keep track of all products so you can order or cancel the ordering of products on time

TO manage stock levels, track stock levels in different locations, etc.

To build close relationships with your guests and create business continuity,

TO track all customer details, attribute a sale/transaction to a customer,

TO track your guests' purchase history, and use email marketing to connect with customers, t

To improve the performance of your employees, set sales targets and analyze who your top performers are,

To create and change schedules for employees based on forecast activity, and send close outs to employees, their weekly and overtime hours to pursue.

An employee is a person who has agreed to be employed to work for some form of payment under a contract of employment

The details required to add employ in point of sale are

Employee details include the following,

Names of employees

Identification numbers of employees.

Contacts of employee's,

Position of employee’s,

Password of employee,

Section of employee’s,

Privileges given to employees

The process of adding a new employee

Enter your employee’s first and last name.

Give them a nickname for the POS. This will only show in the lower left corner when they're logged in.

Assign a four-digit password for them to log into the system, and a badge number if you’d like them to swipe into the system.

Select their Job from the drop-down menu.

When you are done click the green Add Employee button.

Duration: 7hrs

Learning outcome 1 objectives:

By the end of the learning outcome, the trainees will be able to:

1. Identify employee’s details

2. Add employee’s in point of sales

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm about employee details in groups of 5-5)

Ask trainee's brainstorm on different softwares used in point of sale

Practical learning Activity

Ask Trainees in pair perform practical exercises on adding employee's in point of sale

Ask trainee's to make internet connections on computer

Points to Remember (Take home message)

Employee details such as names of employees, Identification numbers of employees, Contacts of employee's, Position of employee's, Password of employee,Section of employee's,Privileges given to employee's when entering employee's in point of sale

Tools and equipments used in Proper Handling of employees and security settings

Summary for the trainer related to the indicative content (key notes using bullets such as ticks etc)

Indicative content1.2: Procedures of setting up a restaurant POS

Learning outcome 1.2 Setup of a Restaurant Point of Sale

TOPIC : Setting up a restaurant point of sale

a) A POS server is a computer program which manages access to a centralized resource or service in a network. POS server allows your business to accept payments from customers and keep track of sales.

There are many types of Point of sale servers, including **web servers, mail servers, and virtual servers**. An individual system can provide resources and use resources from a different system at the same time.

b)Point of sale Peripherals . are *those devices that connect to the core computer to give it more power and ability.* Peripheral devices are classified into three types. These types are input devices, output devices, and input/output devices. An input device inserts data or commands into the computer system.

keyboard, mouse, scanner, barcode reader, digital pen, webcam, microphone are some examples of input devices

c)**A point of sale terminal** is an electronic or electromechanical hardware device that can be used for entering data into, and transcribing data from, a computer or a computing system..

There are several types of terminals: dumb terminals, smart terminals, and graphics terminals.

A terminal acts as a wrapper and allows us to enter commands that the computer processes.

The process of Configuring the server ,peripherals and terminals set –up restaurant point of sale

- Launch the software and log in
- Most POS software will have prompts or walk-throughs to guide you through the setup process. Prepare the info you need, then follow the instructions.
- Enter or upload your products
- Most modern POS solutions will allow you to do this using a product list, that contains the following fields:
  Product name ,SKU ,Supply price ,Retail pricen,Variant details (if the product comes in different sizes or colors) ,Product description,Product category,Brandname,Supplier name ,Quantity ,Reorder point

- Set up your user accounts
- A point of sale solution typically allows you to set up accounts or profiles for your team members who would be operating the system. They include:

Admins

Managers

Cashiers

Set up your hardware

The exact steps for setting up your retail equipment depends on the specific device, so consult with your provider to figure out the right way to go.

Generally speaking though, setting up equipment like payment terminals involves:

Switching on the device

Connecting it to your WiFi network

Pairing it to your POS system

Set up your payments

Once your payment equipment is connected to your POS system, you'll need to configure your software's setting so it recognizes your payment processor

Connect your POS with other business apps

One of the best ways to get the most out of your POS system is to integrate it with the apps that you're already using. Your restaurant point of sale will function better if the applications that you're using are all "talking" to each other

Duration: 8hrs

Learning outcome 1 :2 objectives:

By the end of the learning outcome, the trainees will be able to:

1.Sett up the POS server

2.Sett up the POS terminals

3.Sett up the POS peripherals

4.Configuration of the server and the terminals

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm about Sett up of POS server of 5-5)

Ask trainees to brainstorm about Sett up of POS terminals of 5-5)

Ask trainees to brainstorm about Sett up of POS peripherals

Ask trainees to brainstorm about Configuration of the server and the terminals

Practical learning Activity

Ask Trainees in pair to perform to practical exercises setting up a restaurant point of sale

Ask trainee's to make setup of point of sale server, point of sale terminals,

point of sale peripherals, Configure the server and the terminals

Points to Remember (Take home message)

Setting a restaurant point of sale requires the knowledge of point of sale server, point of sale terminals, point of sale peripheral sand Configuring the server and the terminals

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Indicative content1.3 Procedures of setting-up products in a restaurant POS

Learning outcome 1. 3 setting-up products in a restaurant POS

3 setting-up products in a restaurant POS

Setting Up Departments

- Fill in your departments with menu groups ie: food and drinks.
- The checkboxes beside each menu group can be enabled as a negative department. This will report negative sales to your department for purposes of coupons or rewards.
- Next select Report Groups. This will further breakdown your reporting as well as your grouping for menus. For example, apps, entrees, desserts, beer, wine, and soda.
- Close, and then select Menu Item to create your items.

Creating Menu Groups

- First select Menu Group Descriptions.
- Start adding your menu groups in the list ie: food and drinks.
- They will appear in boxes below where you can change the color.

Adding Items/ products

- Select Menu Items. The screen you see will be the Menu Group.
- On the right under Menu Button Group you will see the menu groups that have been created ie: food and drinks.
- To begin adding items set the Menu Button Group and Department to the same group ie: food.
- From the Report Group drop down menu, choose the group of items you'd like to start adding ie: apps, entrees, desserts, etc.
- Add the menu item in the Food Description field.
- Next fill in the following fields: cost - your cost; quantity - for quantity tracking; price - customer cost; points - is for customer database loyalty tracking.
- To save, click the New Item button.
- Your items will be in your database but not on the menu yet.

Assigning Items to the Menu

- Assign the items to your menu by checking Assign Items and then selecting Menu Configure
- Under Menu or Kiosk Group you will see the groups you have created.
- In order to access different menu groups check Assign Menu Groups.
- This will make the menu groups appear in the boxes below.
- Once that is complete return to your menu items.
- Click Assign Items to start creating your menu.
- Choose each item and save.
- Give them different colors

checking Your Menu Via the POS Systemu

- Login to the POS system
- You will see the menu you've created

Select the Groups button to see the groups at a glance.color

Duration: 7hrs

Learning outcome objectives:

By the end of the learning outcome, the trainees will be able to:

1 .Add product categories

2. Add product details

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm product categories 5-5)

Ask trainees to brainstorm adding product details 5-5)

Practical learning Activity

Ask Trainees in pair to perform practical exercises in setting up products in a restaurant point of sale

Ask trainee’s to make product categories and add product details

Points to Remember (Take home message)

N.b setting-up products in a restaurant POS requires the knowledge product categories and product details

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

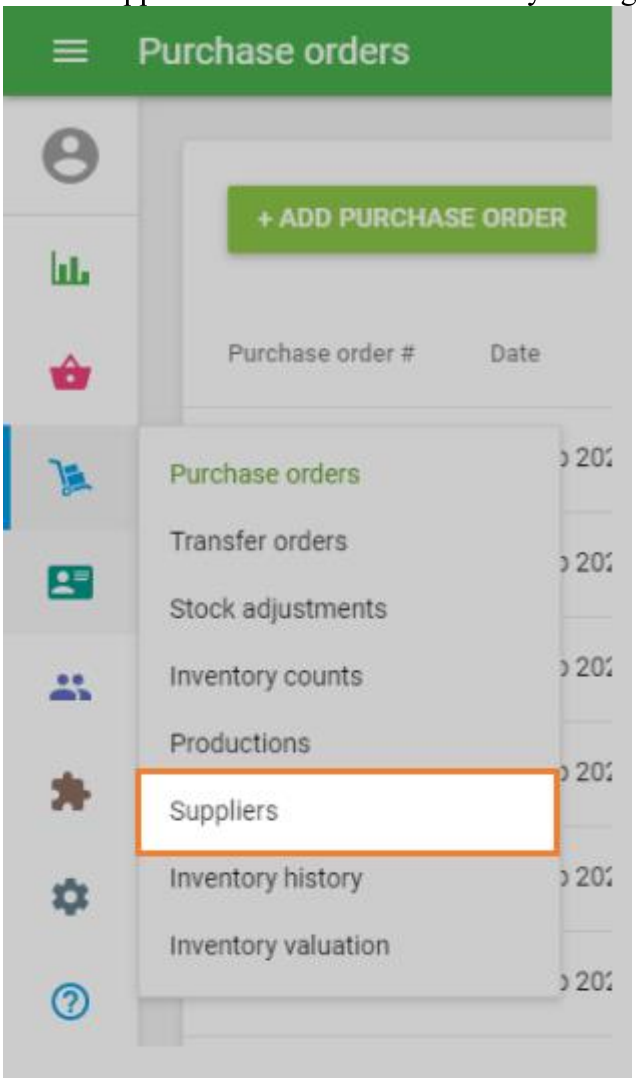
-

Indicative content: 1.4 Procedures of setting-up suppliers:

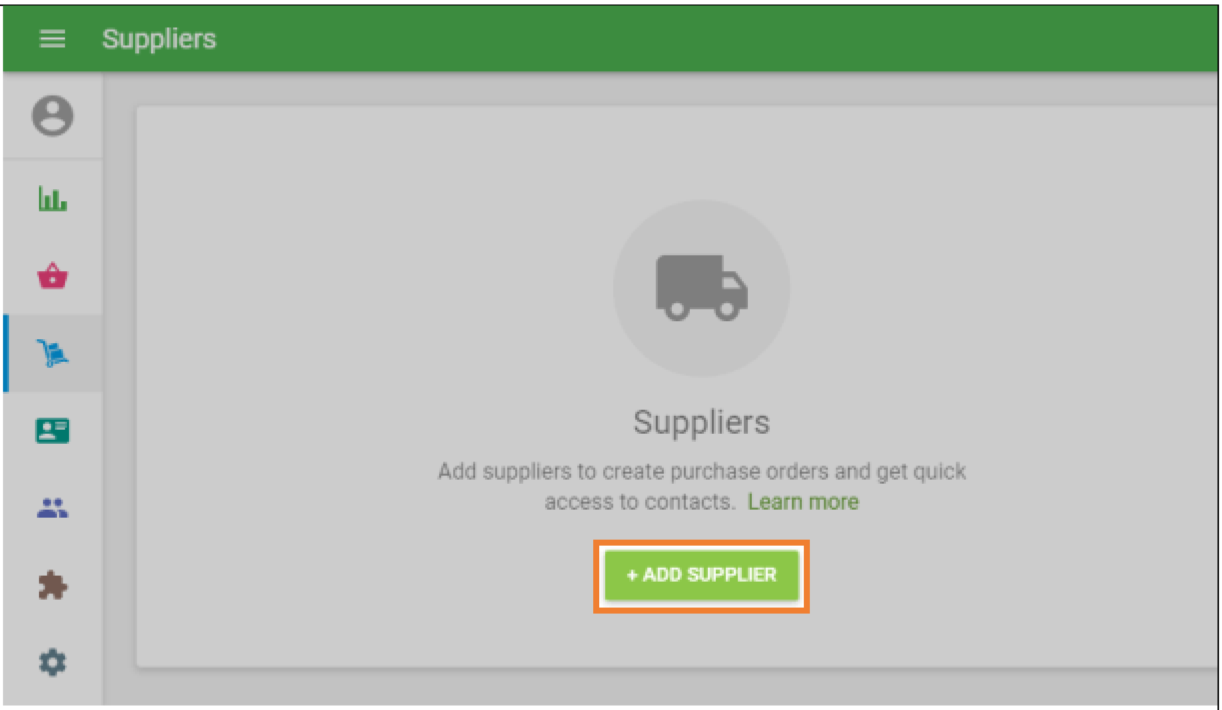
Learning outcome 1.4 Configure suppliers in a restaurant POS

1.4 Configure suppliers in a restaurant POS

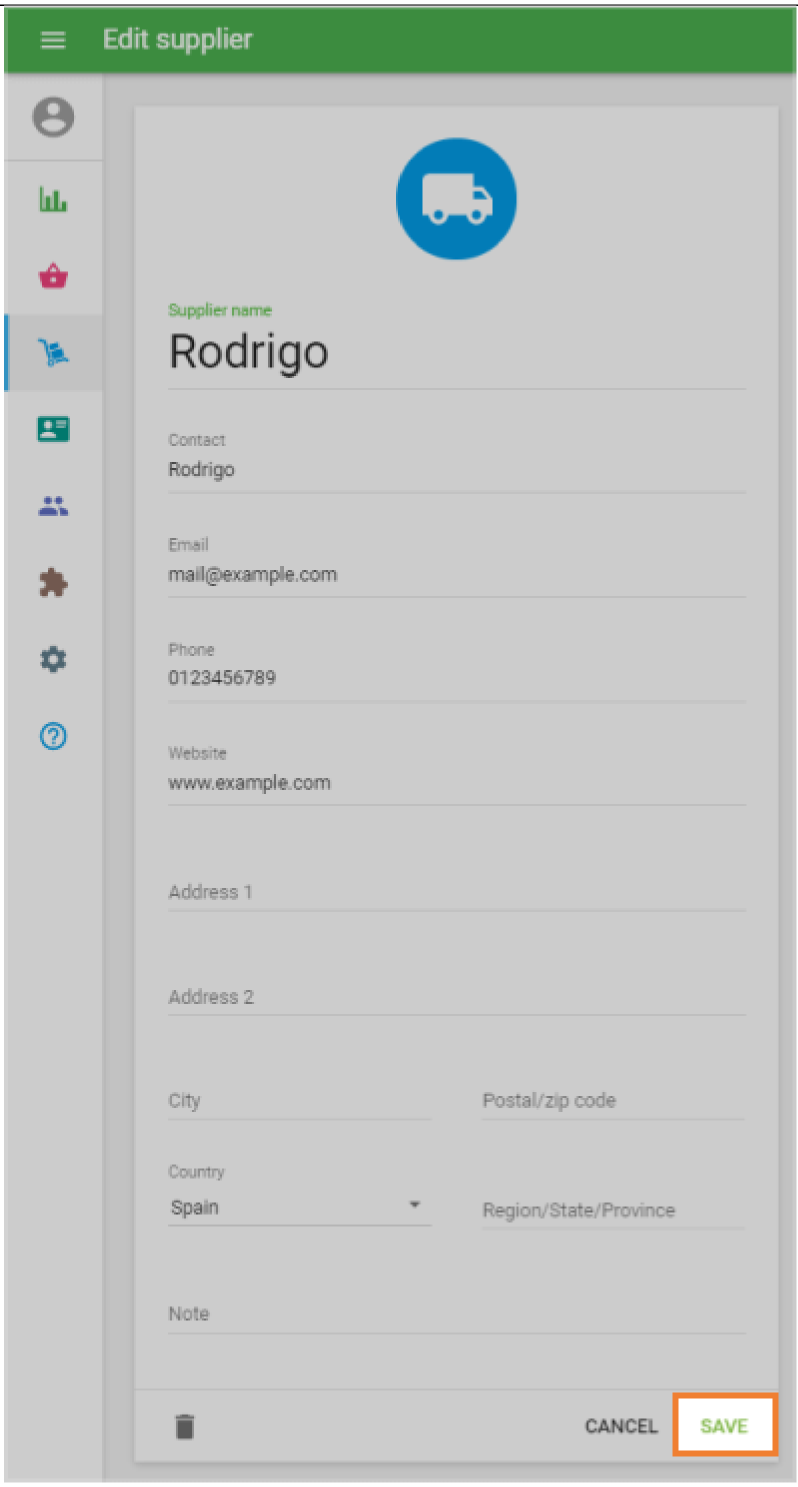
Go to ‘Suppliers’ section in the ‘Inventory management’ menu.



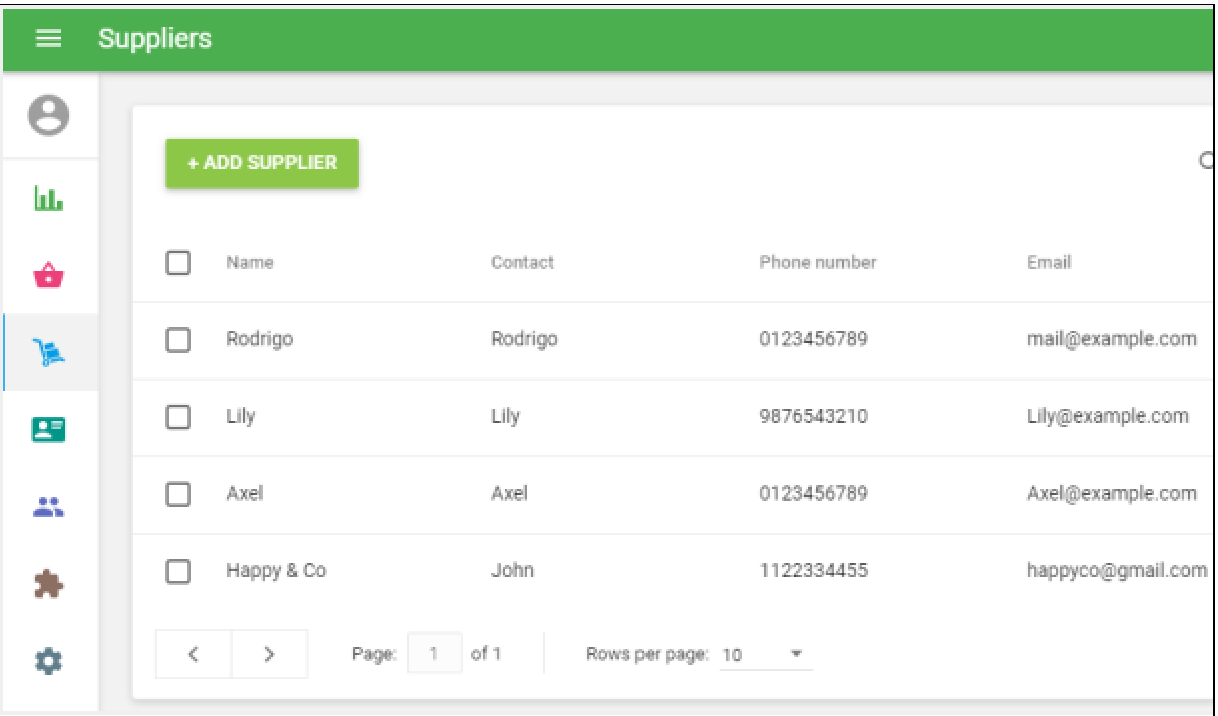
To create a supplier, click ‘+ Add supplier’ button.



In the ‘Create supplier’ form, ‘Supplier's name’ is a required field and should be unique. The other fields are optional and can be left blank, but remember, that this information will be used to create the Purchase Order in the next step.



Don't forget to save supplier.



After you have created a list of your suppliers, you can start making purchase orders.

Duration: 8hrs

Learning outcome objectives:

By the end of the learning outcome, the trainees will be able to:

1.Add Supplier general details

2.Add bank details

3.Contact details

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm supplier details

Ask trainees to brainstorm bank details

Ask trainee’s to brainstorm on contact details

Practical learning Activity

Ask Trainees in pair to perform practical exercises configuring suppliers in a restaurant point of sale

Ask trainee’s to make product bank details and contact details

Points to Remember (Take home message)

N.b configuring new suppliers in point of sale requires knowledge of supplier details,bank details and contact details

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Indicative content: 1.5 Procedures of setting-up employee activity log:

Learning outcome 1.5 Configure employee activity log in POS

Setting the Job Type

When creating an employee you first need to set up a job type for them

Select: Add a New Employee from the Employee List.

From the top menu choose: Manage Job Types.

Then create a Job Title - which in this case would be Host.

Adding Wages and Permissions

Setting a default wage will show how much the employee will make when you first put them into the system. For instance, the primary wage for a Host could be set at $12.50/hr and overtime at $20/hr

Once you've set their wages you will select the Stations they can access and the Job Options involved. In this case, the stations a Host would need access to would be the Cashier Station and Table Service.

Their Job Options would be Time Clock and Table Service List which will allow them to make reservations. You would then define the job as Table Service and check Tabs Enabled which gives the Host appropriate access and enables them to take phone orders.

Creating A New Employee

Now that you've set up a job type, you're ready to add a new employee.

Enter your employee's first and last name.

Give them a nickname for the POS. This will only show in the lower left corner when they're logged in.

Assign a four-digit password for them to log into the system, and a badge number if you'd like them to swipe into the system.

Select their Job from the drop-down menu.

When you are done click the green Add Employee button.

7From the top menu select the Employee Rights and Access Management tab.

8To save time and avoid checking boxes every time you add a new employee, you can create templates for your Employee Rights based on their job description.

9Once your templates are created and saved you can select the appropriate one from the Employee Rights Group.

9Set the default menu, for our Host example we would choose Beverage from Menu Group and Dining Room for Table Screen.

10Return to the employee you just created by clicking the Employee Information tab along the top.

11You should see all their information. To connect them with their Rights, click Add to add the employee

12. Ensure your employee has appropriate access. Log into the POS using your newly added employee’s password.

Duration: 8hrs

Learning outcome objectives:

By the end of the learning outcome, the trainees will be able to:

Add employee activity log details

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm employee activity log details

Practical learning Activity

Ask Trainees in pair to perform practical exercises Practical exercise on configuring employee activity in a restaurant POS

Points to Remember (Take home message)

N.b Configuring employee activity log details in point of sale involves knowledge of employee activity details such as

Names
Activity date
Reference
Category
Description
Start and end time

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

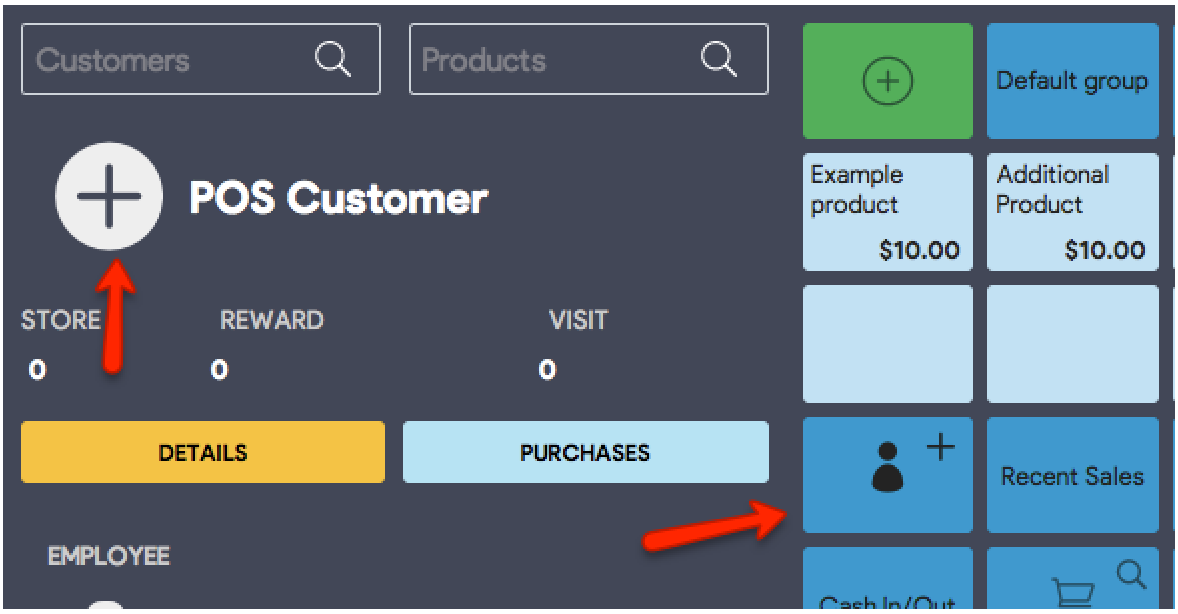
Indicative content1:6 Procedures of setting-up employee travel agents and companies:

Learning outcome 1.6 Configure Travel agents and companies

When logged into the Point of Sale, you can add a new customer by clicking the **Add Customer** button.

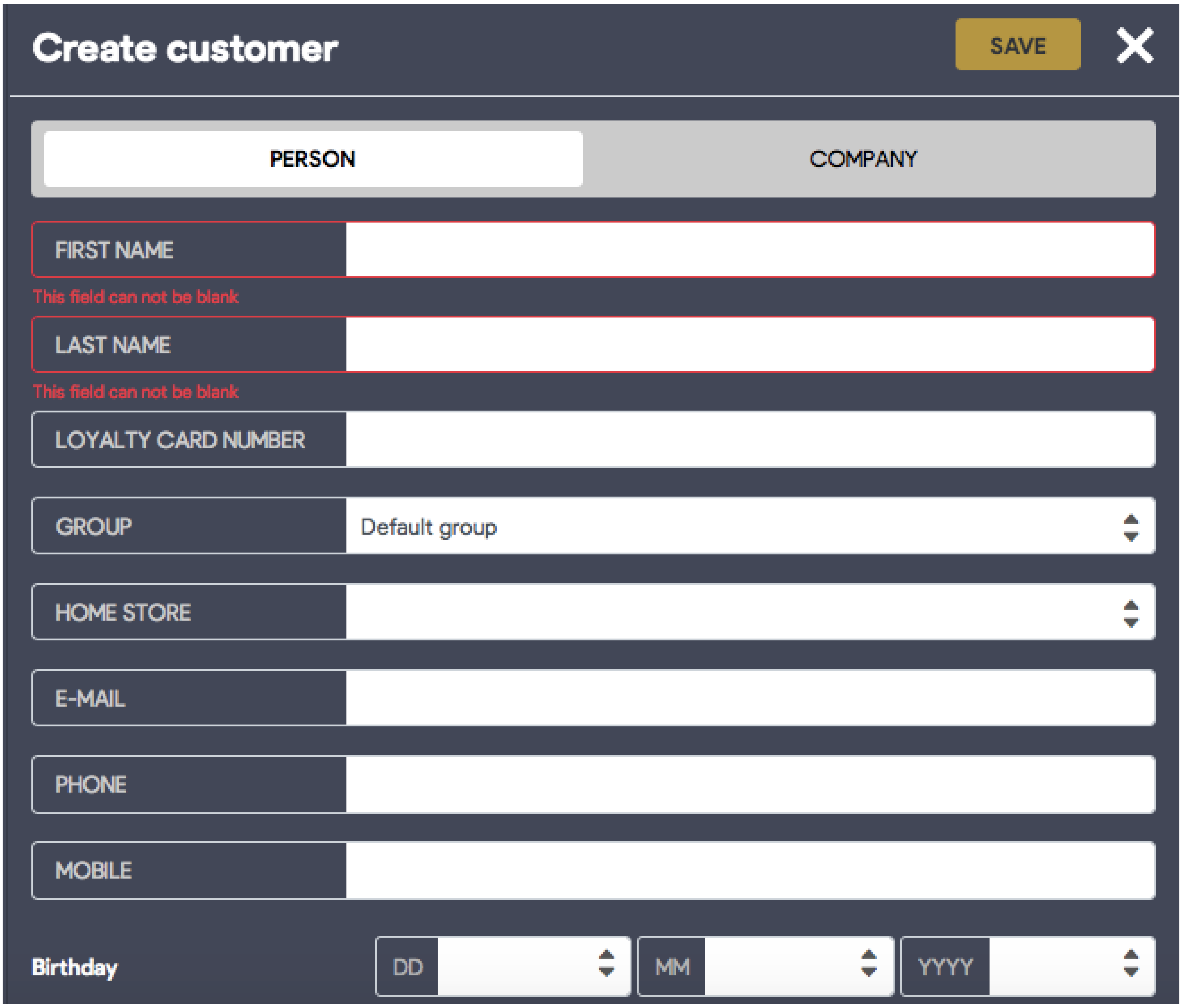
Add customer is the dark blue function button and has a silhouette of a person.

You can also use the large **+** sign next to your Default Customer to pull up this card.



From here, you can fill in all the information you wish to, the required fields are shown in red.

You can also toggle between adding an **individual customer** or a **business customer** (company). If this new customer is a company you will be doing business with directly, you can simply choose the appropriate tab to add them as such.



Press **Save** in the top right corner to save all changes made. This will create a new customer card and will select them as the customer for the current sale.

Duration: 5hrs

Learning outcome objectives:

By the end of the learning outcome, the trainees will be able to:

1.Add travel agents and companies details properly

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm

Practical learning Activity

Ask Trainees in pair to perform practical exercises **Travel agents and companies details are properly configured**

Points to Remember (Take home message)

N.b Configuring Travel agents and companies properly requires knowledge of travel and company details such as

Names

Bank details

Commission

Bank details

Contact details

Specials

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Indicative content: 1.7 Procedures of creating a new sale in POS

Learning outcome 1.7 Configure conference facilities in POS

Conference types

Academic conference. This is a formal event in which scientists or researchers present the results of their study or trial. ...

Peace conference. ...

Trade conference. ...

Authors' conference. ...

Professional conference. ...

Settlement conference.

Functions of conferences

increasing customer satisfaction,

revenue and profitability

A ttracting customers

Building brand and hospitality brand

Catering is the business of providing food service at a remote site or a site such as a hotel, hospital, pub, aircraft, cruise ship, park, festival, filming location or film studio**.**

Companies that offer food, drinks, and other services to various customers, typically for special occasions, make up the catering sector. Catering activities include the following

Planning of event

Performing of Tasks.

Mobilizing Equipments and tools to be used

Implementating of activities using skilled and motivated staff

Controlling activities

Understanding Legal & Insurance Issues involved in catering services

Duration: 5hrs

Learning outcome objectives:

By the end of the learning outcome, the trainees will be able to:

To know Conference types

To know the different Conference halls

To know Function prospects

To know the meaning of Catering

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm types of conference

Ask trainees to brainstorm on different conference halls

Ask trainees to brainstorm on function prospects

Ask trainees to brainstorm on catering activities

Practical learning Activity

Ask Trainees in pair to perform practical exercises Practical exercise on configuring conference facilities in POS

Points to Remember (Take home message)

N.b Configuring conference facilities in POS requires knowledge of conference types,conference halls, functional activities and catering activities

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Learning outcome 1 formative assessment

Written assessment

1.Define the the following terms

a) Property management system

b) Point of sales

2a) state five importance of using point of sale in Hospitality industry

bstate five employee details that are used when adding anew employee in point of sale

3. state the procedures used when adding anew employee in point of sale

4aGive types hardware's used in point of sale

b) Give 3 softwares used in point of sale

5 Define the following terms

a)point of sale server

b) point of sale terminals

c) point of sale peripherals

6outline the procedures of setting up restaurant   point of sale

7. outline the procedures of setting up products in point of sale

8.Procedures followed when adding suppliers in point of sale

9. How to customers or travel agencies and companies in point of sale

10. Define the term catering and state the activities involved in catering

Assessment tools

True or false questions

Multiple choice

Open ended questions

Case studies

Please mix different assessment tools for triangulation and relevancy of assessment

Practical assessment

Assessment tools

Assay

Task to be performed

Observation checklist

STRUCTURE OF LEARNING UNIT 2

Learning outcomes:

2.1: Create new sales and process orders in POS

2.2. Close customer table

Indicative content: 2.1 Procedures of creating a new sale in POS:

Learning outcome 2.1 Create new sales and process orders in **POS**

2.1 Create new sales and

Go to Sales items in the général settings

Button description

Enter sales category

Pre-printing override

Additional settings tab

Number of comment to ask for

Package revenue

Packaged revenue screen

Deactiviting sales items

Components of sales order

Name and contact information of the company (seller)

Name and contact information of the customer

Customer billing information

Customer shipping information

Information about product or service

Price before taxes

Tax, delivery, and shipping charges

Total price after taxes

Terms and conditions

Signature

Any other relevant information as needed

Processing a sales orders in POS

Processing a sales order

The buyer sends a request for a quote from a vendor.

After receiving the request, the vendor sends back the quote.

The customer considers the quote reasonable and sends a purchase order.

The vendor receives the purchase order (PO) and generates a sales order using the details of PO.

The vendor sends the sales order to the customer to confirm the terms of the sale.

The vendor assembles and prepares for delivery of goods and services requested.

The vendor delivers those goods or services as per the order.

Using the details of the sales order, the vendor generates the invoice and sends it to the customer.

The customer pays the amount specified on the invoice within the allotted time frame.

Duration: 10hrs

Learning outcome objectives:

By the end of the learning outcome, the trainees will be able to:

Add a new sale

Select category from menu

Process order

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm on adding anew sale

Ask trainees to brainstorm on selecting categories from menu

Ask trainees to brainstorm on processing order

Practical learning Activity

Ask Trainees in pair to perform practical exercises on adding a new sale in point of sale

Points to Remember (Take home message)

N.b Proper Creation of new Sales in POS requires knowledge of adding new sales, selecting categories and processing orders

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Indicative content: Procedures of closing customer tables in POS:

Learning outcome 2.2 Close customer table

How to set up a cash register in handling cash payment in point of sale

Step 1: Put your cash register in a suitable place. ...

Step 2: Install the battery. ...

Step 3: Install receipt paper rolls. ...

Step 4: Unlock the drawer. ...

Step 5: Turn on the cash register. ...

Step 6: Configure your cash register. ...

Step 7: Connect with other point of sale devices. ...

Step 8: Close the drawer

How to handle credit cards in point of sale when closing a customers table

Practice credit card protection immediately.

Sign the back of a new card upon receipt.

Keep your account number private.

Keep your information current.

Be careful with your receipts..

Secure your devices and networks.

Protect yourself online

Handling room charge in point of sale.

Room charge means the charge imposed for the use or occupancy of a room, excluding charges for food, beverages, state use tax, telephone service, or like services paid in connection with the charge, and excluding reimbursement of the assessment imposed by this act.

post a charge to a guest folio, **ensure the arrow is pointing towards the guest who you wish to post charges to, and then select the Post Charges button**. Next, enter the following information: Folio select the folio number where you would like the charges to post

Post charges to a guest reservation

POS are owned by either hotels or they are third-party POS. If the hotel owns the POS then the charges and tips are posted to the guest reservation. For third-party POS transitory charges and tips are posted to the guest reservation. POS app fetches checked-in reservation of the guest and posts revenue or transitory charges to the guest folio.

The hotel decides how charges to the guest reservation should be reflected. If a revenue charge is posted on the room, then it is excluded on the PO external folio. If POS takes care of the POS revenue independently, then transitory charge is posted on the guest reservation.

Search the room

To find the room where charges should be added, access the **Booking API**.

```
GET /booking/v1/reservations
```

There are a variety of filters and which ones you use depends on you. Most likely, you will want to limit the reservation to be *in-house* and then search for *room number* or *guest name (full-text search)*. You might get more than one reservation as a response; you must pick the relevant reservation.

Search the folio

The **Finance API** lets you access folios, invoices, and accounting. The first one you'll need is:

```
GET /finance/v1/folios
```

Add the `reservationIds` as a query parameter and type as `Guest`, and either get the main folio or use any custom logic to find the folio you want to add the charges or payments to.

You must get the first folio that contains `AddCharge` in `allowedActions`. If no such folio exists, then you'll have to create a new folio.

```
POST /finance/v1/folios
```

Once you identified the folio to use, you can perform different actions. The most useful being:

```
POST /finance/v1/folio-actions/{folioId}/charges
```

Check pre-existing services on the folio

You can check if the breakfast or any other service is already booked by the guest by simply calling the following API endpoint:

Posting charges to travel agents and companies POS system for travel agents is **software that automates different aspects of business operations including managing finances, bookings, inventory, customer relationship management (CRM), and everything in between**

Phone

The phone option is included in a PMS for those properties that do not have an interface with the call-accounting system. With the call-accounting interface, the charges for local and long-distance phone calls, plus surcharges, will be posted automatically. Without the interface, the desk clerk must manually post the phone charge on the electronic folio.

Display Folio

The display folio option permits the front desk clerk or other authorized members of the management staff to view a guest's electronic folio at any time. If a guest requests the current balance on his or her folio, the desk clerk can produce a hard copy of the folio with a few keystrokes. After the guest has reviewed the hard copy, he or she may indicate that a certain charge is in error. This discrepancy can be resolved prior to checkout.

Reports

The reports option allows the front office manager to organize data in a way that is useful to the controller and the management team. The night auditor can cross-check departmental totals from the restaurant, phone service, gift shop, or recreational facility with the amounts charged to the guest folios. These data can be shared with the various department managers to provide feedback for evaluating marketing programs and cost-control efforts. Figure 8-5 illustrates the types of reports that can be obtained.

Transferring Guest and City Ledgers to Accounts Receivable

The debits and credits incurred by guests and future guests of the hotel are maintained as back office accounts receivable (monies owed to the hotel). Once the guest has received the goods and enjoyed the services of the hotel, then this financial record must be transferred to the master accounts receivable for the hotel. If a guest's folio shows a debit balance (an amount the guest owes to the hotel) of $291 and the guest wants to pay that off by charging $291 to his MasterCard, then the amount is transferred to the MasterCard accounts receivable.

Another type of transaction involves the back office accounts payable, amounts of money that have been prepaid on behalf of the guest for future consumption of goods or services (sometimes referred to as back office cash accounts), such as when a guest deposits a sum of money for a future stay. For example, the personal check a guest sends to the hotel, dated February 5, for a stay on December 21 must be credited first to the

Posting charges on reservation

1. From the OPERA Cloud menu, select Front Desk, and then select In House.
2. Enter search criteria and click Search.
3. Select the reservation from the search results and click I Want To. . . and select Billing.
4. On the Manage Billing screen, click Post Charge then complete the following
    1. Window: Select the billing window for the charge (defaults to the current billing window).
    2. Code: Enter or select an article code from the list. As you enter the article description a list of matching codes is displayed.
    3. Price: Enter the amount of the charge. Price may default based on the article selected.
    4. Quantity: Enter the quantity of the charge. The total amount posted is Price x Quantity.
    5. Arrangement: Select an arrangement code from the list. An Arrangement Code is a folio grouping code that controls the display of this transaction on the folio. (Available when). For more information, see: Selecting Folio Styles for Viewing, Printing.
    6. Supplement:Enter any supplementary information text. If a negative price is entered, this field is mandatory to ensure a reason for the negative (rebate) posting is provided.
    7. Reference: Enter any reference information. This field is also used to auto-note any transferred postings and/or interface information, such as phone details.
    8. Check Number: Enter a POS check number if applicable. Field may be mandatory based on setup of the transaction code.
    9. Click Apply Charge or click Apply Charge and Post Another to post another charge.

Posting (Cash) Paid out Charges

Paid out is a special type of charge that identifies cash payment as given out from your cash draw. A paid out receipt is generated after posting a paid out charge; the recipient of the cash can sign the receipt to confirm acceptance.

1. From the OPERA Cloud menu, select Front Desk, and then select In House.
2. Enter search criteria and click Search.
3. Select the reservation from the search results and click I Want To. . . and select Billing.
4. On the Manage Billing screen, click Post Charge then complete the following:
    1. Window: Select the billing window for the charge (defaults to the current billing window).
    2. Code: Enter or select a paid out charge from the list. As you enter the transaction code description a list of matching codes is displayed.
    3. Price: Enter the amount of the paid out

4. Supplement: Enter any supplementary information text. If a negative price is entered, this field is mandatory to ensure a reason for the negative (rebate) posting is provided.
5. Reference: Enter any reference information. This field is also used to auto-note any transferred postings and/or interface information, such as phone details.
6. Click Apply Charge or click Apply Charge and Post Another to post another charge

Duration: 10hrs

Learning outcome objectives:

By the end of the learning outcome, the trainees will be able to:

Handle cash payment in POS

Handle credit card payment

Posting charges on reservation room

Posting charges on travel agent and company account

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm on handling cash payments in pos

Ask trainees to brainstorm on handling credit cash payment

Ask trainees to brainstorm on posting charges on rooms

Ask trainees to brainstorm on posting charges on travel companies and agents

Ask trainees to brainstorm on posting charges on resevertions

Practical learning Activity

Ask Trainees in pair to perform practical exercises on handling cash

payments in pos

Ask Trainees in pair to perform practical exercises on handling credit card payments in pos

Ask Trainees in pair to perform practical exercises on posting charges on rooms , reservations and travel agents and companies in pos

Points to Remember (Take home message)

N.b closing customer tables in POS requires knowledge of handling cash payments, credit card payments ,posting charges on rooms, posting charges on reservations and travel agents and companies in point of sales before closing customers table .

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Learning outcome 2 formative assessment

Written assessment

What are the steps involved in processing a sales order in point of sale

What are the components of sales order

State five ways of handling cash payments in point of sale

Give five ways of handling credit card payments in point of sale

What are the procedures of posting charges to the following

a) reservation rooms

b) travel agents and company account

c) customers

Assessment tools

True or false questions

Multiple choice

Open ended questions

Case studies

Please mix different assessment tools for triangulation and relevancy of assessment

Practical assessment

Assessment tools

Essay

Task to be performed

Observation checklist

STRUCTURE OF LEARNING UNIT 3: Use stock control system in F&B service

Learning outcomes: **3.1: Deal with suppliers** **3.2:Manage stock Products**

Indica tive content: 3.1 Procedures of dealing with suppliers

Learning outcome 3.1 Deal with suppliers

Topic :Creating a purchase order

This feature aims to add the following capabilities into the in bound inventory operation in the POS

- View purchase orders requests in POS.

- Edit purchase order requests in POS.
- Confirm purchase order requests in POS.

3.2 Accurate management of good received

Set up your barcode system for inventory in 6 steps in point of sale

Define all SKUs and variants.

Choose a bar coding inventory software system.

Define your barcodes for Bar coding Inventory.

Create the barcodes for Bar coding Inventory.

Update your inventory management system with new barcodes.

Put Bar coding Inventory on your place

Duration: 10hrs

Learning outcome objectives:

By the end of the learning outcome, the trainees will be able to:

1.Create a purchase order

2.Accurate management of good received

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

<table>
<tr><td></td><td></td><td></td></tr>
<tr><td colspan="3">Advance preparation:
.
.
.</td></tr>
</table>

Theoretical learning Activity

Ask trainees to brainstorm on creating of purchase order and purchase

Ask trainees to brainstorm on management of goods received

Practical learning Activity **Ask** Trainees in pair to perform practical exercises on creating purchase order and management of goods received

Points to Remember (Take home message)

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Indicative content: 3.2 Procedures of managing stock

Learning outcome 3.2 Manage stock Products

Duration: 10hrs
Learning outcome objectives: By the end of the learning outcome, the trainees will be able to: 1.Proper management of recipes 2.Accurate Management of Stock Take and Transfers 3.Accurate Issuing Stock Procedures 4.Manage Stock on Hand and Generate Report 5.Proper Generation and Verification of Stock Reports
Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm Proper management of recipes

Ask trainees to dicuss on Accurate Management of Stock Take and Transfers

Ask trainees to discuss on Accurate Accurate Issuing Stock Procedures

Ask trainees to brainstorm on Accurate Manage Stock on Hand and Generate Report

Ask trainees to brainstorm on Proper Generation and Verification of Stock Reports

Practical learning Activity

Ask Trainees in pair to perform Practical exercise on managing stock using point of sale s

Points to Remember (Take home message)

N.b Managing stock of Products requires knowledge of recipes, stock take and transfers, stock issuing procedures and generating report

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

1.Proper management of recipes

Go to Administration > POS Settings > POS Receipts. Choose one of the following: To create a new POS receipt, click Add New. To modify an existing POS receipt, click the Name of the receipt that you want to modify.

Update the playground data as per this article ROLLER Playground.

Wait for approximately 2 minutes for the server background process to refresh your

playground data. ...
Log in to playground.
Open playground POS.
Assign a POS device.
Complete a transaction.
Click print receipt once the booking is created.

2.Accurate Management of Stock Take and Transfers
Plan for the stock transfer.
Make a stock transfer request.
Transfer the items from the source inventory to the destination location.
Receive the stock at the destination.
Put away the items in the appropriate locations.

Manage Stock on Hand and Generate Report
Put simply, a point-of-sale report is a data gathered from your point-of-sale system. Every time you make a sale, the POS system stores data about the transaction, such as employee that was involved, who the customer was and what items were sold.
Reports from your POS system can provide detailed insights into your business's performance. POS reports can give you an overview of your sales data as well as details on your inventory tracking. POS reporting can help you determine products to order, promotions to run, and where to chase future growth.

Learning outcome 1 formative assessment

Written assessment

1.Define the following terms

a) supplier

b) purchase order

2.what are the procedures of adding purchase order in point of sale

3 How to manage stock accurately using point of sale

4 what are the proper ways of managing receipts in point of sale

5. How to manage stock take and transfers in point of sale

6. How to manage stock on hand and generate a report

Assessment tools

True or false questions

Multiple choice

Open ended questions

Case studies

Please mix different assessment tools for triangulation and relevancy of assessment

Practical assessment

Assessment tools

Assay

Task to be performed

Observation checklist

References:

STRUCTURE OF LEARNING UNIT 4: Use Conference Management System in F&B service

Learning outcomes: **1. Dealing with conference reservations** **2. Dealing with conference check-in procedures** **3. Dealing with conference check-out procedures** **4. Dealing with conference reporting**

Picture/sreflecting the Learning unit 4

Indicative content: 4.1 Procedures of conference reservation

Learning outcome 4.1 Deal with conference reservations

A conference reservation system let**s** people book rooms based on the number of **participants**.

Users can also input the equipment requirements to ensure that the room has a projector and a whiteboard

For hotels, a POS system can be used to manage room reservations, track guest check-ins and check-outs, process payments, and more. A POS system can also help hotels to better understand their guests' needs and preferences, as well as identify any operational issues that may need to be addressed.

POS integrated reservations system allows customers to make their dinner reservations online, anytime, anywhere. This reservation data is instantly synced with the venue's POS system

Duration: 4 hrs		
Learning outcome objectives: By the end of the learning outcome, the trainees will be able to: 1.Check Halls availability in PMS 2.Handle New Conference Reservation 3.Confirm Conference Reservation		
Resources		
Equipment	**Tools**	**Materials**

Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s
Advance preparation: . .		

Theoretical learning Activity

Ask trainees to brainstorm on halls availability in pms

Ask trainees to brainstorm on handling new conference reservations

Ask trainees to brainstorm on confirming conference reservations

Practical learning Activity

Ask Trainees in pair to perform Practical exercise on procedures of conference reservation

Points to Remember (Take home message)

N.b Dealing with conference reservations requires knowledge of checking halls availability, handling new conference reservations and confirming conference reservations

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Indicative content: 4.2 Procedures of conference check-in:

Learning outcome 4.2 Deal with conference check-in procedures

4.1 Conference Status is Verified and Confirmed

Provisional reservation : *something that has been arranged or appointed for the present, but may be changed in the future*

Confirmed reservation means that you have not yet paid, but the hotel agrees to hold a room for you based on some condition. For example, in a typical confirmed reservation, the hotel may agree to "hold the room for you until 8 p.m." on a specific day

In-house Reservations are those reservations checked in but have not checked out.

Cancelled reservations:is when a guest cancels areservation in their booking using an email in their confirmation account

A No-Show reservation is when the customer who has a guaranteed reservation does not cancel it before the hotel's cancellation deadline, and never arrives to claim the reservation .

Check-out reservation is where a guest pays their bill and then leaving the room they are currently staying in

4.2 Procedures of conference guest check in

Stage 1: Receiving and Registration **,**Open the door and welcome the guest.

The doorman informs the bell desk to pick-up the guest baggage.

- Bring the luggage and baggage into the lobby (Incase the bell desk team not available then the doorman should assist with the baggage.)

- Escort the guest up to reception desk (usually done by the bellboy/porter)

- Provide welcome drink and welcome gift .

Receive the guests at the reception

- Welcome the guest promptly with a cheerful and pleasant smile.
- Address with the appropriate surname, if known.
- Request for the reservation details like guest last name, confirmation no., booking source etc.
- Request for the guest i.d card or passport.
- Request for the guest business card.

Register the guest - Complete the registration card or register the guest

- Verify the information on the registration against the reservation ensuring the accuracy of name, date, and payment mechanism.
- Stamp check-in time on the registration card.
- Show check-in in the hotel software/PMS.
- Carry out the final check of the registration card for the guest signature.
- Discuss room preference with guest as per the availability, or select an available room which is "ready to let" and allocate the room.
- Take a note of the expected departure details.
- Take note of the airport drop, any special request

stage 2: Allocation of the room

- Allocation of the room means assigning a vacant and ready (VR) room to the guest for staying (if this was not done already).
- For repeat guest assign room as per the preference.
- In order to allocate a guest room, accurate room status information is required. For this purpose, a room status board or room rack is kept in the reception.
- When the room has been allocated, the reception should; Block or code the room as sold.

- Prepare key card of related room number by entering the arrival and departure date, rate and offer it to the guest for signature.
- Give the room key to either the guest or the bellboy.
- Record guest arrival on daily arrival list.

stage 3: Secure Advance Payment

- Advance payment should be done for security purpose. It is usually done by accepting a cash deposit or taking a credit card.
- While handling advance deposit, whether cash/ cheque, always:
- Issue a receipt for cash/ cheque and record the payment in the guests 'ledger.
- Accept credit card and evaluate for its credit limit and availability.
- Get the imprint of the card and obtain a guest signature.
- Get a pre-authorization (pre-auth) from the Credit Card company or EDC machine for the required amount and record the same to the reservation

Stage 4: Information Service

The receptionist is responsible for informing guest about the facilities and services offered by the hotel. This helps the guest to familiarize about the hotel facilities and also to increase the sale. At this point, the receptionist should;

- Acknowledge the guest about the hotel's activities, facilities, and service with direction and location.
- Enquire if the guest requires a wake-up call. If so, record it correctly.

stage 5: Complete the check-in formalities

After the check-in formalities are completed;

- The bellboy or the GRE should escort the guest up to the allocated room.
- Inform other departments and sections about the guest arrival by arrival notification slip.

stage 6: Open the guest folio

- Open guest bill/ folio/folder and clear any old bill copies.
- Record the key information for billing purpose (room rate, number of nights, departure date and mode of payment).
- File the bill in the guests' folio box together with the completed registration card.

Duration: 5 hrs

Learning outcome objectives:

By the end of the learning outcome, the trainees will be able to know

a)Provisional

b)Confirmed

c)In-house

Cancelled

No show

Check-out

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

.

.

.

Theoretical learning Activity

Ask trainees to brainstorm on **Dealing with conference check-in procedures**

Practical learning Activity

Ask Trainees in pair to perform Practical exercise on Verifying and Confirming Conference Status

Points to Remember (Take home message)

N.b Verifying and Confirming Conference Status requires knowledge of terms such as provisional, Confirmed, In-house ,Cancelled ,No show and Check-out

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Indicative content: 4.3 Procedures of conference check-out:

Learning outcome 4.3 **Deal with conference check-out procedures**

Dealing with conference check-out procedures for guests

- Guest requests checkout.
- Desk clerk inquires about quality of products and services.
- Guest returns key to desk clerk.
- Desk clerk retrieves hard copy of electronic folio.
- Desk clerk reviews folio for completeness.
- Guest reviews charges and payments.
- Guest determines method of payment.
- Guest makes payment.
- Desk clerk inquires about additional reservations.
- Desk clerk files folio and related documents for the night audit.
- Desk clerk communicates guest departure to housekeeping and other departments in the hotel if necessary.

Duration: 8 hrs		
Learning outcome objectives: **By the end of session Trainee's should be able** To know how to Check out conferences		
Resources		
Equipment	**Tools**	**Materials**

Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s
Advance preparation: . . .		

Theoretical learning Activity

Ask trainees to brainstorm on Dealing with conference check-out procedures

Practical learning Activity

Ask Trainees in pair to perform Practical exercise on confirming Conference check-out

Points to Remember (Take home message)

N.b confirming Conference check-out requires knowledge of checking out procedures such as

Summary for the trainer related to the indicative content (key notes usingbulletssuch as ticksetc)

Indicative content: 4.4 Procedures of conference reporting

Learning outcome 4.4 Deal with conference reporting

Reporting. All POS systems include basic reporting functionality and, as we already mentioned, can help monitor inventory levels, employee performance, sales activity across channels, and so on. Another benefit is increased visibility of your revenue streams, as the income from both walk-ins and hotel guests will be sent to your PMS to provide you with the full picture of your revenue sources.

Reports pulls out information from all the areas of your hotel department, including front office, food & beverages, finance, account receivables, purchase, etc.

Armed with all these data, you can compare and analyze the performance of your enterprise to ensure better planning and faster decision-making

a) **sources of data in point of sale** :Put simply, a point-of-sale report is **a collection of data gathered from your point-of-sale system**. Every time you make a sale, the POS system stores data about the transaction, such as which employee was involved, who the customer was and what items were sold.

b) **A monthly sales report is used to monitor**, evaluate, analyze, and determine sales trends on a monthly basis. It includes more long-term measurement of KPIs such as sales cycle length, conversion report, and monthly progress report, among many others.

c) **No show room report :**This report lists all of the No Show reservations for the current date, any date or date range. No show booking means a reservation that was either put to No Show status on reservation details page manually, or confirmed but never checked in and had their status changed to No Show.

d) Meal plan pax list reports the action of deciding meals in advance using your schedule, preferences, foods on hand, seasonal produce, sale items, etc. Consequently, meal planning usually leads to grocery shopping once a week, for only the items needed and having others (e.g. family) involved in creating the menu.

e) **The Cancellation Report** displays information related to cancellations for a specified date range, which may include the current business date.

f) A sales report is a collection of metrics, quantitative data and qualitative inputs that helps to evaluate sales performance within a team, region, division or organization.

g) Inventory reports. an inventory report is designed to provide you with real-time data regarding your company's current stock position. They can provide your enterprise with transparency of how much stock you currently hold, where it is and how your products are performing at any given time

h) Employee performance evaluations documents the employee's journey– their accomplishments, setbacks, strengths, and weaknesses– to provide a big picture of the overall work performance

j)Catering and delivery reports, shows your property's total catering revenue figures and attendance for prospect, tentative, and definite bookings during a specified date range

k) CRM reports, Customer reporting is the process of collecting, analyzing, and presenting data related to customer interactions with a company. It helps businesses identify patterns, measure success, and make data-driven decisions to improve the customer experience

Accounting reports show the financial health of your business. Cash flow statements, profit and loss statements, and balance sheets are among the most popular types of accounting reports. Accounting reports are used by company leaders, as well as outside accountants, lenders and insurance providers.

Duration: 5 hrs

Learning outcome objectives: **By the end of session Trainee's should be able**

To know point of sale sauces of data

To know Monthly reports

To know No show reports

To know Meal plan pax list reports

To know Cancelled report

Resources

Equipment	**Tools**	**Materials**
Audio-visual equipments Chairs PMS Computer lab Projector	Marker pen Internet connection PMS /POS software	Books Flip chart s

Advance preparation:

Theoretical learning Activity

Ask trainees to brainstorm on conference reporting

Practical learning Activity

Ask Trainees in pair to perform Practical exercise on confirming Conference reporting

Points to Remember (Take home message)

N.b Conference reporting requires knowledge of knowing different types of reports such as business, monthly report, meal plan pax list, no show and cancelled reports

Summary for the trainer related to the indicative content (key notes usingbulletssuch a

Learning outcome 1 formative assessment

Written assessment

1. What is conference reservation?

2. Outline the procedures of confirming a conference reservation

3. Define the following status terms used in confirming conference reservation

a) Provisional status

b) Confirmed status

c) In house status

d) Cancelled status

e) No show status

f) Check out status

4.What are the procedures of conference guest check in

5. the steps involved in conference guest check out

6a)What is conference reporting?

7. Write short notes on the following

a) Point of sale data sources

b) Monthly sales report

c) No show report

d) Meal plan pax list report

e) Cancelled report

f) Inventory report

g) Employee report

h) Catering delivery report

i) Customer relationship report

j) Accounting report

Assessment tools

True or false questions

Multiple choice

Open ended questions

Case studies

Please mix different assessment tools for triangulation and relevancy of assessment

Practical assessment

Assessment tools

Assay

Task to be performed

Observation checklist

References:

Bernard, P. 1999. *Integrated Inventory Management, Volume 9 of The Oliver Wight Companies*. New York.: John Wiley & Sons

Brown, D.R. 2003. *The Restaurant Manager's Handbook: How to Set Up, Operate, and Manage a Financially Successful Food Service Operation, Volume 2*.: Washington.: Atlantic Publishing Company Dopson, L. R. &Hayes, D.K. 2010. *Food and Beverage Cost Control*. New York.: John Wiley & Sons

Types of Point of Sale Hardware

- Bar code readers
- Terminals (Android or iOS devices with access to Google Play or App Store)
- Wireless ordering terminals (with an optional belt printer and card reader)
- Cash book module with DATEV accounting
- Cashless payments via EMV-compliant electronic reader
- Receipt printers
- In-house customer loyalty system

- Hotel management software integrations (HotelFriend, Micros Fidelio (min. Suite 8), Velox, P
- Kitchen monitor
- Coffee machines & electronic dispencing systems