



Hospitality and Catering

# Dealing with payments

## Lesson 1

This course will enable you to develop the knowledge and understanding of dealing with payments and handling any problems that may arise.





# Learning objectives

- Define different types of payment methods
- Summarise what checks should be completed at the start of a shift
- Understand how to change a till roll
- List the benefits of paying at the table after food
- List the benefits of paying at the till before food
- Recognise till security requirements
- Describe how to identify real money and procedures to follow with fraudulent money/vouchers





# Learning objectives

- Understand how to process card payments using various methods
- State what to do if a card is declined
- Identify the action to be taken if a customer cannot pay
- Summarise payment processes
- Recognise the appropriate customer communication skills required
- Name possible technology and money problems which may occur
- State how to cash up and list factors which have an influence on cashing up correctly





# Dealing with payments

It can feel scary if we have never done it before.

Don't worry, customers are usually understanding.





**It is easier than  
it looks.**





# Technology keeps things simple

We don't need real money anymore.

Some people still like to pay with cash.





# How do people pay?

Mobile phones are more popular for payment.

Debit and credit cards have contactless and easy swipe options.





# Less used payment methods

Cash is being used less and less.

Vouchers still have value because they can be used as presents or future discount.







# Less used payment methods

Cheques are now seen as 'old fashioned'.





# Revision Activity 1

List two ways people can pay?