



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

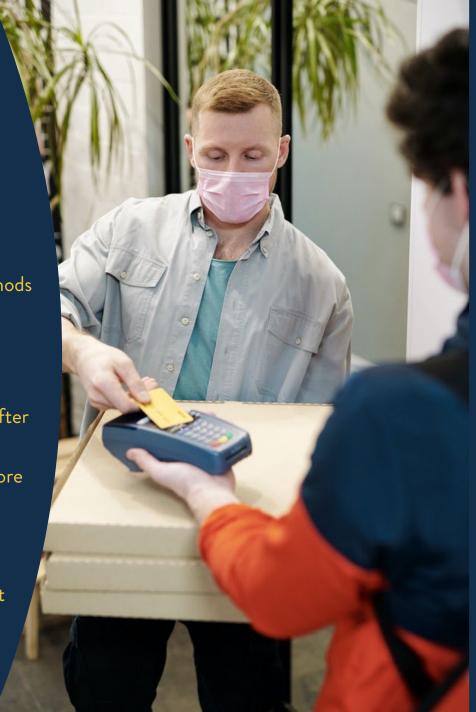
Understand how to change a till roll

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?