



Hospitality and Catering

Dealing with payments

Lesson 6

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





Simple counter Payment process

ADD – Add up the bill.

CONFIRM – Confirm amount with customer.

PAY – Confirm and take payment.

RECEIPT – Give change and receipt of purchase.





Pay at table process

ADD - Add up bill

TAKE - Take bill to table on a plate or in a bill wallet for good presentation

LEAVE THE BILL - Allow time for customer to read bill, while they finish end of meal drinks.

PAYMENT -Return with card reader and scan the card or take cash.

TAKE -Take card payment directly or return to till with cash.

PRINT -Print receipt and return to customer with any change.





Customer communication

Always be polite and friendly.

Tell them about delays or problems with payment quickly.





Customer communication

Be patient – take a breath – don't panic.
Allow the customer to talk to the supervisor when you are unsure or if you have made an error.





Problems to expect with technology

Internet and broadband problems

e.g: Visa or Mastercard's own networks may be down.

Hackers may have accessed or closed accounts.





Problems to expect with technology

This will stop or slow down payments.

Explain difficulties to the customer in a friendly tone.

Try again and inform your supervisor.





Avoiding problems with the internet

Your employer can invest in card readers that accept payments offline.

Very useful for areas with poor connectivity.





Problems with handling cash

- You can give back too much change to the customer by accident
- Other staff have access to the till – theft could occur





Problems with handling cash

- Customers leaving cash at the table
- Miscounting customers money
- Mistaking different notes e.g. £10 for £20





Cashing up

At the end of the shift you should count the money in the till.





Cashing up

You should match the cash to what the till tells you should be in the till.





Problems with cashing up

Staff may have made errors with orders.

Staff may have stolen small amounts.

Cash does not balance.





Making errors is human

- We all make mistakes from time to time.
- Tell your supervisor ASAP.
- Write your mistakes down and leave them in the till.





Reporting errors

Failure to report errors will cause an incorrect balance when cashing up.

It will look like money is missing in the till.

People may assume the worst of you or other staff.





Tips for dealing with cash

Confirm with team members when you put in or take out bank notes. This stops mistaking amounts on the notes.

Verbally confirm with the customer when receiving notes.

Use CCTV around the till area.





You are the face of the business

Dealing with payments is part of the eating experience.

You may be the last thing a customer remembers about their visit.





You are the face of the business

Be sociable, friendly and tell them that you
'Hope to see them again'.





Revision Activity 6

**What technical problems
could occur?**