



Hospitality and Catering

Dealing with payments

Lesson 2

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





Before you start dealing with payments

- You should receive training
- Ask for training
- Practice with a few items on the till





Basic maths skills required

Even if the technology can do all the maths for you, understanding basic maths at a glance will be very useful.





Before shift checks

- Is the till turned on and working?
- Is there enough cash in the till?





Before shift checks

- Are payment points working? (tills and scanners)
- Is there enough till receipt roll?
- Where are the tills rolls stored?



Before shift checks

- Staplers are used to join the bill with the card payment receipt
- Some venues use bill wallets for presentation
- Pens and stationery





Changing receipt paper rolls

When you see a red stripe on a paper receipt it is ready to be changed.

You will be able to do several payments before you need to change the roll.





Changing the roll

- Open the card reader or till
- Remove the roll and store in the correct place
- Replace with the roll facing upwards





What type of establishment might you work in?

Some establishments take payments at the customers table after the food has been eaten:

- Restaurants and cafes





Type of establishment...

Some establishments take their payments directly at the till before the food is served:

- Cafes
- Pubs
- Fast food and takeaways





Benefits of paying at table after food

- Customers can take their time when ordering
- Staff can add up the bill throughout the service of different courses





Benefits of paying at the till before food

- It is quick and easy for everyone
- Promotes faster turnover of customers





Revision Activity 2

**Name a benefit of paying
at the table?**