



Hospitality and Catering

# Dealing with payments

## Lesson 5

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





# What to do if the card is declined

You need to return the card.

Inform the customer it has been declined.

Ask for a different payment method.





# What if the customer cannot pay

In a counter service or fast food venue it is easy.

You are not required to serve them food.

Cancel order with the kitchen.





# What if the customer cannot pay

By eating the food they have accepted that it was of good quality and that they accepted the cost on the menu.

It is a form of legal contract.





# What if the customer cannot pay

- Ask other people at the table to pay
- Remind them they can use bank transfer on their mobile





# What if the customer cannot pay

## pay

If they are regular customers, they can pay next time.





# What if the customer cannot pay

- Take extensive personal details –  
Name, address etc





# What if the customer cannot pay

- Talk to your supervisor ASAP
- You may need to contact the police for advice







# What if the customer refuses to pay

If customer did not complain and ate all the food and still refuses to pay this becomes a legal matter.

You may call the police.



# Suspecting fraudulent activity

Your job is not to confront the customer about your suspicion

Talk to your supervisor ASAP, let them deal with the problem.





# Revision Activity 5

**What should you do if a customer cannot pay?**