

Global Resort Systems



Restaurant Management

Version 2005a

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Overview

Congratulations on your purchase of the world's most user-friendly restaurant management system. The restaurant management module can be used in a stand-alone or multiple register networked environment. Global Resort Systems provides you with a comprehensive set of tools to track income, food costs and server information.

For users of Global Resort Systems Property Management System or Pro Shop Management System, modules are available that allow guests to charge their meals to their hotel folio or members to charge their meals to their club memberships. Our Credit Card Module allows the wait staff to perform credit card transactions within the restaurant module.

The Mouse/Touch Screen

The mouse is an integral part of the Windows operating system. All Global Resort Systems programs are Microsoft Windows based applications and are mouse dependant as well. If your restaurant has purchased touch screens, these screens behave just as a mouse does. When you would typically double click with a mouse, you just touch the screen twice quickly. A single click just requires a single touch to the screen. Apart from starting the Restaurant Main Menu from the Windows Desktop, **all Global Resort Systems programs just require a single click or touch to operate.** Bear this in mind as the computer may interpret a double click as the user choosing an item twice.



Cash Drawers/Printers

Wait staff can enter orders at any restaurant workstation. Each workstation does not require a receipt printer and cash drawer; however, wait staff can only settle orders on

workstations with cash drawers. The cash drawer will only open on cash transactions, end of day functions, or with a supervisor security code.

One workstation with a drawer and receipt printer is required. Most installations will have multiple printers. As we will see later, you can define where each menu item will print. For instance, you might have all your hot kitchen items print to a kitchen printer, salads print to a separate printer, and drink orders print to a third printer.

Getting Started

Creating a functioning restaurant system requires just a few preliminary steps.

First, of course, the software must be installed on a compatible computer system. Installation and configuration of the software is typically performed by a Global Resort Systems representative and will not be discussed in this manual.



Second, sales tax, menu categories, sales categories, and menu items must be created. A Global Resort System representative will assist you in your initial creation process; however, each restaurant is responsible for maintaining their data.

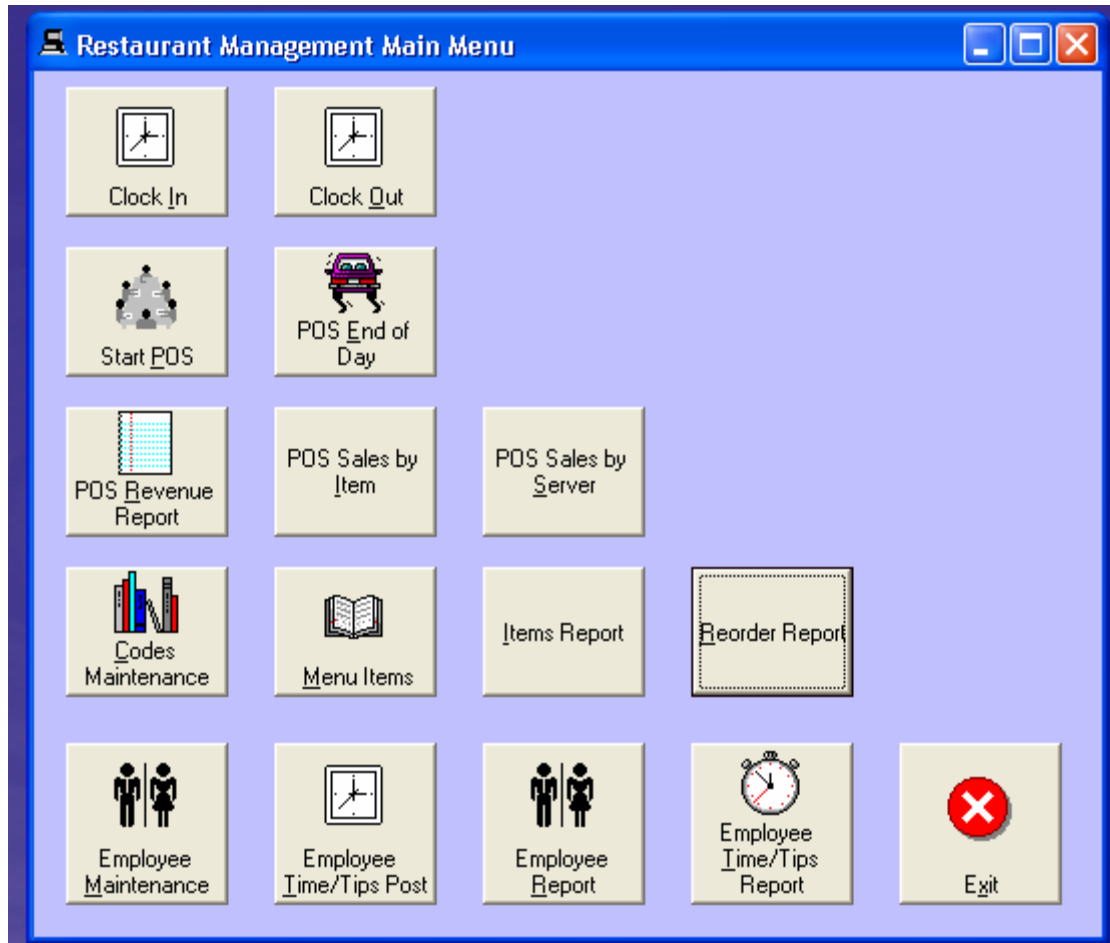
Third, employees must be entered into the system.

Daily Use of the System

A typical day for wait staff includes, creating orders, printing and settling orders, and if authorized, end of day functions. Our optional time clock management module allows employees to clock in and clock out on the computer. Management has several reports at their disposal to aid in maintaining a functioning restaurant.

The Restaurant Main Menu

Although we typically configure your computer to automatically display the Restaurant Main Menu when you turn your computer on, at some time, someone may close the main menu during the day. If you need to display the main menu, just double click (or touch twice quickly) the Global Restaurant Menu icon.



Some options on the restaurant menu may not be available to your particular installation.

Let's look at a quick overview of each button. A more thorough review of each button follows.

Clock In

This choice allows employees to clock into the system. This module is optional and not available to all users.

Clock Out

This choice allows employees to clock out of the system and enter tips information. This module is optional and not available to all users.

Start POS

This choice is the main restaurant program. All order information is managed here.

POS End of Day

This clears your daily files and prepares the computer for tomorrow's work.

POS Revenue Report

This choice will list your revenue and bar totals for the day.

POS Sales by Item

This choice will give you sales totals by item. This will be released in a future version.

POS Sales by Server

This choice will give you sales totals by server. This will be released in a future version.

Codes Maintenance

This program is used to maintain your menu categories, sales codes, printer codes, payment options, and sales tax information.

Menu Items

This program is used to maintain your individual menu choices.

Items Report

This choice will print your items you currently have added to the system. This will be available in a future release.

Reorder Report

This choice will print items you need to order.

Employee Maintenance

Use this option to add, change, or delete employees.

Employee Time/Tips Posting

This choice will allow the user to enter hours/tips manually.

Employee Report

This choice will print your employee information.

Employee Time/Tips Report

This choice will print employee time and tips information.

Exit

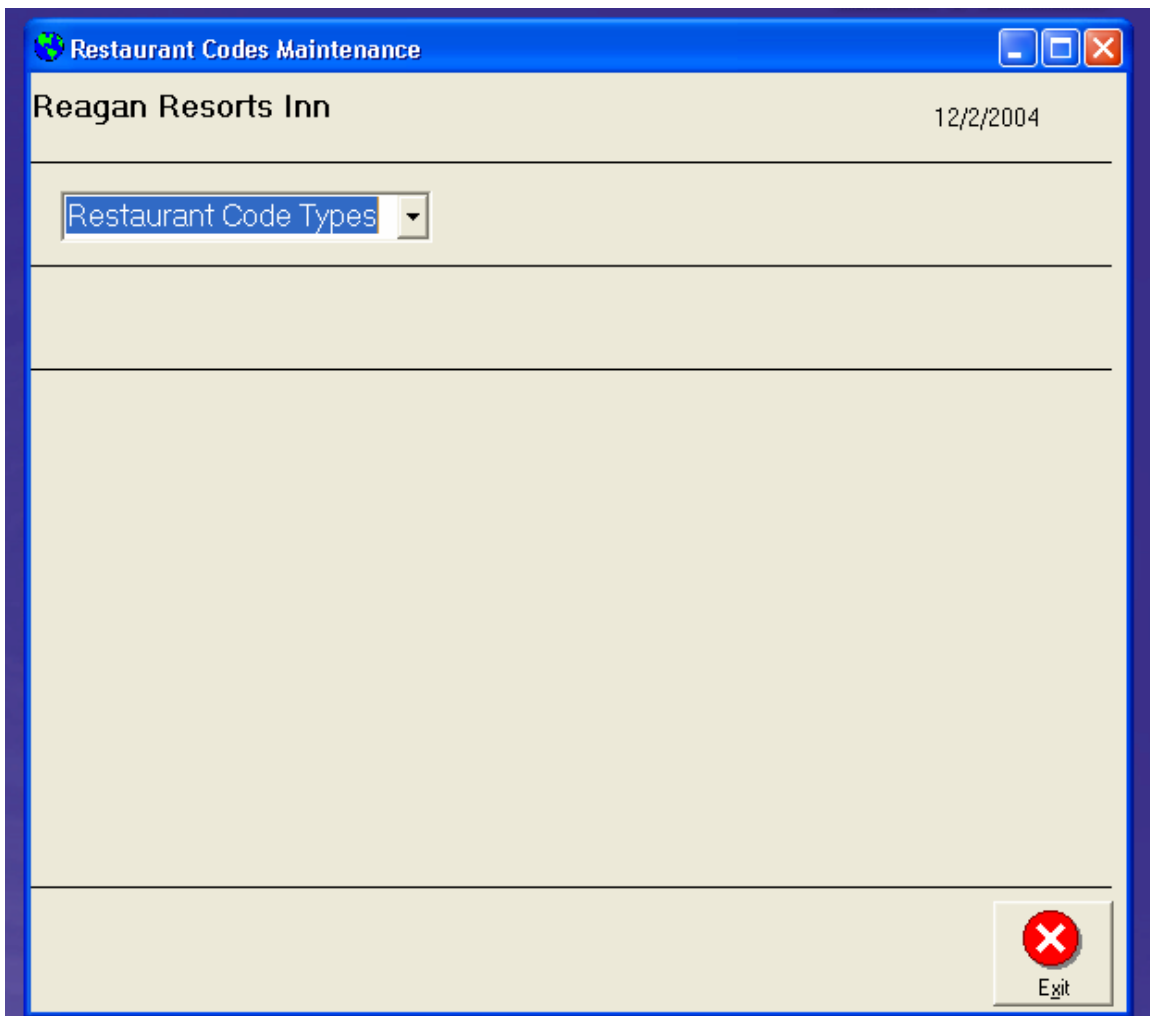
Use this option to exit the menu.

Preparing/Maintaining the System

Of course, any system must be set up and maintained properly. Although a Global Resort Systems representative will assist you in your initial loading of the system, the user will still need to make periodic changes to the system. This is done using the Codes Maintenance program, and the Item Maintenance program.

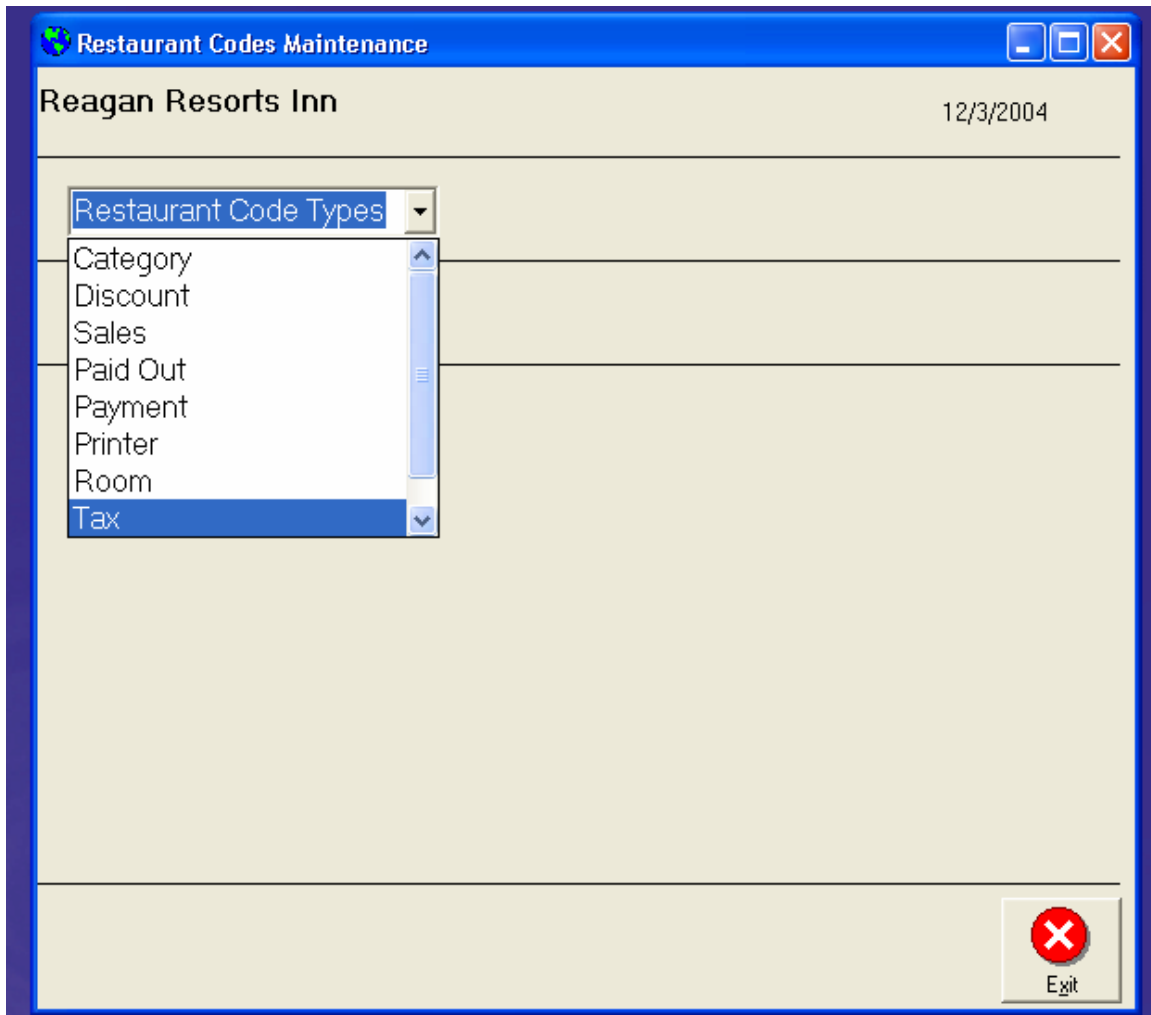
Sales Tax Maintenance

The sales tax record should already be in your system. Whenever your sales tax changes, you will need to make the computer aware of the change. We do this using the Codes Maintenance program for the Restaurant Main Menu. Just click (or touch) the Codes Maintenance button. Next, the following window will be displayed.



Simply click on the arrow beside Restaurant Code Types. This will display a drop down.

Next, click on Tax.



A drop down list of System Codes will be displayed. Click on the arrow beside System Codes. Now, just click on Sales. You should see the following screen.

Restaurant Codes Maintenance 12/3/2004




Reagan Resorts Inn

Tax Sales

System Code	Description	Percent
Sales	Sales Tax	.07

General Ledger Number

Modified by _____ Date 10/28/2004

To change your sales tax rate, just click in the block under Percentage and enter your sales tax. A 7% sales tax rate should be entered as .07. A 7½ % sales tax rate should be entered as .075. Next, click on update to save the new tax rate. You can then exit the Codes Maintenance program.

Category Maintenance

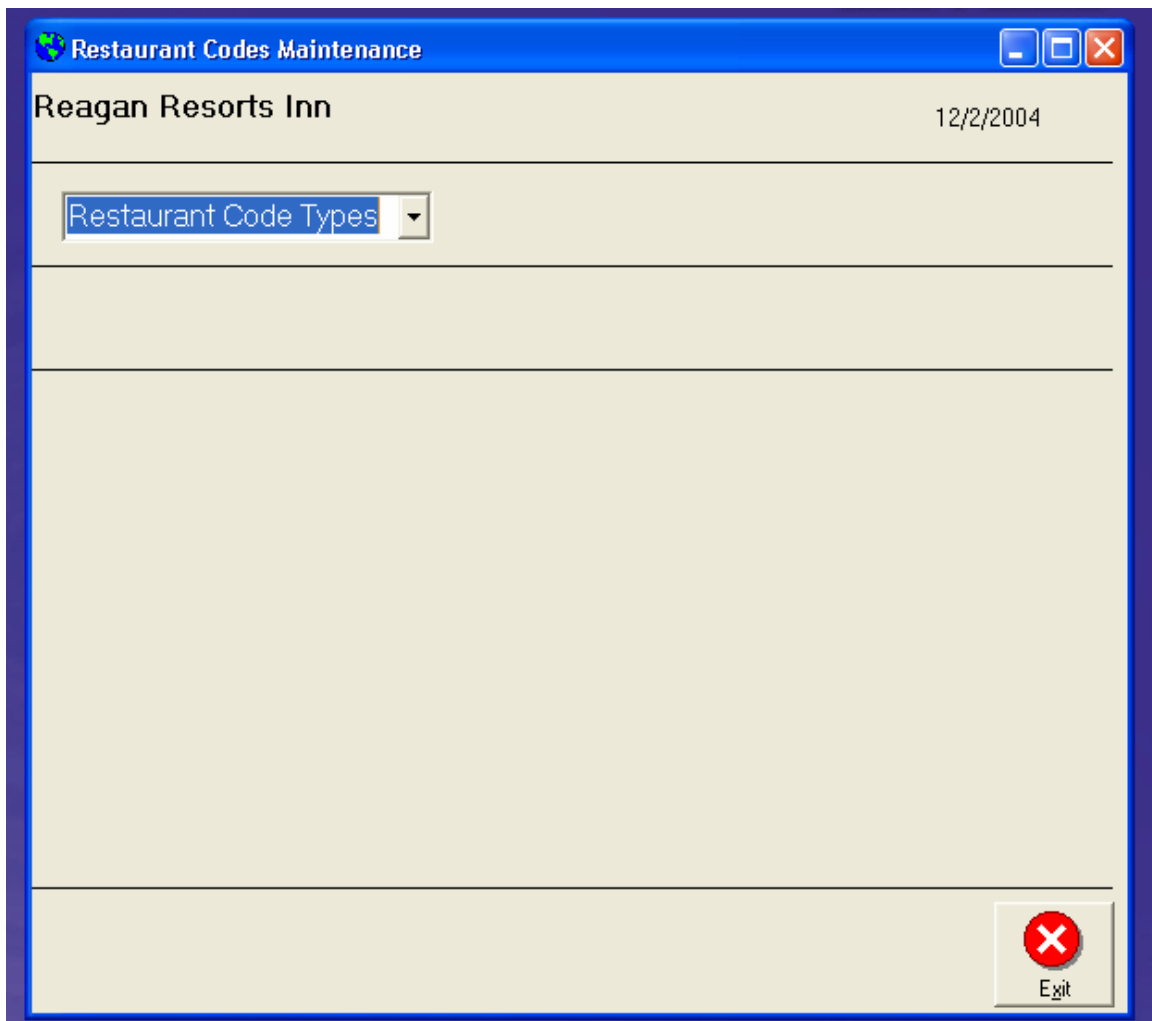
Categories are used to group similar menu items together. For instance, banana pudding and chocolate cake would fall under the desserts category. Butter, sour cream, chives, bacon would fall under a potato toppings category.

A category Menu should already be in your system and is a required category. All menu headings fall under the menu category. A typical structure looks like this:

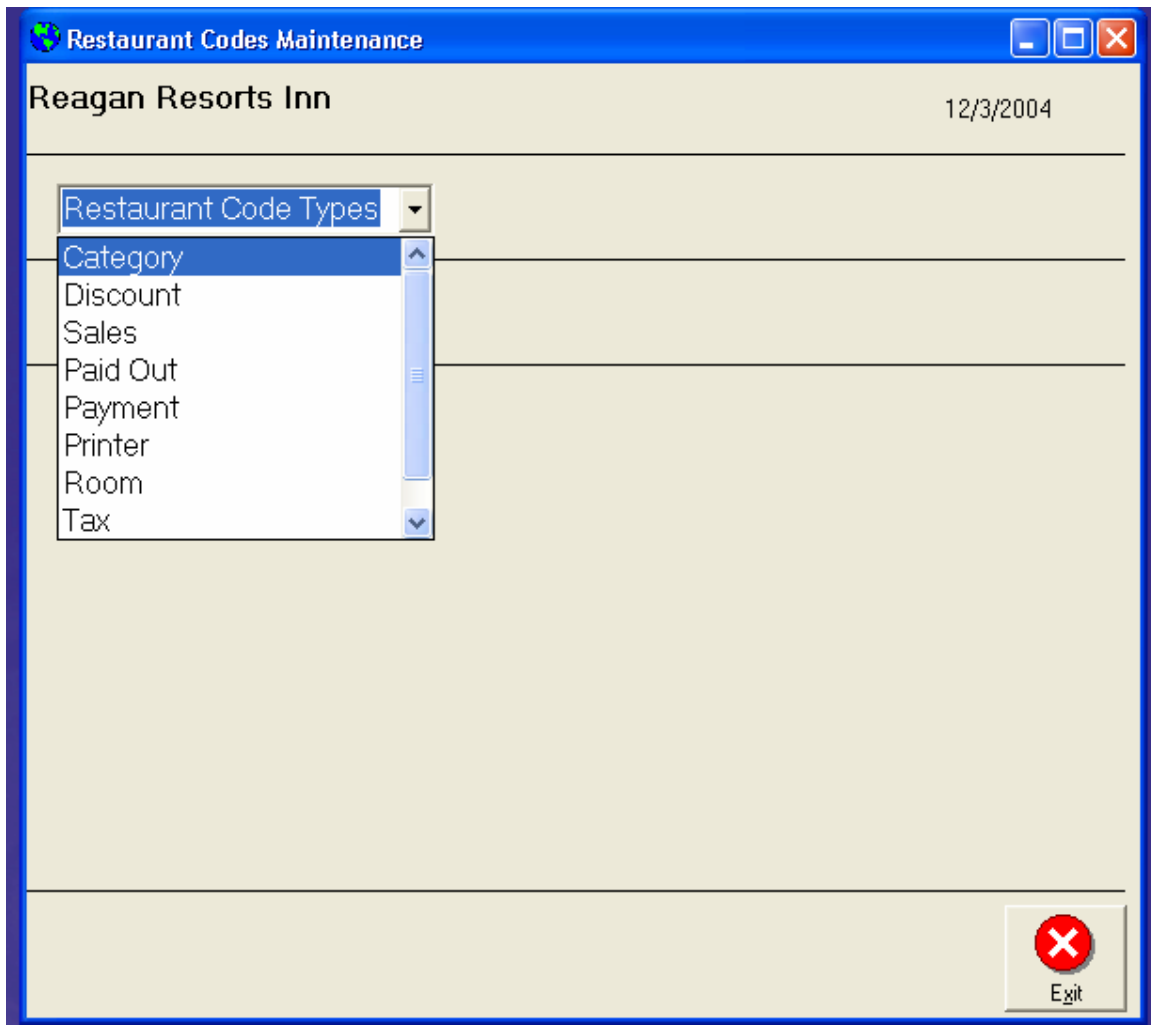
Menu	Potato Toppings
Appetizers	Butter
Cheese Sticks	Sour Cream
Wings	Bacon
Beverages	Chives
Can	
Can Coke	
Can Sprite	
Fountain	
Coke	
Sprite	
Beer	
Can	
Can Bud	
Can Bud Light	
Draft	
Bud	
Bud Light	
Desserts	
Banana Pudding	
Chocolate Cake	
Entrée	
Catch of the Day	
Ribeye	

A menu category can also have one sub category. In this example, Can and Draft are examples of a sub category. Can and Draft are members of the Beer category. Can Bud and Can Bud Light are members of the Can category. We will examine adding items a little later. A category does not have to be a member of any other category or the menu category. For instance, the Potato Toppings is not sub member of any category. It is used however, to ask the user about toppings when they choose a potato.

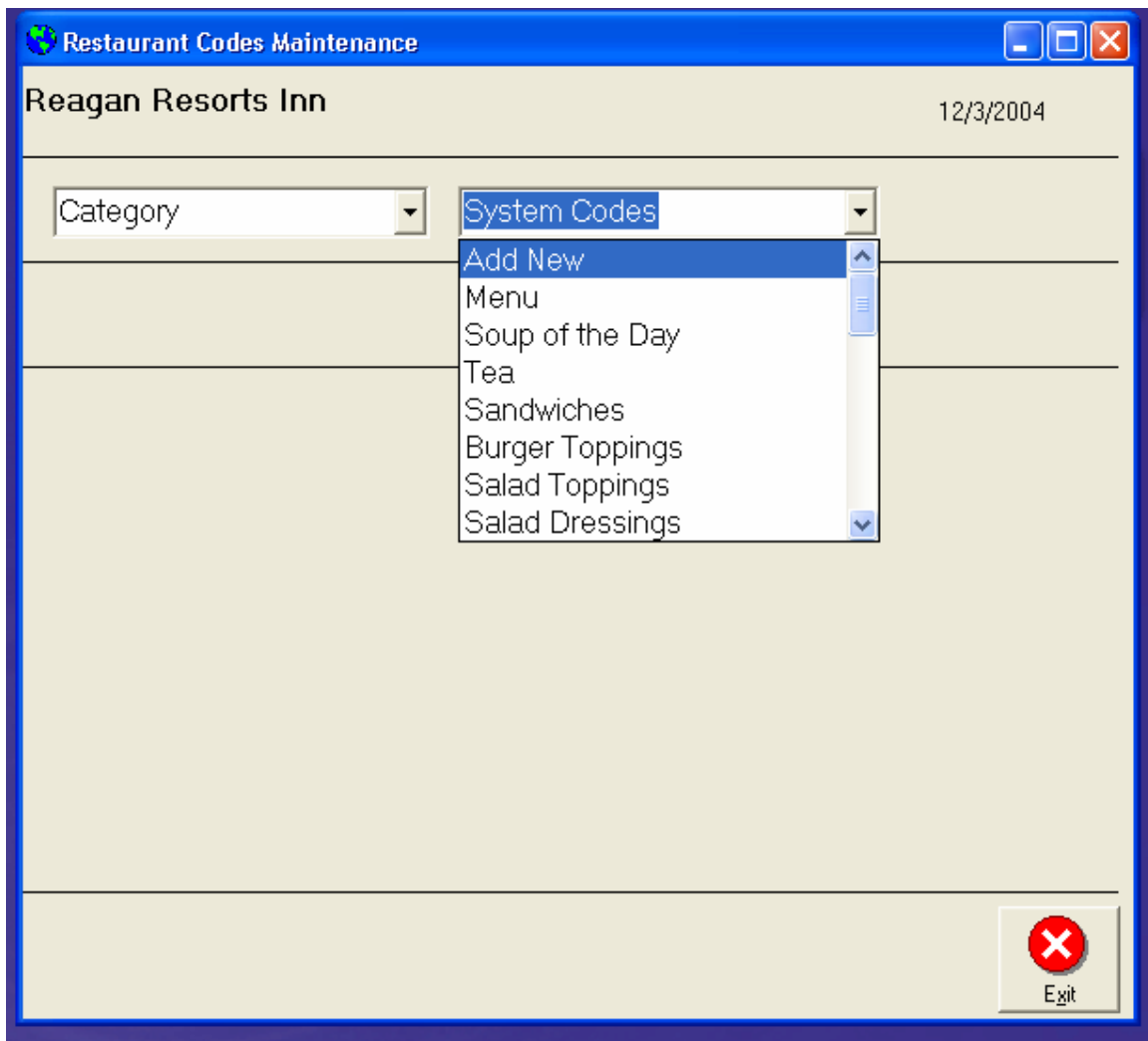
Let's examine adding a category. First, choose Codes Maintenance from the Restaurant Main Menu. The following window will be displayed.



Simply click on the arrow beside Restaurant Code Types. This will display a drop down.



Next, click on Category. A drop down list of System Codes will be displayed. Click on the arrow beside System Codes. To change an existing category, just click on the name of the category you wish to change. To add a new category, click on Add New.



The following window will display.

Restaurant Codes Maintenance

Reagan Resorts Inn 12/3/2004

Category Add New

System Code	Description
Buffet	Buffet

Allow Multiple Choices ☐

Member of

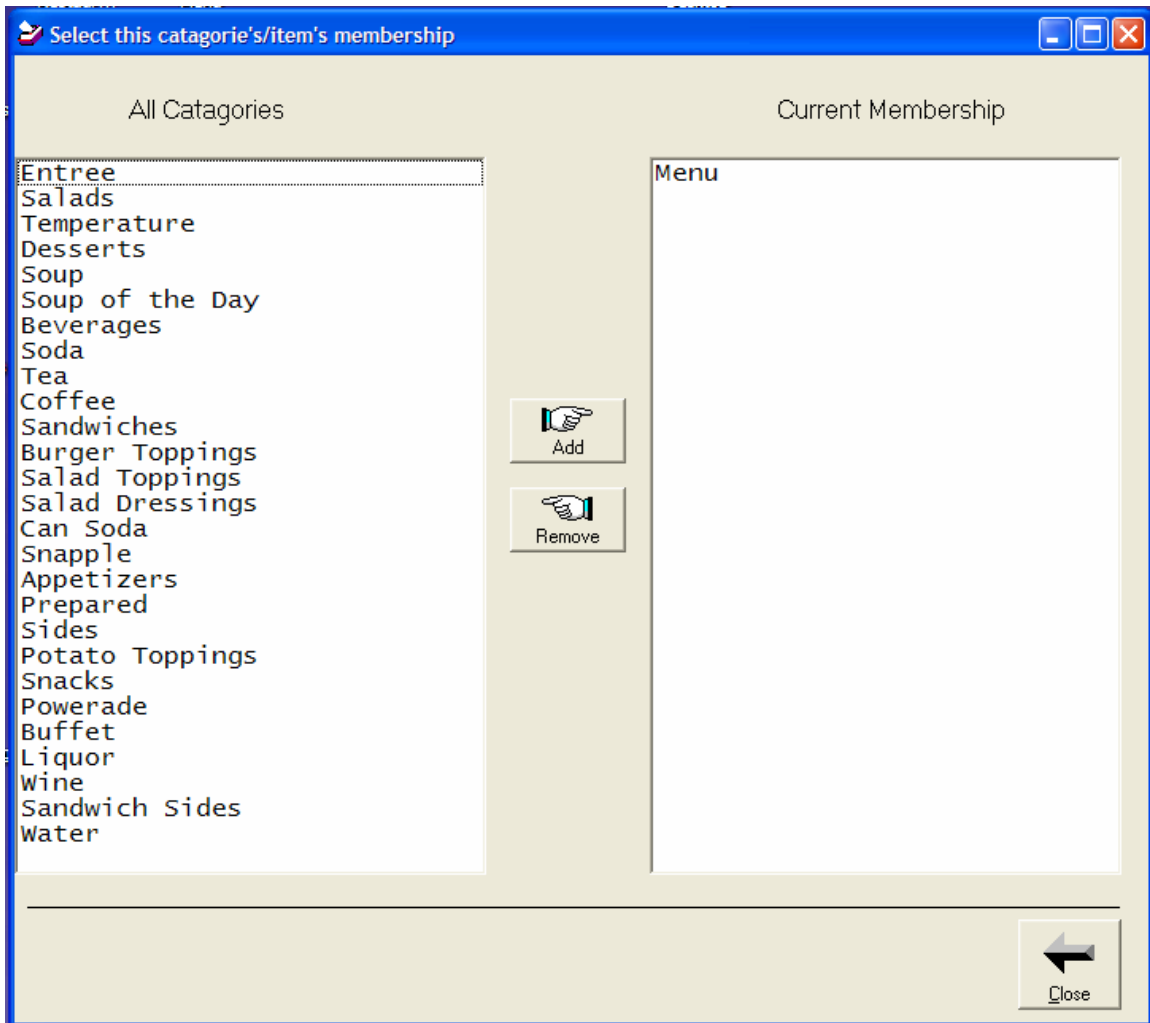
Update Delete Exit

Let's examine this window more thoroughly.

Your category name is placed in the System Code block. The Allow Multiple Choices is set to y for items that will allow a multiple choice, i.e., potato toppings will be a multiple choice category.

The Member of button is used if this is a sub category. An example of this might be can and bottle beer might be sub categories of a beer category.

The Member of button displays the following window.



Your available categories are listed on the left windowpane. To add a category to the membership pane, you can either double click the item or click once on the item to highlight the category and then click the add button. To remove a category, double click the category in the membership pane or click once to highlight the category then click the remove button.

Sales Codes

As we will see when setting up our menu items, every item must have a sales code. We build these sales codes using the codes maintenance program, then choosing sales. We enter the code name and description, and a general ledger number.

The screenshot shows a software window titled "Restaurant Codes Maintenance" with a blue title bar. Below the title bar, the window header displays "Deer Ridge Mountain Resort" on the left and "1/5/2006" on the right. The main content area features two dropdown menus at the top, both set to "Sales" and "Food". Below these is a table with three columns: "System Code", "Description", and "Amount". The first row of the table has "Food" in the "System Code" column, "Food Sales" in the "Description" column, and an empty text box in the "Amount" column. Below the table, there is a label "General Ledger Number" followed by a text box containing the number "1". At the bottom of the window, there is a status bar with the text "Modified by" and "Date 7/31/2004". To the right of the date are three buttons: "Update" (with a computer icon), "Delete" (with a bomb icon), and "Exit" (with a red X icon).

System Code	Description	Amount
Food	Food Sales	

General Ledger Number: 1

Modified by: Date: 7/31/2004 [Update] [Delete] [Exit]

Payment Codes

In a touch screen system, we want to give the user an option of his choices. This is true for payment types as well as inventory items. Each payment type accepted must be first entered into the system. We do this using codes maintenance and the choosing payment. Enter the code name, description and a corresponding general ledger number.

Restaurant Codes Maintenance

Deer Ridge Mountain Resort

1/5/2006

Payment

Cash

System Code	Description
Cash	Cash Payment

General Ledger Number

Modified by

Date 11/4/2004

Update

Delete

Exit

Printers

Each printer used by the system must first be entered into the codes file. As we will see, each item can be told where to print when ordered. For example, hot items can be sent to a hot line printer, desserts can be sent to a different printer, drinks to another. To set the printers up, choose the codes maintenance program and then choose printers.

The screenshot shows a Windows-style application window titled "Restaurant Codes Maintenance". The window has a blue title bar with standard minimize, maximize, and close buttons. The main content area has a light beige background. At the top, it displays "Deer Ridge Mountain Resort" on the left and "1/5/2006" on the right. Below this, there are two dropdown menus: "Printer" and "KP1". A table with two columns, "System Code" and "Printer Name", is shown. The first row of the table has "KP1" in the "System Code" column and an empty text box in the "Printer Name" column. At the bottom of the window, there is a status bar with "Modified by" and "Date 11/12/2004". To the right of the status bar are three buttons: "Update" (with a computer icon), "Delete" (with a bomb icon), and "Exit" (with a red X icon).

System Code	Printer Name
KP1	

Rooms/Tables

Room names and the number of tables per room must be entered into the system. We do this by choosing codes maintenance then rooms. Enter the room name and description and then the number of tables in the room.

The screenshot shows a software window titled "Restaurant Codes Maintenance" with standard Windows window controls. The window has a header bar with "Deer Ridge Mountain Resort" on the left and "1/5/2006" on the right. Below the header, there are two dropdown menus: "Room" and "Magnolia". A table with three columns: "System Code", "Description", and "Tables" is displayed. The first row of the table has "Magnolia" in the "System Code" column, "Magnolia Room" in the "Description" column, and "8.00" in the "Tables" column. At the bottom of the window, there is a status bar with "Modified by" and "Date 11/13/2004". To the right of the status bar are three buttons: "Update" (with a computer icon), "Delete" (with a bomb icon), and "Exit" (with a red X icon).

System Code	Description	Tables
Magnolia	Magnolia Room	8.00

Menu Items

Every item on your menu, and every option (butter, sour cream) must be entered into the system. We do this by using the menu item maintenance option from the main menu.

The screenshot shows a software window titled "Restaurant Codes Maintenance" for "Deer Ridge Mountain Resort" dated "1/5/2006". A dropdown menu at the top shows "Ribeye". Below this is a table with columns: Item Name, Description, Price, and Cost. The first row shows "Ribeye" with a price of 15.95 and a cost of 4.00. Below the table, there are fields for "Employee Price" (11.00), "Taxable" (checked), "Sales Code" (Food), "Printer" (KP1), "Number of Sides" (2), "Side Item" (unchecked), "Location", "Picture", and "Color". To the right of these fields is a section titled "Item Availability" with checkboxes for Breakfast, Lunch, Early Bird, Dinner, and Late Night, and a grid for days of the week (Monday through Sunday). The "Dinner" checkbox is checked, and all days of the week are checked. On the far right, there are three buttons: "Member of", "Ask about", and "Reorder Info". At the bottom, there are fields for "Modified by" and "Date", and three buttons: "Update", "Delete", and "Exit".

Item Name	Description	Price	Cost
Ribeye	Ribeye	15.95	4.00

Employee Price: 11.00

Taxable: ☒ y

Sales Code: Food

Printer: KP1

Number of Sides: 2 Side Item: ☐

Location:

Picture:

Color:

Item Availability:

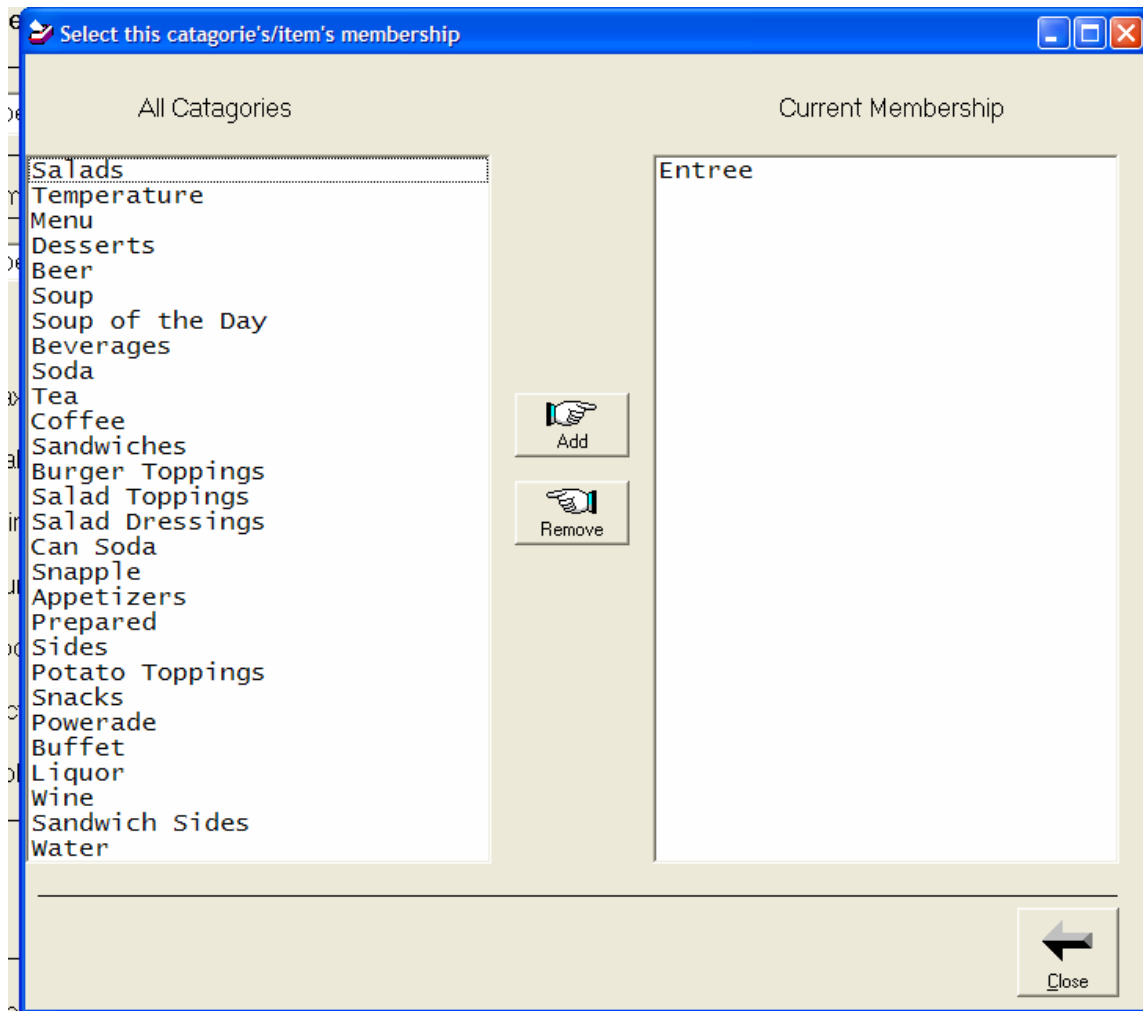
	Breakfast	Lunch	Early Bird	Dinner	Late Night
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Modified by: Date:

Update Delete Exit

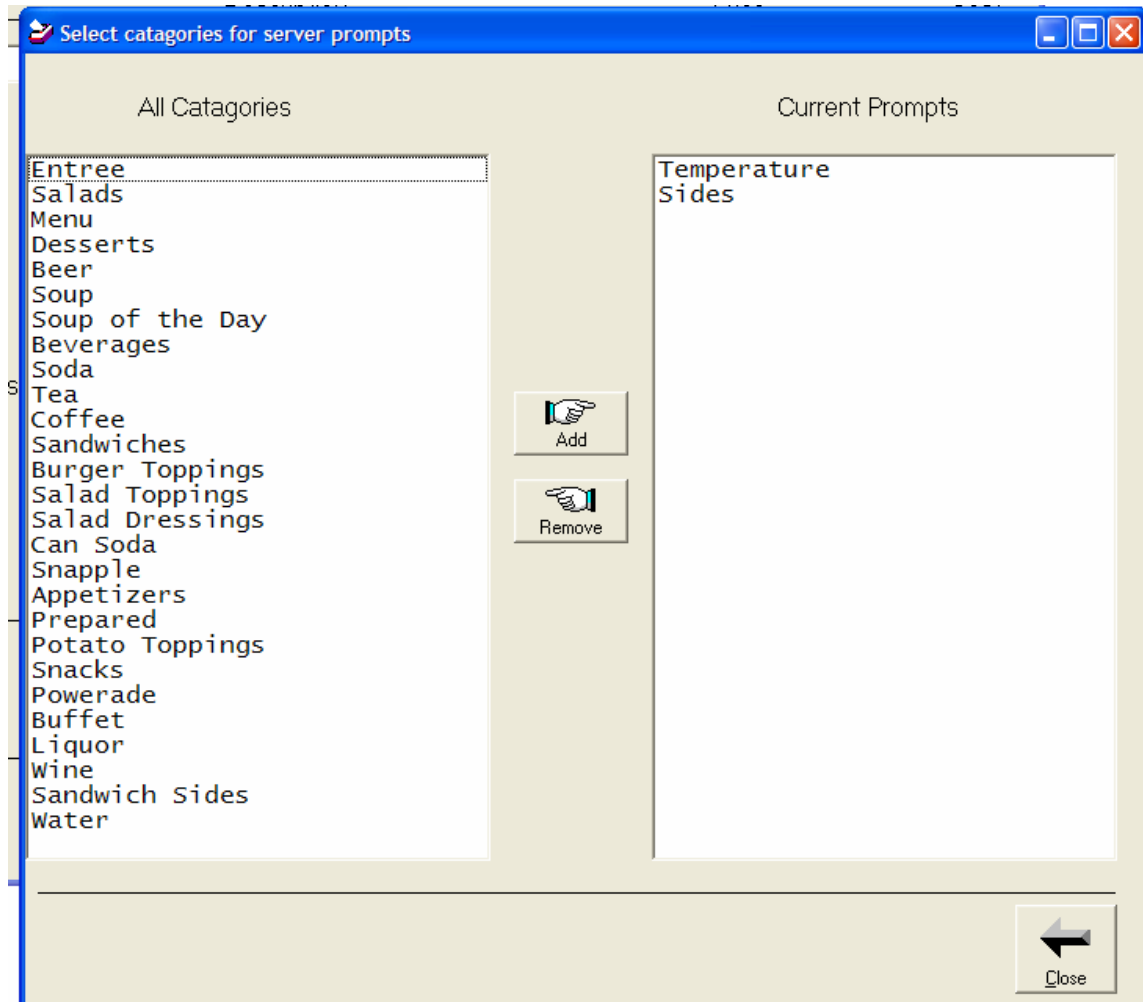
This example is for a ribeye with a price of \$15.95, employee price of \$11.00, and a cost of \$4.00. This item is taxable, totaled with the food sales category, sent to printer KP1, and has to side items. You may also enter the location of the item, a picture, and a menu color for this item. Note, this item will be available only during dinner and is available every day of the week. We can control the display of chooses to the user by telling the system when this item is available. Let's say you have a seafood buffet available on Friday nights. You would have a check by Dinner and Friday only.

We control the display of the item by using the member of button. The following screen is displayed.

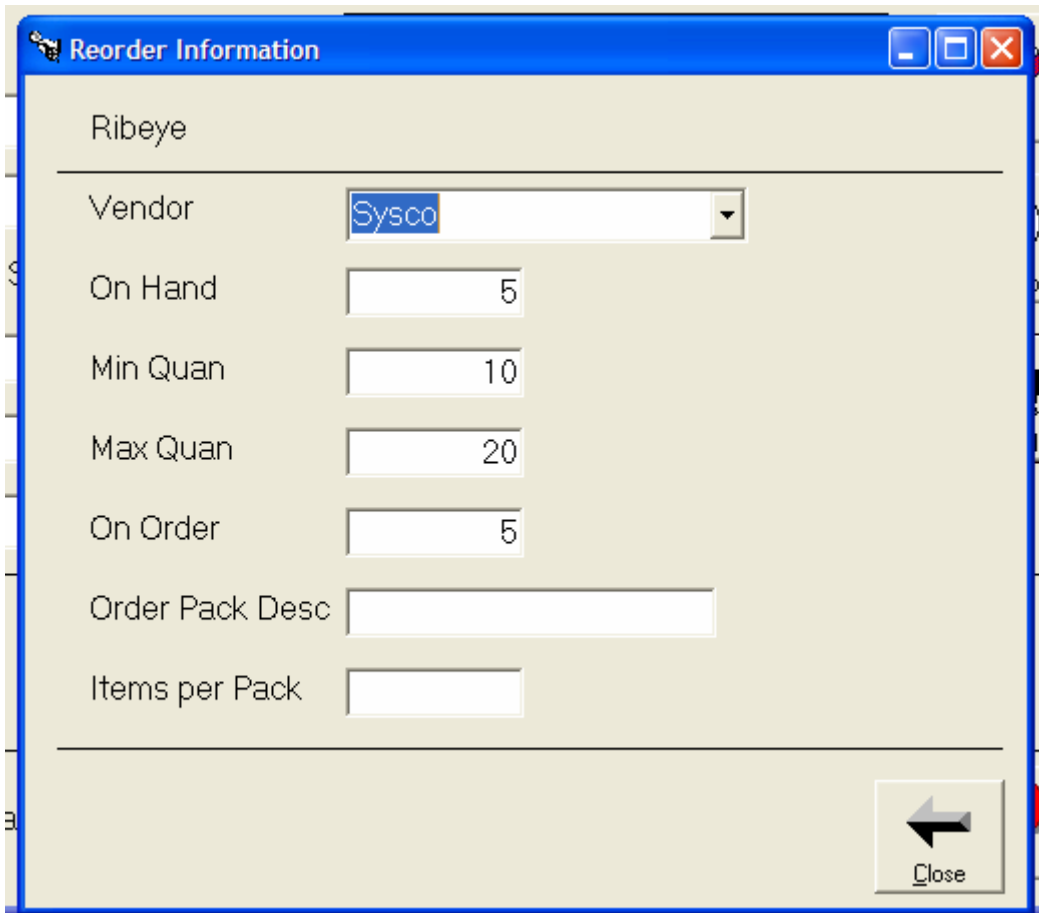


This ribeye example shows this item is a member of the Entrée category.

We also can control chooses the user makes when ordering this item. We have told the computer to ask about the temperature, and any side items.



Vendor reorder information can be entered into the system. Reorder reports can be generated based on this information.



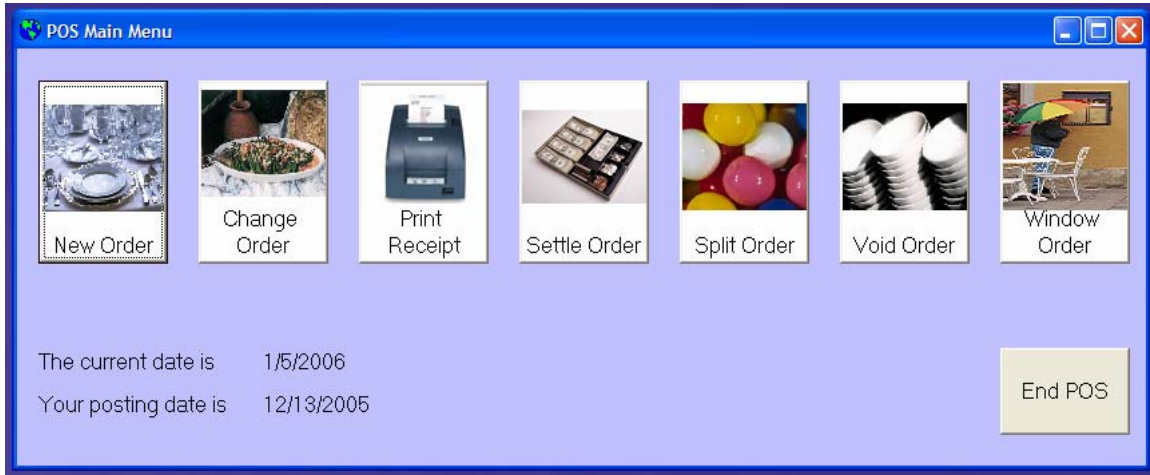
A screenshot of a software dialog box titled "Reorder Information". The dialog box has a blue title bar with standard Windows window controls (minimize, maximize, close). The main area is light beige and contains several input fields. At the top, the text "Ribeye" is displayed. Below it, a horizontal line separates the header from the input fields. The fields are: "Vendor" with a dropdown menu showing "Sysco"; "On Hand" with a text box containing "5"; "Min Quan" with a text box containing "10"; "Max Quan" with a text box containing "20"; "On Order" with a text box containing "5"; "Order Pack Desc" with an empty text box; and "Items per Pack" with an empty text box. A horizontal line is below the "Items per Pack" field. In the bottom right corner, there is a button with a left-pointing arrow and the text "Close".

Ribeye	
Vendor	Sysco
On Hand	5
Min Quan	10
Max Quan	20
On Order	5
Order Pack Desc	
Items per Pack	

Close

Point of Sale

Of course all of the setup information culminates in the use of the point of sales program. We access this by choosing Start POS on the main menu. The following screen is displayed.



We have the option of entering a new order, changing an existing order, printing a customer receipt, settling an order, splitting an order, voiding an order, entering a window order, or ending the POS program.

Since every order is tied to an employee, the first thing displayed is the employee number screen.

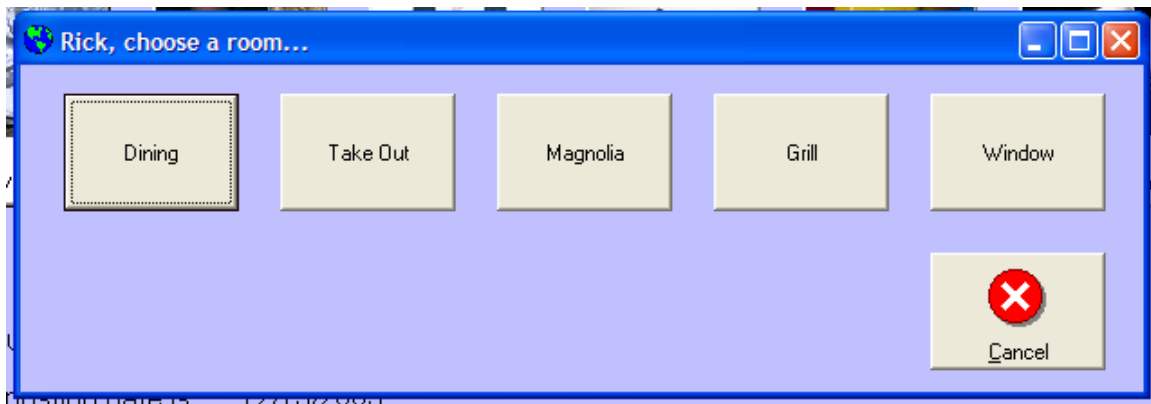


The image shows a small application window with a blue title bar that reads "Enter your employee number...". Inside the window, there is a white text input field at the top. Below the input field is a numeric keypad with a light gray background. The keypad consists of the following buttons:

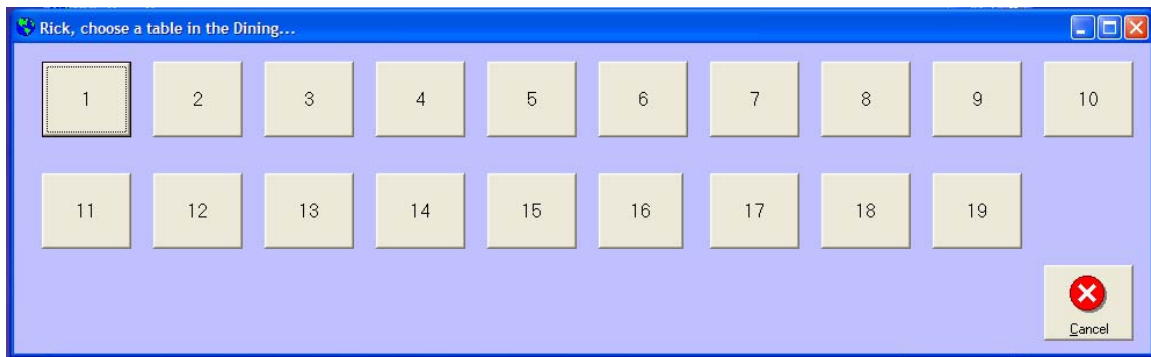
7	8	9	Backspace
4	5	6	Clear
1	2	3	
0	.	Enter	

Entering a new order

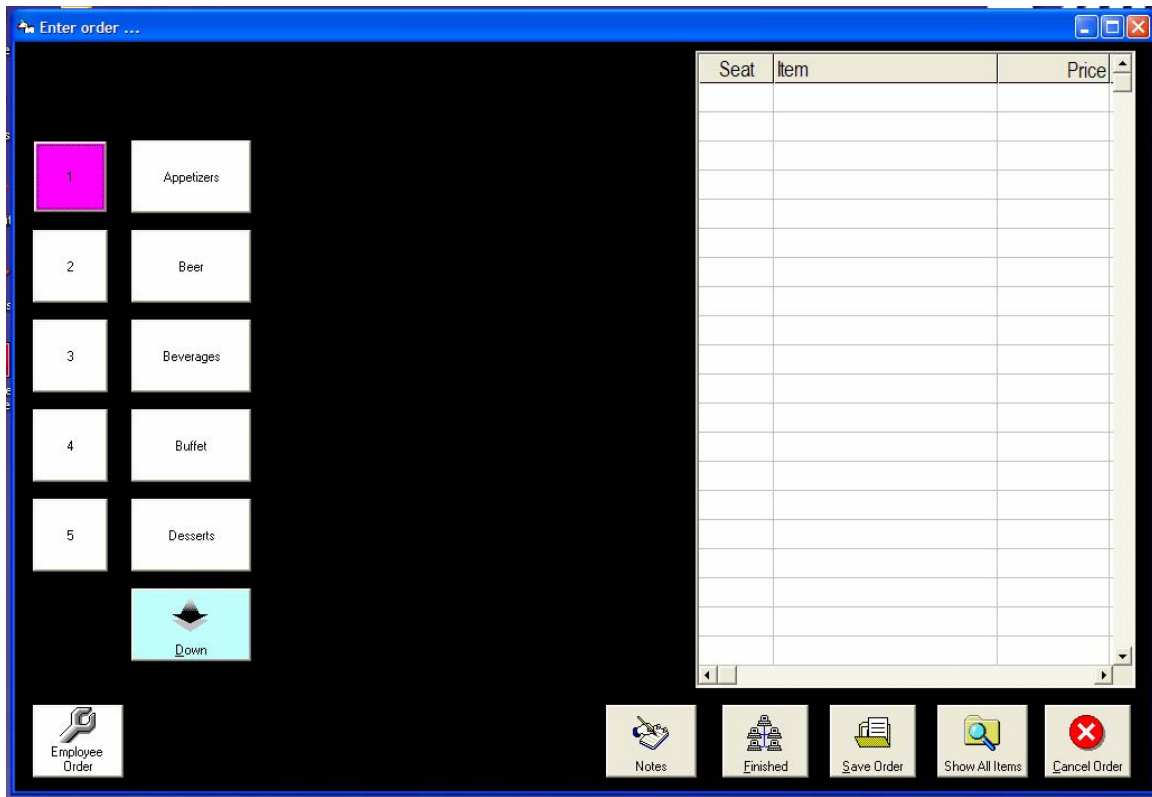
The next choose for entering a new order is telling the system what room the patron is in.



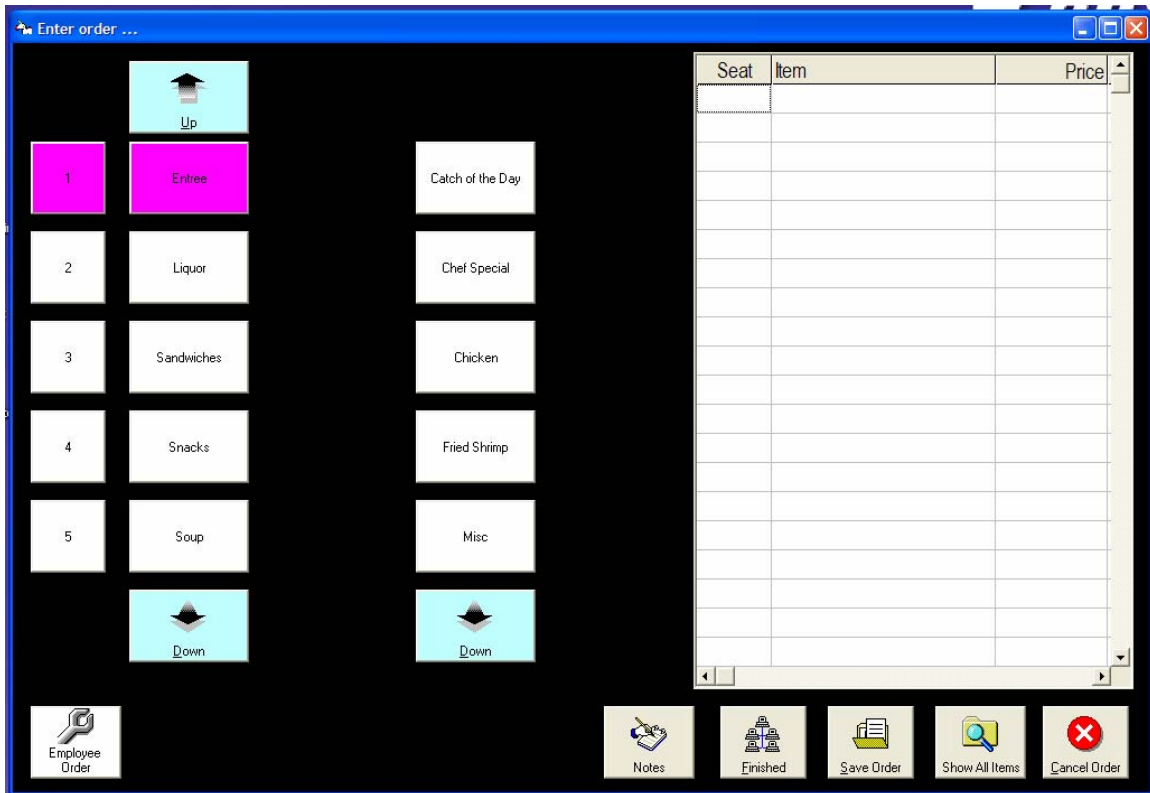
We then choose a table number.



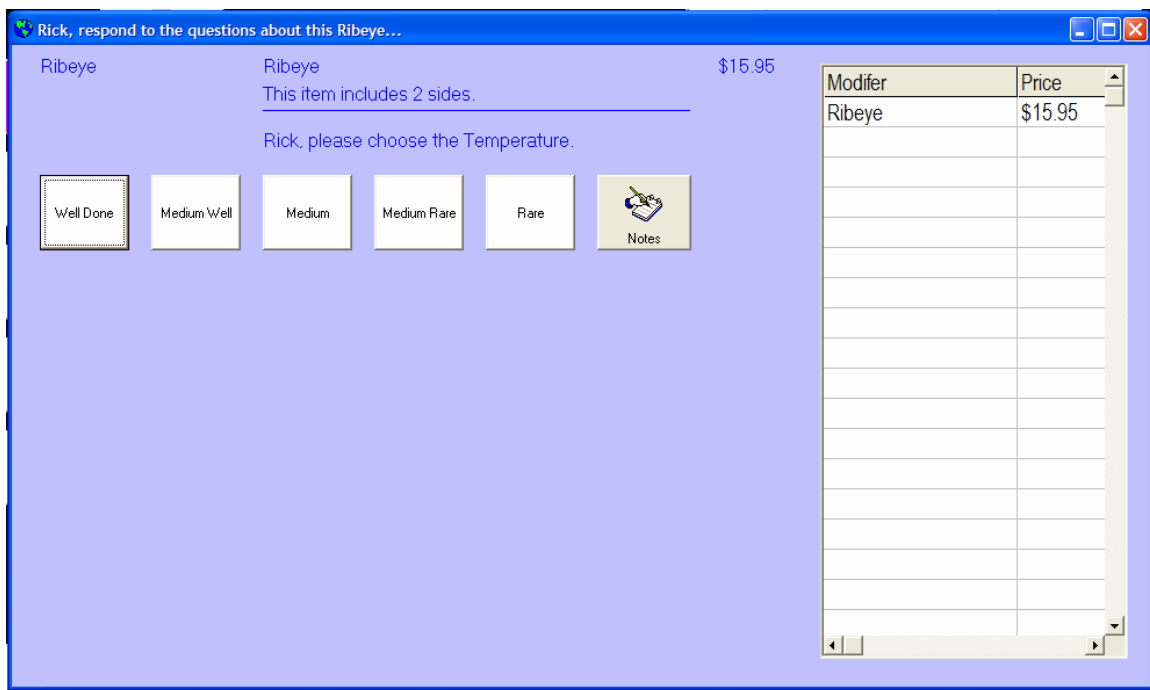
Next we start entering the order.



Choose your main category and the items which are a member of this category are displayed. You may scroll up and down the list by using the up/down arrow buttons.



For this example we will choose ribeye. The ask about options are then displayed.



Next, the side options are displayed.

[illegible]

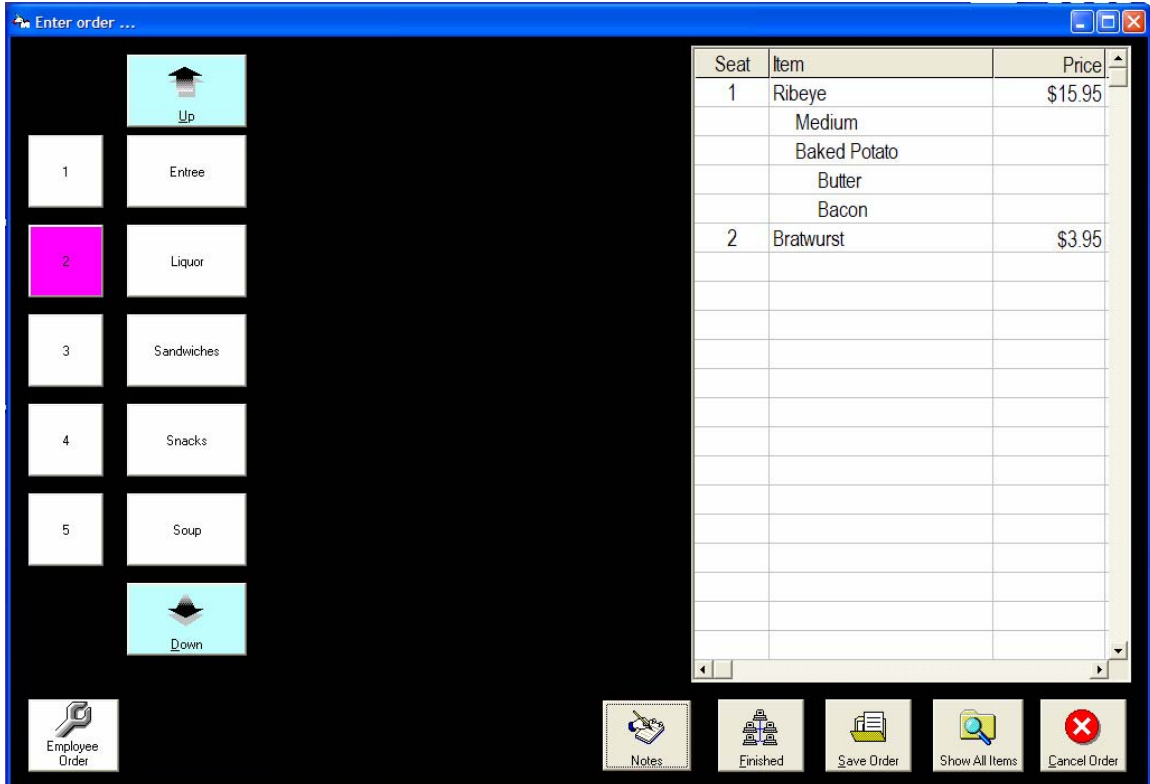
For this example we will choose a baked potato. As you will see, we have told the computer that when a baked potato is chosen, ask about the toppings.

[illegible]

So we now see that seat 1 has chosen a ribeye, cooked medium, with a baked potato with butter and bacon.

[illegible]

We then enter items for the other patrons.



We can add any notes to the order by pressing the notes button. When we are ready to submit the order to the kitchen, we press the finished button. If we want to save the order without submitting, chose the save order button. As you remember, we told the system when each item was available. You can override this and see every menu item by pressing the show all items button. The employee order button will ask for the employee name and then use employee pricing for the order.

Change Order

We can change existing orders by pressing the change order button. Enter the employee number, and all outstanding orders for this employee are displayed.



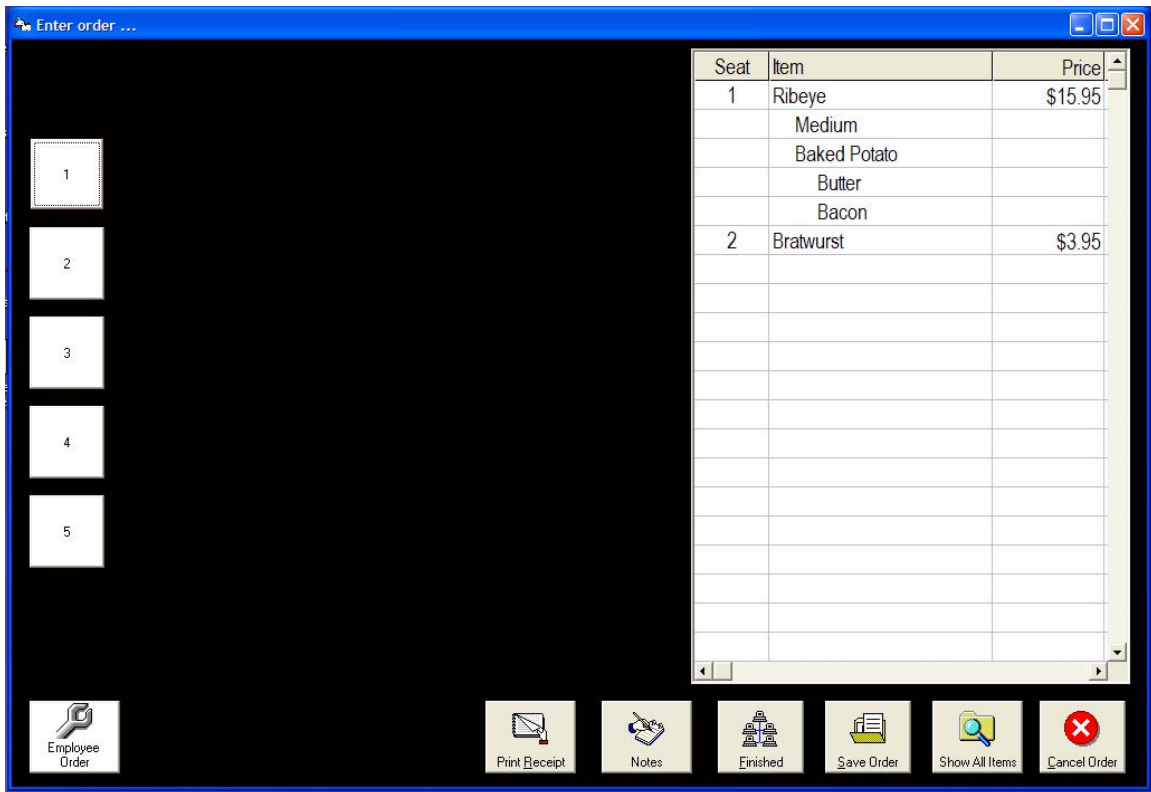
Simply choose the order and you can then add, change, or delete items from the order.

Print Receipt

When you are ready to print the receipt for the patron, choose the print receipt button. Enter the employee number, and all outstanding orders for this employee are displayed.



Chose the order and then the order will be displayed.



Press the print receipt button to send this order to the receipt printer.

Settle Order

When you are ready to settle the receipt for the patron, choose the settle button. Enter the employee number, and all outstanding orders for this employee are displayed.



Chose the order and then the order will be displayed.

[illegible]

As you recall, we set up our payment codes earlier using the codes maintenance program. These chooses are now displayed for the user. Simply choose your payment method. This example shows the Cash pressed.

[illegible]

A keypad will be displayed for the user to enter the amount. Payments may be split between payment codes.

[illegible]

Touch the finished button to process this payment.

Split Order

Orders can be split after they have been entered. Choose split order and then choose your order.

[illegible]

The existing order is displayed on the left. Simply touching an item will move it to the new order.

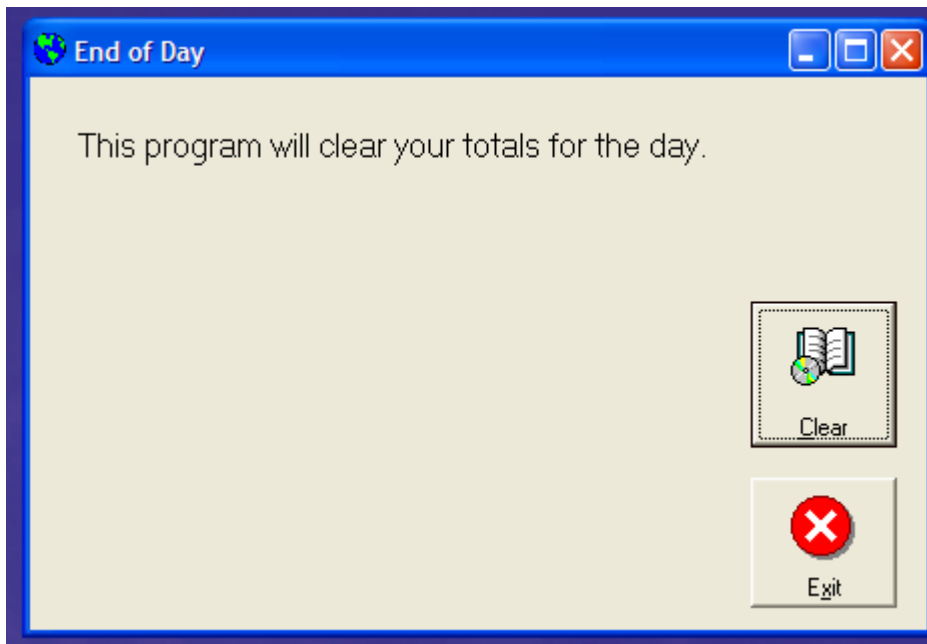
[illegible]

Void Order

Orders are voided using the void order button.

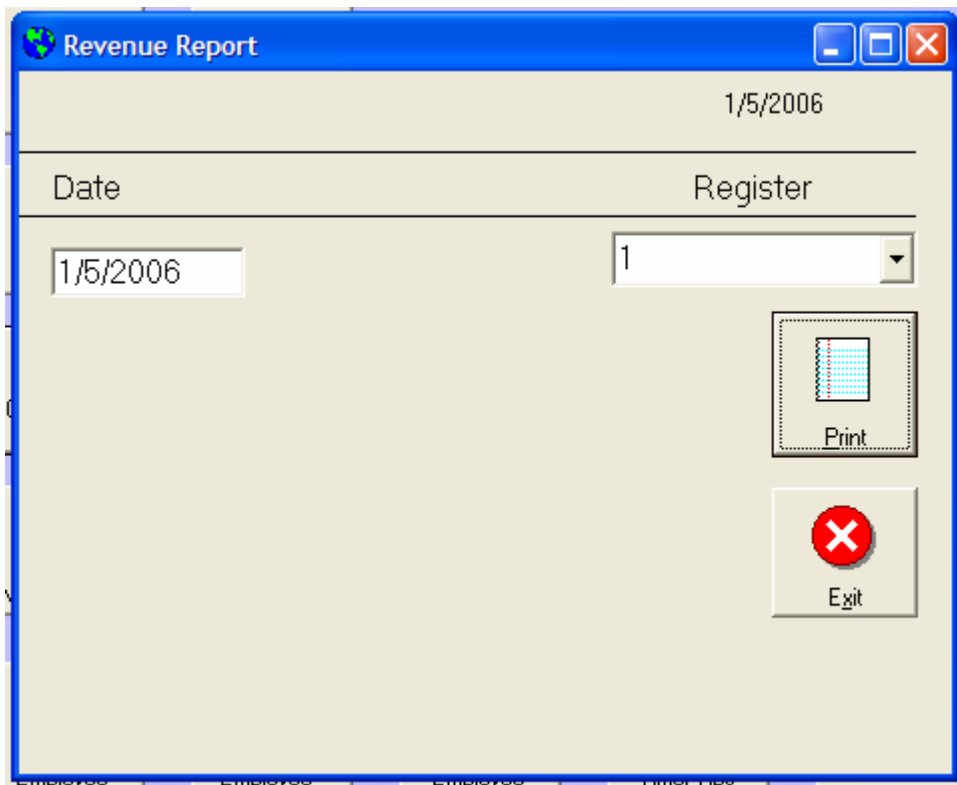
End of Day

The end of day options resets daily totals.



Revenue Report

The revenue report lists all activity for the day.



The screenshot shows a Windows-style application window titled "Revenue Report". The window has a blue title bar with standard minimize, maximize, and close buttons. The main content area is light beige. At the top right of the main area, the date "1/5/2006" is displayed. Below this, there are two labels: "Date" and "Register". Under "Date" is a text input field containing "1/5/2006". Under "Register" is a dropdown menu showing the number "1". In the bottom right corner of the main area, there are two buttons: a "Print" button with a printer icon and an "Exit" button with a red circle containing a white "X".

Date	Register
1/5/2006	1

Print

Exit