

SALE CONTROL SYSTEM

KOT/ BILL CONTROL SYSTEM

Main methods of taking food and beverage orders

- Triplicate** Order is taken; top copy goes to the supply point; second copy is sent to the cashier for billing; third copy is retained by the server as a means of reference during service
- Duplicate** Order is taken; top copy goes to the supply point; second copy is retained for service and billing purposes
- Service with order** Order is taken; customer is served and payment received according to that order, for example, bar service or takeaway methods
- Pre-ordered**
- a) Individually, for example, room service breakfast
 - b) Hospital tray system
 - c) Events

Triplicate checking method

This is an order taking method used in the majority of medium and large first class establishments. As the name implies, the food check consists of three copies. To ensure efficient control the server must fill in the following information in the four corners of the check:

- table number
- number of covers
- date
- signature of server taking the order

The triplicate food check

- The top copy of the food order goes to the kitchen and is handed to the aboyeur at the hotplate (pass).

- The duplicate goes to the cashier who makes out the customer's bill.
- The flimsy, or third copy, is retained by the waiter at his or her workstation for reference.
- Any checks or bills that have to be cancelled should have the signature of either the head waiter or supervisor on them, as should checks and bills which have alterations made on them.

Duplicate checking method

This is a control system that is more likely to be found in the smaller hotel, popular price restaurant and cafes and department store catering. It is generally used where a table d'hôte menu is in operation and sometimes a very limited a la carte menu. As the name implies, there are two copies of each of these food checks, each set being serial numbered. A check pad, or bill pad as it is sometimes termed, usually contains a set of 50 or 100 food checks. The top copy of the food check is usually carbon-backed but if not a sheet of carbon must be placed between the top and duplicate copy every time a fresh order is taken. For control purposes the top copy may have printed on it a server's number or letter. This should be the number or letter given to a waiter on joining the staff. The control and accounts department should be informed of the person to whom the number applies, and he or she retains it throughout their employment.

Beverage

orders

For beverage orders an efficient system must operate here to ensure that:

- the correct wine and other drinks are served at the right table
- the service rendered is charged to the correct bill
- a record is kept of all wine and other drinks issued from the bar
- management is able to assess sales over a financial period and make comparisons

The various order taking processes are similar to those for foods. Sometimes a duplicate check pad is used. The colour of the wine check pad

may be pink or white, but is generally pink or some other colour to distinguish it from a food check.

top copy to dispense bar

Name of Establishment

Table No.10 No of covers 3

2 sweet sherries

1 pale ale

1/2 x 16

1 x 40

Date 24/3/14 Signed CEH

Wine check

Special checks

In certain instances, when the triplicate checking system is in operation, it may be necessary to write out special checks, as described below.

1. **To follow/suivant**
2. **Supplement**
3. **Accident**

It occasionally happens that the server may have an accident in the room and perhaps some vegetables are dropped. These must be replaced without any extra charge to the customer. Here a check must be headed 'accident'. It will show the number of portions of vegetables required and should be signed by the head waiter or supervisor in charge. No charge (n/c) is stated on the check to ensure that no charge is made to the customer.

Name of Establishment	
Table No.4	No of covers 2
Accident 2 vegetables N/C	
Date 2/2/10	Signed CEH

Food check: accident

Other checking methods

Single order sheet

A further simple form of checking is the single order sheet which is used in cafes, quick turnover restaurants and department stores. It is a simple form of ordering which may be used in various forms of operation.

Menu order and customer bill

This shows the menu order and customer's bill combined on one sheet and is allocated to each party. Each customer's requirements are written down in the column next to the price column.

Customer self-complete order

A more modern trend is to ask customers to take their own food and drink order. This method is often found in bar operations and it allows staff to concentrate on the service of food (plate service) and beverages, and to accept payments.

Food and beverage revenue control

A control system covering the sale of all food and beverages in foodservice operation is essential to maximize returns. The type of control system used will vary from one operation to another.

In a large establishment a control and accounts department will be in overall charge of the efficient running and working of the control systems used. In a smaller establishment this may be managed by an assistant manager, who will personally carry out the necessary daily and weekly checks. All control systems should be as simple as possible, making it easier for the food and beverage service staff to operate, and for the control and accounts department staff to check for any errors and omissions and have them rectified.

Control implies checking at every stage, enables food and drinks to be coordinated with the aim of presenting a correct bill to each guest without delay.

In a food and beverage operation, for any food item and non-alcoholic beverage item a kitchen order ticket or KOT has to be made by the F&B personnel and concerned item is provided by the kitchen to the F&B personnel only on presenting the KOT. KOT is the written proof that guest has been served with the item he has ordered. KOT is very important tool of F&B control system. Any food item ordered by the guest is written on KOT. Similarly all alcoholic beverages has to be obtained from the bar is noted down on BOT or the bar order ticket and is presented to the barman and it is only then the barman will provide the waiter with the alcoholic beverage.

KOT and BOT are made in 1+3 i.e. one original and three carbon copies.

1. The first copy goes to kitchen/bar so that the kitchen produces the food that guest has ordered.
2. The 2nd copy goes to the cashier so that based on the information given on KOT/BOT he/she can raise the bill so that the guest can be charged for what he has consumed. This copy is attached with the 2nd copy of the bill which goes to the accounts(the 1st copy of the bill is presented to the guest)
3. The 3rd copy of the KOT/BOT remains with the waiter so that he or she can follow up the guest order and he remembers exactly what is ordered on which table
4. The 4th copy of the KOT/BOT remains in the KOT/BOT for future reference if required

IMPORTANCE OF KOT

KOT is the written proof of the day's activities. It is full details of the items being sold on that particular date. Analysis of KOT can be done and records can be kept for future reference i.e. to prepare the budget for the same month next year. Plan out certain events to find out which item is the most selling and which is not. If needed the menu can be revised. The waiter's performance can also be judged through the KOT. If he is performing well he can be appraised and if he is lacking he can be briefed about the proceedings.

TYPES OF KOT

1) RETOUR OR RETURN CHECK

If a food item has to be returned for some reason, another check or KOT has to be made out, marked return and sent with the dish in order to cancel the transaction. It has to be insured that the item is taken off the bill by sending the copy to the cashier.

2) EN PLACE

It literally means “in its place”. In case of a table d hotel menu the guest may wish a slight change in a particular dish, for example jacket potatoes instead of French fries. So, an en place check has to be made. The check has to be signed by a senior authority like the restaurant manager to show that this alteration is permitted at no extra charge.

3) SUIVANT

Where it is necessary to write out more than one food check for a meal, e.g., when a sweet dish check or KOT is written out after the main course has been served. At the head of this check word SUIVANT should be written, which means the following check, and shows that one check has already been written out for that particular table.

4) SUPPLIMENT CHECK

Sometimes a waiter requires ingredients from various sources to finish a dish. For e.g. for a cocktail or a mocktail lemon is required. A special check or a written supplement has to be made out in this case. This should be signed by the restaurant manager and normally there is no extra charge.

5) NO CHARGE

Any complimentary items served to the guest or the executives of the hotel who are entitled to have food in the restaurant are written on this check and no bill is raised

6) ACCIDENT CHECK

It occasionally happens that the waiter may have an accident in the room and perhaps some food dishes are dropped. These must be replaced without any extra charge to the guest. Here a check must be made

named ACCIDENT CHECK. It will show the number of portions of the particular dish required and should be signed by the restaurant manager. No charge is made.



IHM NOTES

BILLING METHODS

Seven basic billing methods are:-

1. Bill as a check

When a guest requires the bill, the waiter checks everything is entered on the duplicate copy of the food and drinks check and then totals the bill. It is presented to the guest as previously mentioned. One of the two methods of payments may now occur. The guest may pay at the cash desk on the way out or may pay the cash directly to the waiter who will give any change that is necessary. The cashier usually keeps the bill on payment but if the guest wishes to have a receipt, then a special bill is written out and receipted.

2. Separate Bill

This billing method is usually found running in conjunction with triplicate checking system. On receiving the duplicate copy of the food check from the waiter the cashier opens the bill in duplicate according to the table number on the food check. All sets of bill are serial numbered for control purposes. As the checks are received by the cashier from the waiter, he enters the items ordered as per the bill together with their correct prices. When this is done the bill and the duplicate checks are pinned together.

When the guest requests for the bill the waiter collects it from the cashier, who first checks that all items are entered and priced correctly and then total it up. It is advisable for the waiter to double check the addition. The top copy of the bill is presented to the guest on a folder, on receiving the necessary payment from the guest; the waiter returns the bill and cash to the cashier. The cashier receives and stamps both the copy and returns

the first copy along with the change to the waiter which is returned to the guest.

3. **BILL WITH ORDER**

This billing method may take a variety of forms depending upon the requirements of the establishment and the depth of the management control information to be realized. It is further simple form of checking. This may be used in cafés, quick turnover restaurant and departmental stores. A simple form of control such as this is adopted for use in various forms of take away establishments.

The menu is normally limited with little or no choice, the waiter takes the order and marks down the guest requirements, calls for the order verbally over the hot plate and when the guest requests for the bill, the waiter writes down the price on the order sheet and hands it to the guest. The guest then hands it to the cashier on leaving and pays the required amount. There is only one copy of this order and the bill combined and the cashier for control purpose retains this once the guest has made the necessary payment. This system speeds up the process of billing for the customer and allows specific control over cash received and change given as well as controlling all stock items held.

4. **PREPAID**

This billing methods happens when prepayment and perhaps required for a specific occasion or event and allows the organizer to determine exact number prior to the day. In this instance, upon arrival at the event, admission or receipt of the food is obtained by handing in ones ticket or card.

5. **VOUCHER**

Here a customer has perhaps been issued credit by third party, his/her employer, in form of a luncheon voucher. This voucher can be exchanged for goods, food and non- alcoholic beverages to the maximum value indicated by the voucher. If the guest has consumed less value than mentioned in the voucher the difference is not paid to the guest. But if the guest consumes more than the value mentioned in the voucher the guest has to pay for the difference.

In the same way voucher may be issued for a specific value to be given in exchange for goods or services received. These credit vouchers are then used by the suppliers of goods or services to claim cash owing from the employer, firm or agency who issued them in the first instance.

6. **NO CHARGE**

This is when the guest is not charged in exchange of any services or goods. He/she should be asked only to sign for the goods and services received and the bill should then be sent to the firm or company supplying the hospitality. In some instances the customer will require to show some type official form or letter authorizing that the hospitality may take place.

7. **DEFERRED**

In deferred billing a service has been requested by an individual, firm or company that has been confirmed and taken place. The bill for the total services received is then sent after the event and will be paid by the organizing person or body. Payment in this manner will normally relate the function catering events.

Cash handling equipment

Systems for revenue control

The four basic methods for order taking are shown earlier. The seven basic methods

of billing are also shown earlier. The systems that are used to support the various order taking and billing methods are summarised below.

- **Manual systems:** using hand-written duplicate or triplicate checks for ordering from kitchen and bar and for informing the cashier. Often used with a cash till or cash register. This system is found in many high class restaurants and in popular catering.
- **Pre-checking system:** orders are entered directly onto a keyboard that then prints each order check with a duplicate and retains a record of all transactions. The keyboard may be pre-set or pre-priced. This system may be found in many full- service restaurants and in popular catering.
- **Electronic cash registers:** allows for a wider range of functions including sales analysis. ECRs may be installed as standalone or linked systems. These systems are found in store restaurants, cafeterias and bars.
- **Point-of-sale control systems:** have separate keyboard terminals in the various service areas, which are linked to remote printers or visual display units (VDUs) in the kitchen, bar, etc. The terminals can be fixed or set in docking stations for hand- held use. In hotels, this equipment may also be linked to the hotel accounting systems. This system is also found in many modern restaurants.

D. Record keeping (Restaurant Cashier)

The **cashier's duties** for table and assisted service may include:

- issuing and recording of check books
- maintaining cash floats
- preparation of customer bills
- maintaining copies of the food and wine orders together with the bills in case of server or customer queries
- counter-signing spoiled checks
- receiving payments (which may include cash, credit card and cheque payments as well as luncheon vouchers or other forms of pre-paid voucher)

