

Leveraging Aloha's Strengths Against Waiter and Bartender Scams

Inspired by

"How to Burn Down the House"

The Infamous Waiter & Bartender Scam Bible

written by

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SYSTEMS



***Leveraging Aloha's Strengths against
Waiter and Bartender Scams***



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This booklet contains recommended software and procedural actions using Aloha point-of-sale software to counteract restaurant employee scams as discussed in the book, *How to Burn Down the House*, by Peter Francis & R. Chip Deglinkta.

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Chapter 1: The Buffet Scam

The Scam:

The premise of the buffet scam is the same check being used over and over throughout the shift on different guests. This scam only works if the customer is paying cash. A very important part of this scam is the ability to reprint guest checks.

Recommended Aloha System Process:

1. **Limit the server's ability to reprint guest checks to a pre-defined number.**
2. **In Aloha TableService, a manager can "View Tables" in the manager functions.**
This gives the manager the ability to see how long a check has been opened as well as how many times the check has been printed.
3. **Managers should flag the setting to NOT give the server the ability to transfer checks.**
With no transferring ability, the tab cannot be transferred to another server or to tables in an empty section.
4. **The POS system should be set so that table numbers can only be used one at a time.**
If the server has table 101 open with a tab, they cannot open a second tab with the same table number.
5. **Assign table sections for each server.**
If the server is only responsible for 3 tables per shift, assign only the ability to access those three tables and no others.
6. **Managers should use the floor plan view.**
With the floor plan view, the manager has the ability to visually see server table sections with table color changing triggered by predefined time intervals. Not only does the manager have the ability to see table times, he or she also has visibility of the last time an item was placed on the tab, server ID and how long the tab has been open. With all of the above items in place, the server will not be able to run the scam of using the same tab for multiple guests.

Chapter 2: The Bastards

The Scam:

The premise of this scam is using alleged "walk out" guests as an excuse to have the tab voided by the manager and pocket the money. Once again, this only works when cash is the form of tender. Any server that uses this scam more than a couple times will be exposed.

Recommended Aloha System Process:

1. **Aloha's audit reports make it easy to see a pattern of comps due to guest walk outs from the same server.**

After a pattern has been discovered, the manager can then take action as necessary.

Chapter 3: Suggestive Stealing

The Scam:

The premise of this scam is to influence the guest by suggestive selling certain items on the menu, in order to use the same tab over and over again. The core of this scam is exactly the same as the Buffet Scam above; the only difference is the waiter is leading the guest to select items from the menu that the waiter wants on the check.

Recommended Aloha System Process:

1. **Managers should routinely visually spot check tables and review corresponding waiter checks for accurate items, including order time of items.**

Managers can easily access any waiter's check from a FOH terminal and review the check under Financial/View Tables. The manager can then make sure that appropriate beverages or any items that the waiter gets are on the actual check. They can also verify that the items have been rung into the system in an appropriate order time. For example, the current time is 5:00pm and these beverages have been rung in at 11:00am. If the table was not here all afternoon these items could be suspect. This waiter should be monitored.¹

¹Reference: Chapter 1 in the Aloha TableService Add-Ons Manager Guide for Viewing a Tab or Table

Chapter 4: Houston...We Have A Problem

The Scam:

The premise of this scam is that the POS system goes down and checks must be written by hand.

Recommended Aloha System Process:

1. **Aloha Full Redundancy**

If one of the terminals goes down, all other terminals still function normally with no problems. The levels of redundancy are endless protecting you even when more than one terminal goes down.

2. **Radiant Systems Four-Hour Service Plan**

With the four hour Radiant hardware service plan, a newly refurbished terminal will be arriving at the client's location without extended exposure.

Chapter 5: Putting Them On Ice

The Scam:

The premise of this scam is faking that the credit card terminal is down or having problems in order to get the guest to pay using cash.

Recommended Aloha System Process:

1. **If the restaurant is using high speed credit card processing and it goes down, there should be a backup modem that it will rollover to.**
Even if the internet goes down and there is no back up modem, Aloha will go into spooling mode and provide offline credit card processing until the connection is back up.
2. **The mag readers on the P1200 and P1500 series Radiant terminals have a 1 million swipe life expectancy.**

Chapter 6: EI Cannibal

The Scam:

The premise of this scam is taking and transferring another server's credit card slip, which has not been closed yet. The culprit conspires to collect on the tip. The server also has to know the other person's number and log in as them, then perform the transfer.

This scam is the easiest to stop. All you have to do is flag the ability to transfer checks. No transfer checks, no scam!

Recommended Aloha System Process:

1. **Flag the ability to transfer checks.**
2. **Mag cards and/or biometrics can help prevent this scam.**

Chapter 7: Leftovers

The Scam:

Waiter shows a food or item order that a customer did not touch or hardly ate to a manager to try and get him to “void” the item off the check. The waiter has already presented the check and received a cash payment from the customer. If the food or item order is voided, the waiter is then able to retain the value of the voided menu item in his/her pocket.

Recommended Aloha System Process:

1. **Managers should NEVER “Void” a prepared menu item:**

Managers should be trained to never void an item off a check once the menu item or product is created. The correct process would be to “Comp” the item under appropriate reason code.

A void should only be completed if the product has not been created. Voids generally do not affect inventory. An example of a valid void would be when a waiter rings in a menu item incorrectly, tells the kitchen not to make the menu item and that item is not cooked. The manager should void this item under a created reason code such as “server over-ringing.” Using Aloha software, users can create specific reasons for voided items. In addition, there should be a reason code that forces every manager to select the appropriate code when performing a void. This way the manager must accurately indicate why he/she is voiding and corporate management can understand and correct the problems appropriately.²

If the item has been prepared and needs to be removed from the check, the manager should perform a comp. An item that is comped should be evaluated to see if they need to reduce inventory for control purposes. Examples of a manager comp could be defined as “customer dissatisfaction with item” or “overcooked.” Corporate operations can then review manager comps by reason code to address situations or comp percentages that are not acceptable.³

2. **Managers should perform a table visit on every dissatisfied customer order.**

If a waiter tells a manager that a customer is dissatisfied with what they have ordered, it should be company policy for the manager to make a table visit to the customer to understand why the customer is dissatisfied. The manager will then be able to best understand the customer's complaint. For example, the manager might be able to re-cook or adjust the order without taking the item off the check. If the manager must remove the item from the check, he can appropriately add the reason code to the comp allowing corporate management to monitor customer complaints or service issues.

² Reference: Chapter 7 in the Aloha QuickService & TableService Manuals for void reason configuration

³ Reference: Chapter 6 in the Aloha QuickService & TableService Manuals for comp configuration

Chapter 8: Evil Incorporated

The Scam:

Waiters team up to steal by transferring items to each other that are commonly ordered by your customers and reprinting checks. An example of a common item(s) that is used in this scam is beverages. A typical check will have one beverage per customer on it. Waiter 1 can order a beverage on the system, print the check, present the check to the customer and receive payment. Prior to closing the check, waiter 1 creates a separate check by moving the beverage off the current check. Then waiter 1 transfers the new check with beverage to waiter 2. Waiter 1 closes the check minus the beverage and pockets the amount of the beverage. This process only works with cash payments, because the guest does not have to sign a credit card voucher with an appropriate total including beverage.

Recommended Aloha System Process:

1. Do not allow waiters to transfer tickets from waiter to waiter without manager approval.

Aloha provides the ability to prevent Waiter to Waiter transfer in the software. This eliminates Waiters from working together as a team to steal from the establishment. A good and routinely used company policy would be to have the process of transferring items from one server to another incorporate a Manager approval. Managers must approve any transfers between waiters thus eliminating waiter access. In Aloha Manager this access is enabled by the "Manager Transfer Table". It is defined by job code under access levels.⁴

2. Waiter performance measures should be set up on the system.

Aloha provides the ability for management to monitor server performance through performance measures. Performance measures allow for tracking of sales targets and comparisons against objectives of each measure. You can define up to 99 performance measures. These measures can be easily viewed on the FOH server sales report or checkout report. It would be recommended to configure a "Sales Category to Guest" or Sales Category to Check" performance measure(s) by waiter job code on the Aloha software. The Sales Category(s) would contain your most routinely ordered or most popular customer items - items that could be easily moved and reprinted from check to check. This way management can spot check any specific percentage discrepancies that look to be out of range. If a certain waiter has a low percentage of sales in this performance measure, then corrective action and monitoring should take place.⁵

3. Managers should routinely visually spot check tables and review corresponding waiter checks for accurate items, including order time of items.

Managers can easily access any waiter's check from a FOH terminal and review the check under Financial/View Tables. The manager can then make sure that appropriate beverages or any items that the waiter gets are on the actual check. They can also verify that the items have been rung into the system in an appropriate order time. For example, the current time is 5:00pm and these beverages have been rung in at

⁴ Reference: Chapter 4 in the Aloha QuickService & TableService Manuals for Transfer Check Management

⁵ Reference: Chapter 3 in the Aloha TableService Manual for Store Settings/Manager Required for Multiple Check Reprints

11:00am. If the table was not here all afternoon these items could be suspect. This waiter should be monitored.⁶

4. **The “Manager Required for Multiple Check Reprints” setting can be enabled in cases where warranted.**

If the establishment feels that waiters may be reprinting checks and passing them off to multiple guests, this setting can be turned on to prevent multiple printings of the same check by the waiter. The waiter would have to get a manager to approve an additional printing of the check in order to reprint this check. This could create operational issues if waiters need to reprint receipts often and should generally only be enabled if theft is suspected.

5. **The “Required Category / Category Count” setting can be enabled to prevent checks from being closed without appropriate items.**

If the establishment feels that waiters may be moving items, such as beverages, and passing them off to multiple guests, the “Category Count” feature in Aloha can be enabled to prevent checks being printed without such items. Category Count or Required Category on a check makes the waiter enter an item such as a beverage or “no beverage” on every check. The waiter would not be able to close a check without the beverage. In association with activating this feature, it would also be good to create a performance measure on the “no beverage” item to check percentage basis between all waiters in the case that one waiter is always entering “no beverage” on the check.⁷

6. **Monitor check reprints and split checks by waiter in the BOH Aloha Audit Report**

Use this report to verify functionality is at acceptable operation levels and that no specific employee falls outside normal processes. Generally the establishment will have a consistent ratio from employee to employee. If an employee falls outside that realm, they may need to be monitored or spot checked.⁸

⁶Reference: Chapter 1 in the Aloha TableService Add-Ons Manager Guide for Viewing a Tab or Table

⁷Reference: Chapter 3 in the Aloha TableService Manual for Store Settings/Category Counts

⁸Reference: Chapter 5 – Aloha Reports Guide for Audit Reporting

Chapter 9: Su Casa, Mi Casa

The “Recycled Check Maneuver” Scam:

In this scam, waiters take a previous order receipt with the same items requested for a new customer and pass the receipt to the new customers for payment. As example, a waiter has a previous ticket for two burgers, two salads, and two ice teas. Another table orders the exact same thing. The waiter only rings in what they cannot get themselves: the Burgers. The waiter serves the self service items without ringing them in. The waiter drops the previous check pocketing the excess cash for the ice teas and salads.

Recommended Aloha System Process:

1. **The “Required Category / Category Count” setting can be enabled to prevent checks from being closed without appropriate items.**

If the establishment feels that waiters may be passing checks with common ordered items such as beverages/salads and passing them off to multiple guests, the “Category Count” feature in Aloha can be enabled to prevent checks being closed without such items. Category Count or Required Category on a check makes the waiter enter an item such as a beverage or “no beverage” on every check. The waiter would not be able to close a check without the beverage or “no beverage” item.⁹

2. **Waiter performance measures should be set up on the system.**

Aloha provides the ability for management to monitor server performance through performance measures. Performance measures allow for tracking of sales targets and comparisons against objectives of each measure. You can define up to 99 performance measures. These measures can be easily viewed on the FOH server sales report or checkout report. It would be recommended to configure a “Sales Category to Guest” or Sales Category to Check” performance measure(s) by waiter job code on the Aloha software. The Sales Category(s) would contain your most routinely ordered or most popular customer items. This way management can spot check any specific percentage discrepancies that look to be out of range. If a certain waiter has a low sales percentage in this performance measure, then corrective action and monitoring should take place.¹⁰

3. **Managers should routinely visually spot check tables and review corresponding waiter checks for accurate items, including order time of items.**

Managers can easily access any waiter’s check from a FOH terminal and review the check under Financial/View Tables. The manager can then make sure that appropriate beverages or any items that the waiter gets are on the actual check. They can also verify that the items have been rung into the system in an appropriate order time. For example, the current time is 5:00pm and these beverages have been rung in at 11:00am. If the table was not here all afternoon these items could be suspect. This waiter should be monitored.¹¹

⁹ Reference: Chapter 3 in the Aloha TableService Manual for Store Settings/Category Counts

¹⁰ Reference: Chapter 4 in the Aloha QuickService & TableService Manuals for Performance Measure configuration

¹¹ Reference: Chapter 1 in the Aloha TableService Add-Ons Manager Guide for Viewing a Tab or Table

4. **Guest checks can have a message for a complimentary item if they're receipt time and date does not match the window they have been dining in.**

Many establishments post signs such as "If you do not receive a receipt your meal is on us." This is done to make sure that cashiers or waiters are ringing in items through the POS system. The same philosophy could be used on a guest receipt indicating for them to make sure the time and date of receipt is accurate. This will deter waiters from trying to attempt to pass an older or wrongly dated receipt to a new customer. Guest check messages can be defined in Aloha Events under "Set Guest Check Message."¹²

The Wagonwheel Scam:

This scam involves manipulating separate checks on a computerized POS system. The waiter will move the same self-served items multiple times back and forth from a separate "staging" check(s), print the check, collect cash for the check, move the items off the check back to the "staging" check(s), and close the original check with non-self serve items. The waiter pockets the difference. This only works if the customer pays cash not credit.

Recommended Aloha System Process:

1. **The "Required Category / Category Count" setting can be enabled to prevent checks from being closed without appropriate items.**

If the establishment feels that waiters may be passing checks with common ordered items, such as beverages/salads, and passing them off to multiple guests, the "Category Count" feature in Aloha can be enabled to prevent checks being closed without such items. Category Count or Required Category on a check makes the waiter enter an item such as a beverage or "no beverage" on every check. The waiter would not be able to close a check without the beverage or "no beverage" item.¹³

2. **Waiter performance measures should be set up on the system.**

Aloha provides the ability for management to monitor server performance through performance measures. Performance measures allow for tracking of sales targets and comparisons against objectives of each measure. You can define up to 99 performance measures. These measures can be easily viewed on the FOH server sales report or checkout report. It would be recommended to configure a "Sales Category to Guest" or Sales Category to Check" performance measure(s) by waiter job code on the Aloha software. The Sales Category(s) would contain your most routinely ordered or most popular customer items. This way management can spot check any specific percentage discrepancies that look to be out of range. If a certain waiter has a low sales percentage in this performance measure, then corrective action and monitoring should take place.¹⁴

3. **Managers should routinely visually spot check tables and review corresponding waiter checks for accurate items, including order time of items.**

Managers can easily access any waiter's check from a FOH terminal and review the check under Financial/View Tables. The manager can then make sure that appropriate beverages or any items that the waiter gets are on the actual check. They can also verify that the items have been rung into the system in an appropriate order time. For

¹²Reference: Chapter 7 in the Aloha TableService Manual for Events / Set Guest Check Message

¹³Reference: Chapter 3 in the Aloha TableService Manual for Store Settings/Category Counts

¹⁴Reference: Chapter 4 in the Aloha QuickService & TableService Manuals for Performance Measure Configuration

example, the current time is 5:00pm and these beverages have been rung in at 11:00am. If the table was not here all afternoon these items could be suspect. This waiter should be monitored.¹⁵

- 4. Monitor check reprints and split checks by waiter in the BOH Aloha Audit Report.**
Use this report to verify functionality is at acceptable operation levels and that no specific employee falls outside normal processes. Generally the establishment will have a consistent ratio from employee to employee. If an employee falls outside that realm they may need to be monitored or spot checked.¹⁶

The “Verbal Totals” Scam:

In this scam the employee either walks right up or uses the register as a prop making it look like they are ringing items in and verbally gives the total to the customer without ringing in the order on the POS System.

Recommended Aloha System Process:

- 1. For cashiers and bartenders, use an order confirmation display.**
Using an Interactive Customer Display (ICD) or Order Confirmation Display (OCD) will provide not only guests, but also managers, a way to visually see that the order is being rung into the POS System.
- 2. For cashiers and bartenders, make sure to create No Sale reason codes and Audit Reporting.**
Use this report to verify functionality is at acceptable operation levels and that no specific employee falls outside normal processes. Generally the establishment will have a consistent ratio from employee to employee. If an employee falls outside that realm, they may need to be monitored or spot checked.¹⁷
- 3. Create table signage indicating that if a customer is not provided with a receipt, his/her meal or complimentary item is on the house.**
Many establishments post signs such as “If you do not receive a receipt, your meal is on us.” This is done to make sure that cashiers or waiters are ringing in items through the POS system.
- 4. Utilize a hostess station that enters the number of customers seated at a table and starts a check.**
Having a hostess seat and open a table through the system will create an open check and guest count that the waiter will have to do something with. Using this process in conjunction with performance measures would show discrepancies in per check/person averages on the system indicating possible waiter fraudulent activity to monitor.

The “Handwritten Checks” Scam:

¹⁵Reference: Chapter 1 in the Aloha TableService Add-Ons Manager Guide for Viewing a Tab or Table

¹⁶Reference: Chapter 5 – Aloha Reports Guide for Audit Reporting

¹⁷Reference: Chapter 7 – Aloha TableService Manual for System Maintenance / No Sale Reason; Chapter 5 – Aloha Reports Guide for Audit Reporting

In this scam the waiter would hand write a ticket that contained self-serve items and present that to the customer for payment. The customer would pay and the waiter would pocket the cash since the self-serve items have never been rung into the system. This only works with a cash payment and is highly risky because management and customers could recognize it as invalid receipt.

Recommended Aloha System Process:

1. Waiter performance measures should be set up on the system.

Aloha provides the ability for management to monitor server performance through performance measures. Performance measures allow for tracking of sales targets and comparisons against objectives of each measure. You can define up to 99 performance measures. These measures can be easily viewed on the FOH server sales report or checkout report. It would be recommended to configure a "Sales to Guest" or "Sales to Check" performance measure(s) by waiter job code on the Aloha software. This way management can spot check any specific percentage discrepancies that look to be out of range. If a certain waiter is not ringing in sales and is passing hand written checks they will show a low sales percentage in this performance measure. Corrective action and monitoring should take place.¹⁸

2. Managers should routinely visually spot check tables and review corresponding waiter checks for accurate items, including order time of items.

Managers can easily access any waiter's check(s) from a FOH terminal and review the check under Financial/View Tables. The manager can then make sure that there are appropriate checks for each table. If the waiter has multiple tables open and there are no checks in the system then this waiter should be monitored. He may be hand writing checks, if not, he should be told that when items are ordered they need to be immediately entered into the system.¹⁹

3. Create table signage indicating that if a customer is not provided with a receipt, the meal or complimentary item is on the house.

Many establishments post signs such as "If you do not receive a receipt, your meal is on us." This is done to make sure that cashiers or waiters are ringing in items through the POS system.

4. Utilize a hostess station that enters the number of customers seated at a table and starts a check.

Having a hostess seat open a table through the system will create an open check and guest count that the waiter will have to do something with. Using this process in conjunction with performance measures would show discrepancies in per check/person averages on the system indicating possible waiter fraudulent activity to monitor.

The "Playing it off" Scam

¹⁸ Reference: Chapter 4 in the Aloha QuickService & TableService Manuals for Performance Measure configuration

¹⁹ Reference: Chapter 1 in the Aloha TableService Add-Ons Manager Guide for Viewing a Tab or Table

This scam involves being caught handwriting checks. The waiter tries before being caught to quickly ring and close out the checks on the system, and then states to management that he accidentally closed the check and had to hand write a new check for the guest.

Recommended Aloha System Process:

1. Management should verify the times on the check.

Managers can easily access any waiter's check from a FOH terminal and review the check under Financial/View Tables. They can verify that the items have been rung into the system in an appropriate order time. For example, if the items have all been ordered in the last few minutes and the table has been there for over an hour it lends a case to the fact that the waiter is trying to cover up his tracks. In a normal course of service all items on a check are not rung in at the same time and not in the last 2 minutes of service. This waiter should be monitored and spot checked if evidence is not specific enough.²⁰

2. Company policy should indicate that handwritten checks are prohibited unless instructed by management and grounds for termination.

In a case where a waiter accidentally closes a check, a manager can easily re-open that check in Aloha and provide access back to that server. There should be no reason why a waiter would hand write a check without instruction from management.

²⁰Reference: Chapter 1 in the Aloha TableService Add-Ons Manager Guide for Viewing a Tab or Table

Chapter 10: Friendly Delivery

The Scam:

Service staff has access to your inventory or kitchen supplies and steals them to use for personal use or sells them outside of the workplace.

Recommended Aloha System Process:

1. Lock down your inventory.

Most effective establishments will have walk-ins storage areas and freezer containers locked with limited access only by management staff. This would be the most effective way to keep products from "walking out the door."

2. Utilize Aloha Quick Count.

Aloha Quick Count offers a quick and easy way to track inventory items from the FOH. You can enter opening counts, closing counts, waste, etc all from the point of sale terminal. The system will automatically deduct product from quick count as it has been sold giving the establishment an on hand count at the end of the service period. Management should do a closing count and calculate for any discrepancies. At the minimum level of Quick Count use, every establishment should be tracking high cost items via this process. Such items include steak and seafood.²¹

3. Utilize Aloha BOH Inventory.

Aloha Inventory offers a complete comprehensive way for an establishment to track and manage all products at specific stocking locations. The control system assists you with managing purchases and receivables, creating count sheets by locations, processing usages and indicates items and areas of high variance.²²

²¹Reference: Chapter 3 in the Aloha QuickService for store settings / Quick Count

²²Reference: Aloha Inventory Manager's Guide

Chapter 11: Jail Break

The Scam:

This scam involves an employee such as a busboy that engages a customer to pay half his bill secretly to the busboy in a deal to essentially walk out of the restaurant and not pay for the other ½ the bill. This is a bit unlikely seeing that the waiter would probably go running after the customers and catch both in the theft.

Recommended Aloha System Process:

1. **Install surveillance cameras in your establishment.**

If you have a corrupt employee that is making deals with customers to steal from you, the best way to catch this non POS related theft would be via camera surveillance. You would not only see the busboy waging and collecting money, but you would also have video footage to provide to the police on the customers that walked out.

Chapter 12: Private Reserve

The Scam:

This scam revolves around bartenders and bar management. Bartenders scamming the system and the customer by charging more for drinks than what is poured, short pouring, using well liquors when order called for premium, padding large drink tabs and refilling liquors from low end self purchased refills.

Recommended Aloha System Process:

1. **Install surveillance cameras and Aloha Spy in your establishment.**

If you have a corrupt bartender that is creatively pouring in his favor, the best way to catch this is on video. With Aloha Spy you can watch real time from a private location a bartender pouring a drink and charging an amount. It is recorded and actual sales entries made on FOH by the bartender is overlaid over the video.

2. **Managers should routinely visually spot check bartender tabs.**

Managers can easily access any bartender's tabs from a FOH terminal and review the check under Financial/View Tabs. The manager can then make sure that appropriate beverages or any items that the bartender gets are on the actual tab.²³

3. **For bartenders, use an order confirmation display.**

Using an Interactive Customer Display (ICD) or Order Confirmation Display (OCD) will provide both guests and managers a way to visually see that the order is being rung into the POS System.

4. **For bartenders, make sure to create No Sale reason codes and Audit Reporting.**

Use this report to verify functionality is at acceptable operation levels and that no specific employee falls outside normal processes. Generally the establishment will have a consistent ratio from employee to employee. If an employee falls outside that realm, they may need to be monitored or spot checked.²⁴

5. **If appropriate, install the Berg drink pouring system.**

The Berg system pours and charges the exact desired amount. This leaves the bartender with little flexibility in over or under-pouring liquor. While this may offer too much constraint it will defiantly provide more accuracy to pour levels and associated charges.

6. **Utilize Aloha Quick Count.**

Aloha Quick Count offers a quick and easy way to track beer and wine bottles on FOH. You can enter opening counts, closing counts, waste, etc all from the point of sale terminal. The system will automatically deduct product from quick count as it has been sold giving the establishment an on hand count at the end of the service period.

²³Reference: Chapter 1 in the Aloha TableService Add-Ons Manager Guide for Viewing a Tab or Table

²⁴Reference: Chapter 7 – Aloha TableService Manual for System Maintenance / No Sale Reason; Chapter 5 – Aloha Reports Guide for Audit Reporting

Management should do a closing count and calculate for any discrepancies. *Note: only works with alcohol sold by the bottle.*²⁵

7. Utilize Aloha BOH Inventory.

Aloha Inventory offers a complete comprehensive way for an establishment to track and manage all products at specific stocking locations. Utilizing Aloha Inventory and recipes, you can create a liquor recipe for all the drinks that you carry. If the bartender is pouring incorrectly or using the incorrect liquor there will be variances associated.²⁶

²⁵ Reference: Chapter 3 in the Aloha QuickService for store settings / Quick Count

²⁶ Reference: Aloha Inventory Manager's Guide

Chapter 13: The Pawn Game

The Scam:

This scam involves the waiter gathering coworkers, such as the hostess and kitchen staff, to assist him in providing him guests and food that will let him manipulate the system to steal. The waiter gets profiled customers from the hostess that are likely to order specific items from specific cooks that prepare and will give this food to the waiter without an order placed on the system. The waiter then will write a hand written check and pocket the money. This only works with cash payments and is difficult for the waiter to accomplish because he needs to have a large group of accomplices.

Recommended Aloha System Process:

1. **Install a Host Management Package.**

Automating the host's seating and reservations process will deter any preferential seating of parties to select waiters. Hosts will not be able to select specific profiled customers to feed to a conspiring waiter for theft.

2. **No food out of the kitchen without an order chit.**

This is normal and routine order process in most establishments. If a waiter cannot get a food item out of the kitchen without an order being run through the POS system and a kitchen chit being generated, they will not be able to pocket the cash for it. Make as many waiter serviced items coming out of the kitchen/bar require an order chit as possible. For example, even sodas can be poured at the bar by the bartender if needed.

3. **Install surveillance cameras in your establishment.**

If you have a corrupt employee that is making deals with other employees or guests to steal from you, the best way to catch this non POS related theft would be via camera surveillance. You would not only see a waiter taking food without an order chit and collecting money, but you would also have video footage to provide to the police. Generally, known installed cameras help to keep honest people honest.

4. **Company policy should indicate that handwritten checks are prohibited, unless instructed by management, and grounds for termination.**

In a case where a waiter accidentally closes a check, a manager can easily re-open that check in Aloha and provide access back to that server. There should be no reason why a waiter would hand write a check without instruction from management.

5. **Utilize Aloha Quick Count.**

Aloha Quick Count offers a quick and easy way to track menu items on the FOH. You can enter opening counts, closing counts, waste, etc. all from the point of sale terminal. The system will automatically deduct product from quick count as it has been sold giving the establishment an on hand count at the end of the service period. Use quick count on specific items certain kitchen staff are preparing to spot check.²⁷

6. **Utilize Aloha BOH Inventory.**

²⁷Reference: Chapter 3 in the Aloha QuickService for store settings / Quick Count



Leveraging Aloha's Strengths Against Waiter & Bartender Scams

Aloha Inventory offers a complete comprehensive way for an establishment to track and manage all products at specific stocking location. Utilizing Aloha Inventory and recipes, you can create a liquor recipe for all the drinks that you carry. If the employees are giving away menu items there will be variances associated.²⁸

²⁸Reference: *Aloha Inventory Manager's Guide*

Chapter 14: Oops! Wrong Check!

The Scam:

Hoodwinking guests into paying slightly higher yet similar checks is a sure way to increase a waiter's slice of the money pie and cover themselves at the same time. Waiters look for ripe candidates that don't glance at the check at all. The waiter then produces a guest check that is closely similar to the actual check, but is higher in total price.

Recommended Aloha System Process:

1. **Aloha allows the reprint function of a check to be turned on and off by access level. Only give this functionality to managers and not servers.**
2. **Aloha Manager offers an audit report that allows the owner to track the number of checks that have been re-printed and the number of checks that have been re-opened by employee.**
3. **Enterprise.com has an audit report that should allow managers to see how many checks were reprinted by each employee for a specified amount of time.**

Chapter 15: Our Man In Amsterdam

The Scam:

The waiter settles up a sizable cash check, but doesn't finalize the transaction. The waiter brings this to the attention of the buddy manager. The manager voids the transaction leaving the waiter with all the cash. The cash is then split between the manager and waiter.

Recommended Aloha System Process:

1. **Enterprise.com offers a void report that can notify an owner of how many voids occurred and the monetary value of those voids.**
If the numbers get high like in this scam example, the owners know they have a problem.
2. **Enterprise.com also offers a void alert that produces the same information as above.**

Chapter 16: Extra! Extra! Read All About It!

The Scam:

Promotional Coupons being used for free money to servers – when an owner decides to get coupons, the wait staff takes a lot for themselves. The wait staff may clip as many coupons from publications as possible and keep with him/her during their shift. After the customer has paid their check, the waiter applies the coupon to a check with the appropriate item. This leaves the waiter with the cash incentive intended for the customer and makes the owner/manager think that a lot of people are taking advantage of his promotional coupons. Also works with Gift Certificates.

Recommended Aloha System Process:

1. **Enterprise.com allows for an audit report that tracks promos applied to checks by employees.**
2. **Restrict discounts to manager approval.**
3. **Enterprise.com also allows for an alert to be created notifying the owner that a predefined threshold has been reached of promos being applied to checks.**
4. **eCard provides reports on eCard activity by the same employee.**
eCard also protects the restaurant by allowing the manager to define the amount of times a card can be used on the front of house without manager approval. (This occurs before the employee even gets caught on the reports or by the alerts.)

Chapter 17: The Potemkin Voucher

The Scam:

Selling the same credit card slip to other servers for cash – A waiter prints an extra copy of the credit card voucher. He then takes the original voucher to fellow servers for cash. He finds another server who is willing to buy a copy and tells him the customer walked out with the original.

Recommended Aloha System Process:

1. **Aloha keeps a record of transactions by employee.**
When an employee finalizes a sale and closes that check, they are responsible for that credit card voucher at the end of the shift during the checkout process.
2. **Aloha can also activate Payment reconciliation where employees have to verify every credit card voucher they received by entering them during the checkout process.**
If they don't match the Aloha reports for that employee, a manager is notified before the employee can clock out.

Chapter 18: The Package Deal

The Scam:

Meal Vouchers in a buffet type environment in hotels – Servers count all vouchers that they collected and access a voucher screen to enter in the correct amount of all the vouchers they have received (ex. \$12.50). The server enters in \$112.50 instead of the \$12.50 and uses the excuse that it was a slip of their finger that entered the wrong number.

Recommended Aloha System Process:

1. **Aloha allows for payment reconciliation to be activated by job code at the end of each shift.**

Before that server can clock out, they have to verify that all of the forms of payment they received that day, match the total that Aloha has recorded in the Back of House. If these totals don't match, then the system will prompt for a manager password before the employee can clock out.

Chapter 19: The Finishing Touches

The Scam:

Adding Automatic gratuity and not letting the guest know – The waiter smears the gratuity stamp so it cannot be read. The waiter then writes or circles the final total and writes a message to the customer to distract them. The waiter then writes the final total on the back of the check and serves it with a distraction (mints).

Recommended Aloha System Process:

1. **Enterprise.com allows for us to track the auto gratuity by tender type and create an alert for this line item.**
If this amount is beyond a pre-defined amount, it will notify the owner.
2. **Print an “additional tip” at the bottom of a check, if an auto grat has been applied.**
This will further alert the guest that it's already been applied.

Chapter 20: The Wagonwheel

The Scam:

Separate check scam – This is when food is moved from the original check to newly created seats and then checks are reprinted for extra money.

Recommended Aloha System Process:

- 1. Monitor check reprints and split checks by waiter in the BOH Aloha Audit Report.**
Use this report to verify functionality is at acceptable operation levels and that no specific employee falls outside normal processes. Generally the establishment will have a consistent ratio from employee to employee. If an employee falls outside that realm they may need to be monitored or spot checked.²⁹
- 2. Enterprise.com provides an audit exception report that provides details on how many split checks and split off items of those checks occurred by each employee.**
- 3. Enterprise.com also shows transfer check counts.**
All of these can be in a report form or an alert that would be sent to the manager.
- 4. The “Required Category / Category Count” setting can be enabled to prevent checks from being closed without appropriate items.**
If the establishment feels that waiters may be passing checks with common ordered items, such as beverages/salads, and passing them off to multiple guests, the “Category Count” feature in Aloha can be enabled to prevent checks being closed without such items. Category Count or Required Category on a check makes the waiter enter an item such as a beverage or “no beverage” on every check. The waiter would not be able to close a check without the beverage or “no beverage” item.³⁰
- 5. Waiter performance measures should be set up on the system.**
Aloha provides the ability for management to monitor server performance through performance measures. Performance measures allow for tracking of sales targets and comparisons against objectives of each measure. You can define up to 99 performance measures. These measures can be easily viewed on the FOH server sales report or checkout report. It would be recommended to configure a “Sales Category to Guest” or Sales Category to Check” performance measure(s) by waiter job code on the Aloha software. The Sales Category(s) would contain your most routinely ordered or most popular customer items. This way management can spot check any specific percentage discrepancies that look to be out of range. If a certain waiter has a low sales percentage in this performance measure, then corrective action and monitoring should take place.³¹
- 6. Managers should routinely visually spot check tables and review corresponding waiter checks for accurate items, including order time of items.**

²⁹Reference: Chapter 5 – Aloha Reports Guide for Audit Reporting

³⁰Reference: Chapter 3 in the Aloha TableService Manual for Store Settings/Category Counts

³¹Reference: Chapter 4 in the Aloha QuickService & TableService Manuals for Performance Measure Configuration

Managers can easily access any waiter's check from a FOH terminal and review the check under Financial/View Tables. The manager can then make sure that appropriate beverages or any items that the waiter gets are on the actual check. They can also verify that the items have been rung into the system in an appropriate order time. For example, the current time is 5:00pm and these beverages have been rung in at 11:00am. If the table was not here all afternoon these items could be suspect. This waiter should be monitored.³²

³²Reference: Chapter 1 in the Aloha TableService Add-Ons Manager Guide for Viewing a Tab or Table