SOP Title:	QRC Payments
Effective Date:	9/9/15
Last Revision Date:	9/9/15

The following has been defined by Tavistock Restaurant Collection as a **Standard Operating Procedure**. These guidelines have been established to improve the guest experience, advance operations and provide consistency.

Policy: There are two types of QRC Cards; a Red QRC Card and a Black QRC Card. Red QRC Cards are carried by our salaried employees that work in the restaurants. Red QRC Cards are an employee benefit; *you cannot add a tip to a Red QRC Card*, tipping will be done separately by the salaried employee. Black QRC Cards are carried by TRC corporate and support employees. Black QRC Cards will be processed in two different ways: if visiting a restaurant for business purposes, employees carrying Black QRC Cards can add tip to the cards, if visiting a restaurant for leisure, employees carrying Black QRC Cards must tip on their own.

Purpose: The purpose of this SOP is to ensure that all Tavistock Restaurants know how to process both Red and Black QRC payments.

Responsibilities:

Managers are responsible for finalizing all QRC payment.

Managers are responsible for engaging Tavistock employee(s) with QRC card and being knowledgeable about their visit.

Hourly staff is responsible for notifying a Manager of a guest with a QRC card and finding a Manager to process QRC payment.
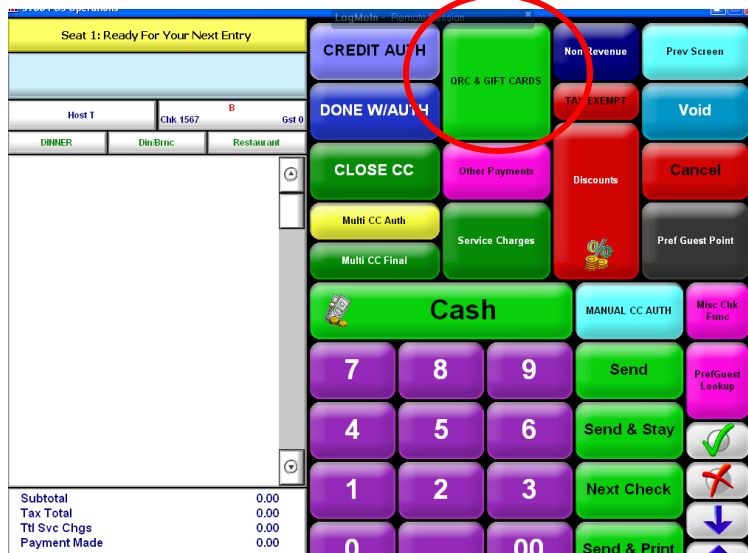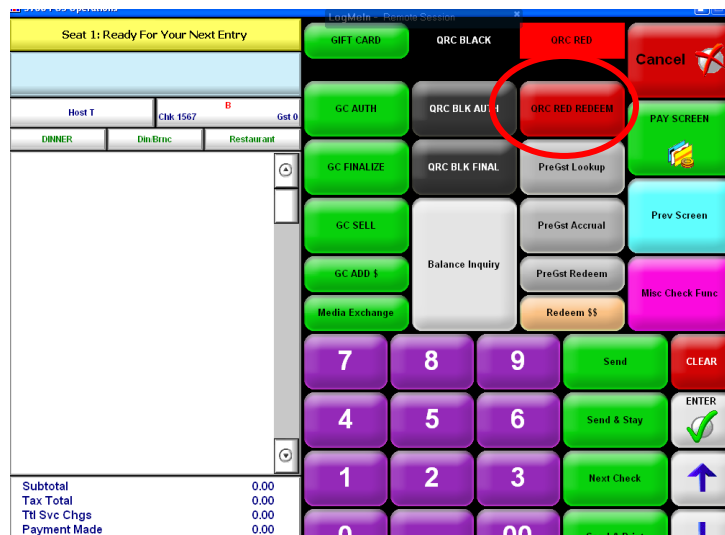
Procedure:

** Please note: QRC Payment can be processed directly onto the check from the server's Pay Screen. You no longer have to go to the manager's Sell Gift Card screen to access the QRC payment buttons.

RED QRC CARD:

1. When the guest with the Red QRC Card is ready to pay, the server will open the check and go to the PAY screen.   On the PAY screen, select   :
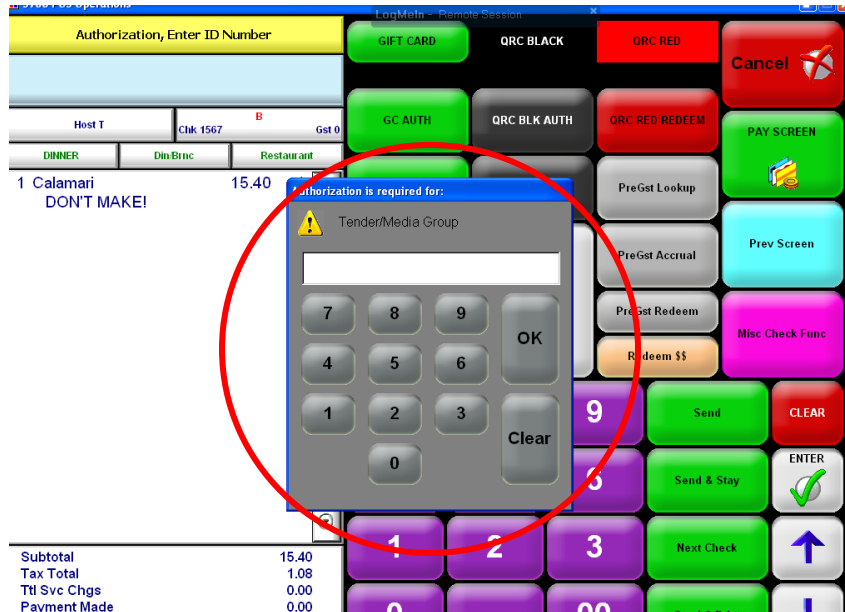

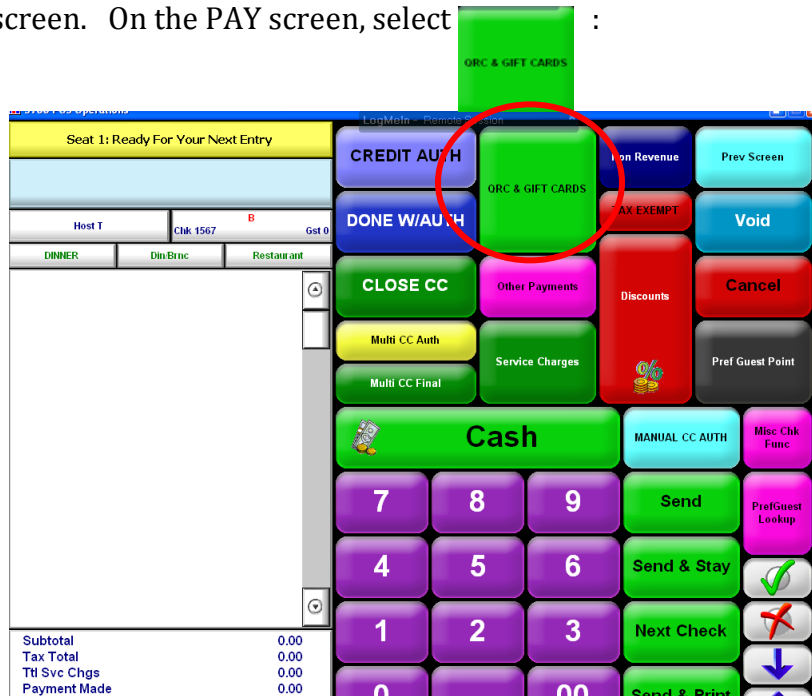2. On the QRC & GIFT CARD screen, select   QRC RED REDEEM   :

3. You will be prompted to swipe your Micros Manager Card:

4. Once a manager swipes the Micros card, the check will close out and a finalized receipt will print. **A manager must keep** this closed receipt and file in designated InfoSync color folder.
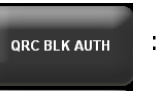
BLACK QRC CARD:

1. When the guest with the Black QRC Card is ready to pay, the server will open the check and go to the PAY screen.   On the PAY screen, select [   ] :

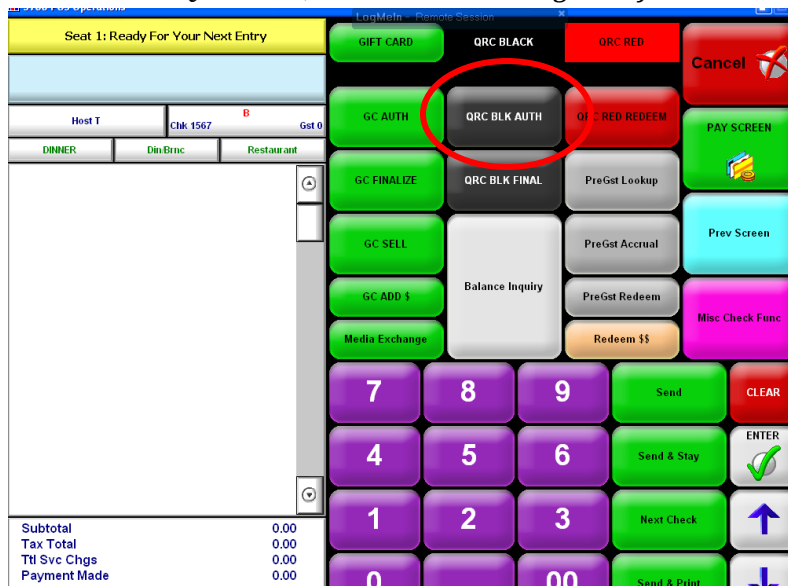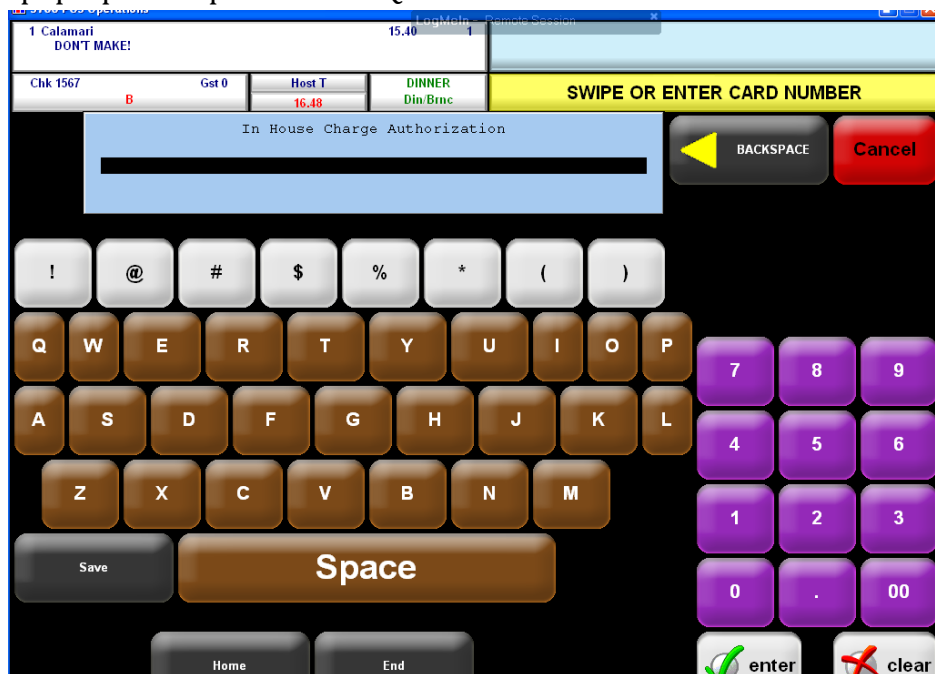2. On the QRC & GIFT CARD screen, select   QRC BLK AUTH   :

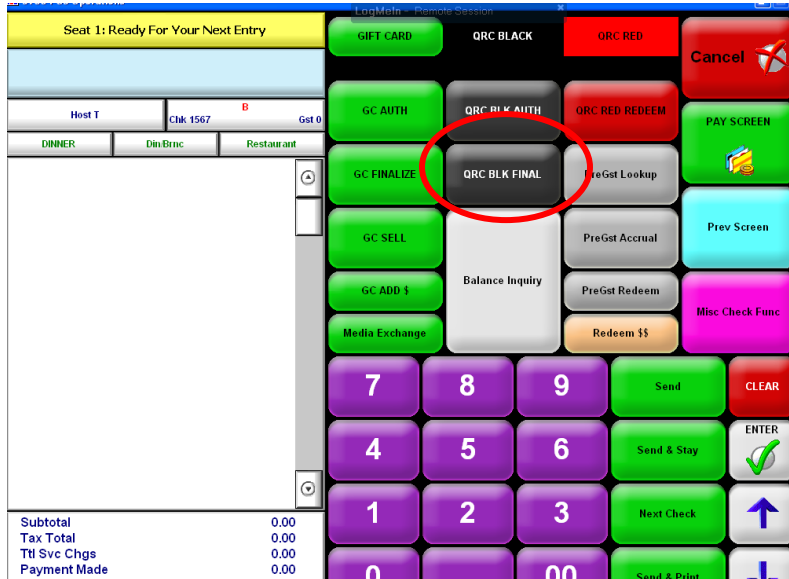***A server can authorize a Black QRC Card, but needs a manager to finalize.*

3. A screen will pop-up to swipe the Black QRC Card:

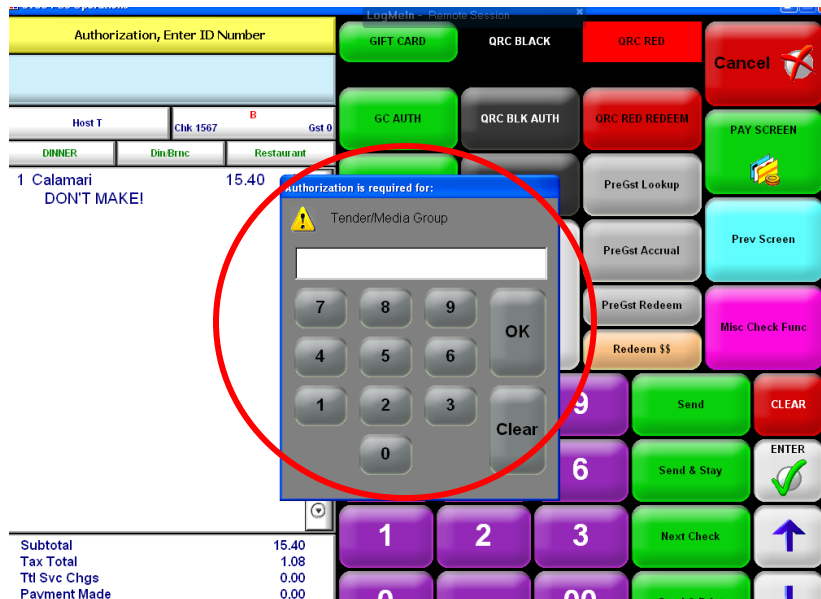4. Two receipts will print out, just like credit card receipts, to have the guest sign.

5. Once the guest has signed the receipt, proceed back to the QRC & GIFT CARD screen. This time, select :

6. To finalize the Black QRC Card, a manager must swipe their Micros card:

5. Once the manager has swiped their card, enter the total amount including tip, and hit enter. The tip will be calculated. Select "OK", the check will close out and a finalized receipt will print. **A manager must keep** this closed receipt and file in designated InfoSync color folder.