

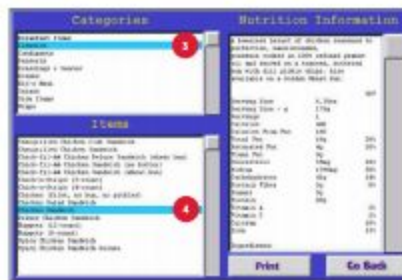
Please go over all the buttons on the POS, and making sure as you go along to highlight the following scenarios and how to correctly input them in the POS:

- Meal breakout button
- No drink button
- Local Items: Do Not Make, Dessert Later, Bag Separately, Protein Style, Gluten Allergy, etc.
- Red Flag / Open Comment
- Cancelling an item
- Promo Free button
- Police discount - 50% all day; Free if Dine-in from 8pm-10pm
- Handling a First 100 Card
- Finding nutritional information on products

Nutritional Information

Nutrition information is available from any POS terminal. When a customer requests nutritional information, a Team Member can locate the item and print the details for the customer to have. To locate nutrition information, follow the steps below:

1. Press the **Other Functions** button on the register.
2. Press the **Nutrition** button. The screen displays.
3. Touch the desired category in the **Categories** area.
4. Select the appropriate item in the **Items** area. The nutritional information displays on the right.

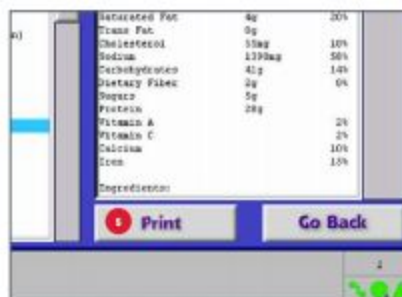


5. Review the information or press **Print** to print the information for the selected item.

NOTE

If an item that is in the virtual receipt is highlighted when the above steps are taken, the nutritional information for the highlighted item displays.

Complete meals do not display. Nutritional items must be researched individually.



- Enter multiple quantities of an item

Enter Multiple Quantities

Use the Quantity button below the virtual receipt to enter the desired quantity.

1. Press the item button for the desired item. A quantity of one item displays in the virtual receipt.
2. Press the **Quantity** button. The Quantity Change screen displays.
3. Do one of the following:
 - a. Press one of the green number buttons.
 - b. Enter the desired quantity using the number pad and press **Enter**.
4. The virtual receipt displays the new quantity next to the item.



- Cash, Next Dollar and Exact Dollar

Tender with Cash

When a customer pays with cash, there are several cash tender options to complete the transaction easily. Follow the steps below to accept cash tender:

1. After the customer's order is complete and has been read back for verification, press the **Tender** button located at the bottom-right corner of the POS menu screen. When this button is pressed, the Amount Tendered screen shown to the right displays. The total, including tax, displays at the bottom of the virtual receipt.
 2. Enter the amount of money given by using the following methods:
 - Use the number pad to enter the cash amount given. Then, press **Cash**.
 - Use the quick-cash buttons to indicate the denomination given.



NOTE

If a Team Member wishes to cancel or decrease the quantity of any item on the order after the Tender button is pressed, a manager card is required unless configured otherwise in ServicePoint Store Management.

If the customer hands the Team Member a \$5, \$10, or \$20 bill, the Team Member may save steps and avoid errors by utilizing the quick-cash buttons labeled \$5, \$10, or \$20.

- Ringing up a Chick-fil-A gift card

Chick-fil-A Gift Cards

Team Members can activate, reload, and perform a balance inquiry on a Chick-fil-A gift card. To complete any of these functions, follow the steps below:

1. On the POS, touch the **Premiums** button. The Premiums screen displays.
2. Press the **CFA Card** button. The CFA Cards screen displays.



- Handling a Digital Offer Card (Be Our Guest card)

NOTE

An order must be tendered even if the order is completely free. Use the Exact Dollar function on the Amount Tendered screen to tender a zero balance.

Digital Offers

In addition to coupons, Digital Offers are used at Chick-fil-A. Digital Offers differ from coupons in that the Promo Free button is not used. The offer can be swiped or scanned at any time during the order; however, regardless of when the card is swiped/scanned, the discount is not applied and does not display in the virtual receipt until after the Team Member presses Tender. To learn more about the full function of Digital Offers, refer to the [Digital Offers User Guide](#) for detailed training materials.



Practice Order Taking

Jared R (red jacket, glasses): #1 meal w/ Coke; and #7 meal - 8ct w/ Lemonade
Logan T (blue polo, black vest): #4 meal w/ half Unsweet Tea/half Diet Lemonade
Samar N (black, striped long sleeve shirt): #2 meal no cheese, substitute Md fruit cup instead of waffle fries, w/ Chocolate Milkshake
Marcus B (purple tie, black suit): Cobb Salad no cheese w/ Avocado Lime Ranch Dressing; cup of chicken noodle soup
Selina C (orange patterned dress): #5 entree, no bun (aka lettuce wrap/protein style), w/ Lg Diet Coke, light ice
Arielle D (yellow blouse, glasses): #3 meal w/ extra pickles, on multigrain brioche bun, w/ Lg waffle fries and Lg half Sweet Tea/half Unsweet Tea
Coby W (camo sweatshirt, black hat): Market Salad w/ no chicken, w/ Light Balsamic Vinaigrette dressing, w/ bottled water
Jin Y (blue scrubs): #6 meal, no tomato, w/ Cherry Coke, no ice; & chocolate chunk cookie
Felix H (green jacket, black pants): Kid's Meal - 4ct Classic Nuggets w/ Milk; 3 Lg Waffle Fries; a 12ct Grilled Nugget entree; Frosted Lemonade

Jake G (brown vest, patterned t-shirt): Spicy Southwest Salad w/ Classic Nuggets, no tomatoes, w/ Garden Herb Ranch dressing

Aram M (red, plaid long-sleeve shirt): Chick-fil-A Biscuit meal, w/ Coffee (black, dark roast)

Desmond P (gray sweater, glasses): Egg White Grill meal, substitute Granola Parfait instead of Hash Browns, w/ Orange Juice; Hash Brown Scramble Bowl entree - sausage, w/ a cup of water

Kenji L (blue, gray uniform): 4ct Chicken Minis entree, w/ a side of Hash Browns