Semper

Best Practices

Stock Control and POS

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Setting up storage areas

With storage areas it is best to keep them to a minimum. The less storage areas you have, the better. The more storage areas you have, the more work in transferring stock between the different areas.

Product setup

When to use smaller unit products and which measurement to select for a product

As a general rule, all products should be set up with measurement as *units*. The exception to this rule are spirits (sold as a full bottle or a tot), wines (sold by the glass or the bottle) or any product that gets further divided such as recipe components or other products such as shooters, cocktails etc.

Wines sold by the glass or bottle or spirits sold by the tot or bottle should be setup with a smaller unit product.

Note: Once a product has been defined with a specific measurement (e.g. units) it can't be changed once a GRV or sale of that product has taken place. It is therefore very important that care is taken when setting up the measurement of products.
Therefore if wine *can ever* be sold per glass, it is best to set it up with volume as the measurement.

Recipes

Recipes are products made up of different products combined as one composition. Recipe components can include unit measured products, smaller unit products or portions of bulk products (measured in weight or volume).

An example of a recipe product would be a Hamburger and Chips. This recipe product could be composed as follows: a bread bun (unit product), an egg (unit product), patty (200g of the bulk product, mince), and fries (100 g of potatoes).

A modifier such as a mushroom or pepper sauce could also be set up as a recipe product if it consists of various components which need to be managed. Once this recipe product is set up it is linked to a modifier product (see below).

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Modifiers

Linking a Modifier to a Product

To manage stock of your modifiers, you can link a modifier to a stock control product. Every time that modifier is charged on a sale, stock will be deducted from your stock on hand from whatever product you linked to that modifier.

Modifiers are not deducted from stock unless they are linked to a product.

The product linked to the modifier can be any product defined including recipe products (e.g. a modifier can be linked to a souse and stock control can be managed on the components of the souse).

Note: Modifiers with or without sales prices are seen as mere comments until linked to stock control products. Only then they will they be charged at the specified price and managed and deducted from stock when charged.

The price specified in the rate table of that product will be overridden by the modifiers price as set on the modifier screen.

If the quantity on the modifier screen is set to two, then two of the linked products will be deducted from stock each time the modifier is charged in POS.

Grouping together of Modifiers

Grouping of modifiers is purely designed for filtering of modifiers in your Point of Sale system.

Modifiers can be grouped together by assigning the same group number to modifiers of the same type (Master Tables -> Modifiers -> Group). E.g. assign a group number of “1” to all your pizza toppings.

When charging products in your Point of Sale system which has modifiers linked, these modifiers will appear grouped together as specified. Modifiers will appear in ascending numerical order according to the group numbers.

This enables you to display groups of products and the operator has to pick from each group. E.g. first pick the starches (such as chips, baked potatoes etc.) and then the vegetables etc.

Bulk products

These are products which are purchased in bulk and at different volume/weights for each order.

A smaller unit product can be defined with the bulk product. This is used when portions of the bulk product is sold *independently* (e.g. portion of fries from a bag of potatoes)

The second application is to include variable portions in various *recipes*. E.g. in one recipe we include 100g of potatoes as a mash and in a second 200g as a hash brown. This is setup when recipes are defined.

The third application of bulk products is where other products are created (e.g. hamburger patties – which consist of various products such as mince, potatoes, eggs etc.)

The various components can be *issued out*– use the issue function - to the chef who then creates a different product. These new products must then be entered into the system by using the GRV function (select the venue account as the supplier).

Any remainder can also be put back into the system using the same GRV.

Setting up of Cocktails/ Shooters & Shots

In general the components of these products will be sold as tots, or by the bottle or as components in cocktails or shooters (Shooters are a combination of drinks in variable quantities. E.g. a Sprinkbok may consist of 15ml Amarula and 10 ml of Peppermint Liqueur). A shot consists of a single product – one or multiple of tots.

The master product would be defined as a volume product and may consist of various sizes. (E.g. 750ml or 1L). The smaller unit product will be setup as one tot of 25ml (standard size for a tot).

Each size will be setup as a different product and the same smaller unit product selected.

To create the cocktails and shooters, recipes for each must be setup. Within the recipe, the volume of each component will be specified.

Note: when a stock take is performed the number of full bottles left over gets specified as well as the number of left over tots for bottles that have already been opened and partially consumed.

This principle can be applied to any drink that needs to be created from several different products.

When to use stock issue facility

Stock is issued to employees when it is used for staff use such as cleaning or when it is issued as complimentary drinks to guests or staff. The issued stock will be removed from your stock on hand and the “sale” price is the same as the issued stocks cost price (the price that the stock was received into the system with).

Please see the complimentary drinks section to see the best way to manage these items.

The issued stock report found under the Stock Control tab can be used to view historic transactions.

Complimentary drinks

One of two techniques is used.

Stock is taken from the storage area and noted on a separate sheet.

At the end of a day, the items used get issued to the employee and the rest returned to stock. A stock take is performed to check that all stock has been returned.

The second method would be to issue out all the products which are given out as complimentary drinks by using the Issue Stock function. The drinks not consumed can then be brought back into stock by means of a GRV (use the venue as the supplier account).

Buffet’s

Stock is taken from the storage area and noted on a separate sheet.

The buffet product is then charged to each guest (this is defined as a non-stock product).

At the end of the meal, the items consumed are issued to the employee managing the buffet – use the *Issue* function. (This reduces the stock-on hand for each product used in the buffet).

The remainder is returned to stock and a stock take is performed to check that all items have been returned.

Mini Bar

Create a Product Category called *Mini Bar*. The ‘Is Minibar’ tick needs to be selected for this category.
This category will then be used for all rooms that contain a mini bar.
Add all your products to the mini bar category that will be sold out of your mini bars.

More than one Mini bar category can be setup if mini bars contain different products.

Each room which contain a mini bar should have a separate storage area set up (example Superior Suite Storage Area).

On the room products (under setup & admin → rooms) change each room that has a mini bar by indicating the mini bar's product category and storage area for that room.

When products are consumed from a mini bar, transfer the items from the main storage area/bar/freezer to each room's storage area.

Stock takes should be done daily to determine what was consumed from the mini bar categories. The variance in the storage area will then be what the guest consumed.

Use the daily prep sheet to determine how many of each product must be replenished for each room.

Pre-ordered products

When products are recorded for future date (e.g. a bed and breakfast is sold and one breakfast recorded per day for the duration of the visit or product purchased via the on-line booking system or recorded on a future visit).

On the day the product needs to be delivered a number of scenarios are possible.

Scenario 1:

The guest visits the restaurant to take up the breakfast ordered or the conference delegates arrive on the day and the pre-ordered products must be delivered to the delegates (e.g. a wedding).

In the scenario above, where the guest visits the restaurant or conference, the order must be processed via the POS terminal located in the area.

Use the In-House Tables option found in the POS system. This function displays all in-house reservations and the pre-ordered products recorded on each room account (including conference rooms).

Select the room to create a new table and then add the products (displayed on a pop-up screen) that are to be taken up. This technique ensures the front desk has a record when and if the product was consumed as soon as the Process button is selected and so that the same products aren't added to a reservation twice.

Additional products pre-ordered can be added later to the table by opening the In-house tables and selecting an open table for the room.

Scenario 2:

The product is pre-ordered and recorded and needs to be delivered to the guest room on the effective day (e.g. Wine or Champagne).

All pre-ordered products for any specific day can be viewed on the Pre-ordered Products report where only products that have not been taken of stock will be listed.

Products sold via the Reservations or Conference system where stock control must be applied.

It is ***important*** to note that any product recorded or altered within the Reservations or Conference systems will NOT affect your stock control.

If a stock item is sold that affects stock, it must be done via a **POS** terminal.

Your POS terminal can be accessed directly from your reservation system by selecting the POS icon under your Front Desk tab. If used, make sure the correct terminal is selected so that the products sold will be printed to the correct devices where the stock can be issued from. (E.g. if the stock is physically located in the bar then the terminal in the front desk must be setup to ensure the bar product sold gets printed on the bar printer).

Managing Hotel Assets (linen glasses etc.)

Consumables (soaps etc.) –

Issue the items to the cleaning staff using the Issue facility. Once completed, GRV the remainder back into stock (use the venue as the supplier).

The other technique is to issue the stock only *after* the cleaners have completed their rounds. Do a stock take to determine how many items were consumed. These will be recorded as stock loss

Glasses, Cutlery – Move these items around between your different storage areas. Do periodic stock takes to determine losses.

Prices, and profit margins and re-order levels

Product prices, profit margins and re-order levels should be modelled per product on the product screen itself.

Once a the cost price has been entered into the system either by a GRV or a Stock take, revisit the product properties to determine if the correct selling price and profit margin has been set for the product. If not, adjust accordingly and then 'Update the Master' rate so that the price can be set for the next 12 months.

POS – Bar Tabs

If the bar tab is set for R10 000, create a new table in your POS on the day of the event and add a payment of 10000 to the table. Charge the products to the table until the balance of the table is on R0.00. Then close the table to the conference or the reservation.

Stock Take and Balances

Spreadsheets can be created from your system, the stock take recorded and then that spreadsheet can be imported back into your semper system.

Use Stock Takes as a starting process to making sure that your stock balances to what is on your system and the actual stock you have on hand.

To correct your balances, enter cost prices for each variance (these cost prices are used anywhere in the system where profit needs to be calculated) and create transactions. These transactions will update your systems stock on hand to match with those recorded on the stock take.

Stock takes for products with smaller units need to be counted as whole units, as well as how many tots/ glasses are available. Enter these tots as units and not as ml.

Cash-up management

Cash ups should be performed on a daily basis per employee. This way they are easier to manage and transactions are easier to track. Use the *Cash up Management* tool to view history cash ups or multiple users.

The cash up for each employee details the money taken during a shift and any float should be added to the cash up figure to determine the cash on hand at the end of a shift